



Youth Justice Board
Bwrdd Cyfiawnder Ieuencid

HM Inspectorate of Prisons
Youth Justice Board

Children and Young People in Custody 2008–2009

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

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Foreword

This is the fifth report that we have published jointly with the Youth Justice Board, which draws together the reported experiences of 15–18-year-olds held in prisons. These reports were published every two years, but are now produced annually. This report covers the period 2008–2009. It provides an opportunity to compare young people's perceptions across establishments, and over time.

There are many similarities between this report and its immediate predecessor, which covered 2006–2008. Most children and young people who end up in prison come from sadly predictable backgrounds. A quarter of young men, and nearly half of young women, had been in care. Almost nine out of 10 young men and young women had been excluded from school – and around 40% had last been at school when they were under 14. For a surprisingly high number however (around two-fifths of all young people, and over half of black and minority ethnic young people), this was their first time in secure custody. The gap between hope and expectation about their future remained wide – 70% of boys said they wanted to stop offending, but only about half that number (37%) thought that they had done anything in prison to make that more likely; and the responses from girls showed a similar, though smaller, gap.

Black and minority ethnic young people continued to be over-represented, and, for young men, that was even more the case than in the previous period: 36% of those in custody came from a minority ethnic group. Interestingly, the background of black and minority ethnic young men was better than their white counterparts – fewer had been in care, been excluded, or left school before the age of 14. More black and minority ethnic young men planned to continue education on release. Black and minority ethnic young men (though not young women) continued to report worse experiences in key areas of prison life, particularly relationships with staff, and in answer to questions about resettlement. Worryingly, black young men were once again disproportionately likely to report having been restrained – a difference that had disappeared in the 2006–2008 surveys. Their expectations of life outside prison were correspondingly low: more expected to carry on offending, and fewer thought that prison had made that less likely.

The proportion of young men who had felt unsafe in prison had declined from the high of 38% in 2003–2004, but nevertheless over one in four said they had felt unsafe at some time. For young women, the dramatic drop in those feeling unsafe that accompanied the opening of the small units had bottomed out. More young women had experienced or carried out shouting through windows, and considerably fewer thought that staff would take it seriously if they said they were being victimised.

As in previous reports, young men in dedicated juvenile sites (as opposed to those shared with young adults) were more positive about their experiences: they felt safer, more were in education, skills training or work, and they were much more likely to say that they wanted to stop offending. However, those in split sites reported better relationships with staff in answer to a range of questions, and better access to association and showers.

The differences between establishments, irrespective of whether they are dedicated or split sites, remains marked in some important areas. Levels of use of force at Castington, for example, both in the main split site prison and in the small dedicated, specialist Oswald Unit, are the highest in the juvenile estate. As a recent inspection showed, there have, as a result, been a number of fractures and suspected fractures. Use of physical restraint in young women's units also varied considerably, being over three times higher at the Toscana Unit in Foston Hall than at Eastwood Park's Mary Carpenter Unit; though reported

relationships with staff were good at both establishments. Perceptions of safety varied, even among dedicated sites, with only 18% of young men at Ashfield saying they had felt unsafe, compared to 40% at Warren Hill. While most establishments had high proportions of young men engaged in education, this was surprisingly low at Werrington – as was access to association and exercise – even though it holds a relatively settled sentenced population. Participation in education was very good across the young women’s estate, but perceptions of its value varied considerably.

The availability of visits remained a major concern, as at the time of the last report. Only around a third of young people said that it was easy for their families to visit, and 29% of young women and 16% of young men had had no visits at all in the preceding month.

In general, previous survey reports have charted an improving picture in young people’s experience of custody. This remained true in some areas in this report, but overall there are some causes for concern. In the last survey of young men, there were 23 answers that elicited a more positive response than at the previous survey, and only 11 responses that were more negative. In this survey period, there were 24 more positive, but 26 more negative, answers. Young men were more likely to report feeling safe on arrival and less likely to feel victimised. However, there were declines in some important areas: reported relationships with staff were less good, as was confidence in the complaints process. Fewer young men knew what was in their training plans, or had spoken to outside agencies about jobs or training on release, and fewer than last time said they had done anything that would make them less likely to reoffend.

For young women, the contrast with the last survey is even more noticeable. As numbers are small, there are few differences that are large enough to be statistically significant. Last time, there were no responses that were significantly more negative than the previous survey, and 18 that were more positive. This coincided with the establishment of the new small units. This year, the picture is the reverse. Fifteen responses are more negative than those in the last survey, and none are more positive. As well as the responses about aspects of safety referred to above, young women reported poorer experiences in access to services on reception, and in complaints handling, access to phones and access to training plans.

It is too early to say whether this is a trend or a blip, but it is certainly a warning sign for a prison estate that is dealing with some of the most challenging and vulnerable young people in society. Previous survey analyses supported the view that investment of resources and cultural change had improved the experience of young people in prison. But that progress cannot be allowed to stall. Moreover, as with previous surveys, this report shows the continuing and even more important need to invest in these children and young people before they reach the criminal justice system, and to provide them with the support they need afterwards. Without that, the efforts of even the best juvenile establishments will be of little use.

Anne Owers
HM Chief Inspector of Prisons

Summary of findings

Demographic findings

- Across the estate, 35% of young men and 21% of young women were from black and minority ethnic backgrounds.
- 56% of young men and 61% of young women said that they had had been in custody more than once, with 6% of young men and 9% of young women having been in custody more than five times.
- 24% of young men and 49% of young women in custody reported being in care at some point.
- 8% of young men and 9% of young women had children themselves.
- 88% of young men and 89% of young women had been excluded from school. 40% of young men and 38% of young women were under 14 years old when they last attended school.

Main analysis

Arrival and first days in custody

- 7% of young women and 8% of young men said that they had spent more than four hours in the escort van during their latest journey. Although very few said that the journey was comfortable or that they had had enough comfort breaks, the majority (81%) of young men and two-thirds (67%) of young women were informed of where they were going in advance. 73% of young men and 66% of young women said they had felt safe during the escort journey. For young men this was an increase of 10% since the 2006–2008 report.
- 72% of young men and 89% of young women arrived in custody with problems to deal with. 55% of young women and 42% of young men had a problem dealing with the lack of tobacco – the most commonly reported problem for both groups.
- 83% of young women and 66% of young men felt that they were treated well in reception. For young men this was a decrease from 70% in the last reporting period. Most young people felt that they were searched in an understanding way.
- While many had received their induction within a week of arrival, only 67% of young women and 55% of young men felt that the induction covered everything they needed to know.
- Overall, 84% of young men and 79% of young women felt safe on their first night in custody.

Conditions in establishments

- All young women now had single cells with integral showers. In contrast, only around half of young men (55%) – falling to a low of 18% at Wetherby – said that they had daily access to a shower. At Wetherby this had dropped from 27% in the previous reporting period.
- 45% of young men and 53% of young women said that the shop sold a wide enough range of goods to meet their needs. However, only 22% of young men and a third (32%) of young women rated the food as good or very good.

- Around three-quarters (72%) of young men said that the staff in their establishments treated them with respect, a drop from 76% in the 2006–2008 report. 71% of young women said that staff treated them with respect.
- Of those who said they had a personal officer, 63% of young men and 74% of young women felt they had been helped by the officer, although this varied between establishments.
- 44% of young women and 59% of young men felt that the different levels of the reward scheme encouraged them to change their behaviour. However, 10% of young men and 19% of young women either did not know what the reward scheme was or did not know what level they were on.
- The majority of young people knew how to make a complaint, but only 40% of young men and 36% of young women felt that it was easy to do so. The percentage of young men had fallen from 43% in the previous report.
- Healthcare services overall had more positive responses from young men in this period than in the last, although a lower percentage of young men said that they had received help with their alcohol problems: 22% compared with 28% in the last report. 63% of young women rated the quality of their healthcare as good or very good.

Safety

- 30% of young women and 27% of young men reported feeling unsafe at some point during their time in custody. The main places that young men felt unsafe remained unchanged: in the gym and in the wing showers. Young women mostly felt unsafe in association areas, in the gym and during exercise, which showed some difference from the previous report.
- 20% of young men and 18% of young women reported victimisation by staff, with most saying they had received insulting remarks and verbal victimisation (11% of young women and 12% of young men). 23% of young men and 27% of young women reported victimisation by other young people, again mostly in the form of insulting remarks and verbal victimisation (21% of young women and 12% of young men). However, this figure had improved from 15% of young men in the previous report.
- 60% of young men (a fall from 63% in the previous report) and 71% of young women said that they would tell someone if they were being victimised, and were most likely to choose their personal officers or their family and friends. However, fewer young people than in the previous report felt that staff would take reports of victimisation seriously: only 39% of young women and 37% of young men.
- Across the estate, 29% of young men and 21% of young women said that they had been physically restrained. For young women this ranged from 14% at the Mary Carpenter and Josephine Butler units to 50% at the Toscana Unit, and for the young men, from 25% at Huntercombe and Stoke Heath to 40% at Castington. At the specialist units, the figures were 15% at Carlford and 47% at Oswald. Overall more young men (29%) than in the last report said that they had been physically restrained.

Activities

- The number of young people who said they could go outside to exercise every day varied across establishments. Only 3% of young men at Werrington reported being able to go outside daily, compared with 89% of the young men at Cookham Wood. In the young women's estate, all young women at the Mary Carpenter Unit said they had access to outside exercise, compared with none of those at the Toscana Unit – a considerable

change from the previous report when 54% at this unit said they could go outside for exercise every day.

- Just under half of young people (47% of young men and women) said that they had association more than five times a week, and for young women this was a lower percentage than in the previous report.
- Gym use was fairly high, with 79% of young men and 80% of young women reporting that they visited the gym once or more a week.
- 83% of young men and 98% of young women reported being in education, with just over half of both groups (52% of young men and 56% of young women) reporting learning a skill or trade.
- 12% of young women said that they had a job while in custody. Across the young men's estate 28% reported that they had a job while in custody, lower than the 32% in the 2006–2008 report.

Resettlement

- The number of young women who experienced problems accessing a telephone had increased since the previous report. 35% of young men said that it was easy or very easy for their family and friends to visit them and a slightly lower proportion of young women (31%) reported the same.
- Young women's responses on resettlement services were similar to those in the last report.
- Although 89% of young men and women had a training plan, fewer young men than in the last report knew the targets they had been set (57% compared with 63%). Fewer young men than in the last report had been seen or spoken to about getting a job on release or New Deal (22% compared with 24%) or had a Connexions personal adviser (30% compared with 35%).
- Of the sentenced young men, 90% said that they wanted to stop offending, and just under half (48%) said that they had done something, or that something had happened to them while in custody, to make them less likely to offend in the future. Young men thought that they would be most likely to stop reoffending if they got a job on release.
- 89% of young women who were sentenced said that they wanted to stop offending, but only 58% believed they had done something, or that something had happened to them while in their current establishment, that would make them less likely to offend in the future. As with young men, young women said that getting a job would be most likely to stop them from reoffending.

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 ethnic minority backgrounds. Only those that are statistically significant are reported below.

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

- Fewer young men from black and minority ethnic backgrounds (64%) felt safe during their last escort journey than their white counterparts (78%). Black and minority ethnic young men also reported worse treatment in reception: 74% said that they were

searched in an understanding way compared with 82% of white young men, and 59% said that they were treated well in reception compared with 70% of white young men.

- The perceptions of black and minority ethnic young men and white young men were also different in relation to healthcare. Of the eight questions in this area five generated significantly poorer responses from black and minority ethnic young men, with only 56% rating healthcare as good or very good, compared with 62% of their white counterparts.
- No young women from black and minority ethnic backgrounds reported receiving help with alcohol problems. Fewer young men from black and minority ethnic backgrounds compared with their white counterparts reported receiving help with either alcohol problems (10% compared with 28%) or drug problems (22% compared with 40%).
- Fewer young women (9% compared with 57%) and young men (34% compared with 48%) from black and minority ethnic backgrounds said that teachers were understanding about any school problems they had when they first arrived.
- Only 63% of young men from black and minority ethnic backgrounds felt that staff treated them with respect, compared with 76% from white backgrounds. Only a quarter (26%) of black and minority ethnic young men felt that staff would take them seriously if they mentioned being victimised, and more said that they had actually been victimised by staff (25% compared with 17% of their white counterparts).
- There were poorer responses from black and minority ethnic young men in 10 of the 18 resettlement questions. Fewer black and minority ethnic than white young men said that they had had a personal officer or that they felt helped by their personal officer: 36% compared with 49% and 43% compared with 56% respectively. More felt that they still needed help before they were released (41% compared with 35%).

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

- More said they had received written information about transfers, that they had spent less time in reception, or had access to the prison shop/canteen in the first 24 hours.
- More reported easier access to religious services (63% compared with 49%) or knew how to make a complaint (81% compared with 74%).
- Fewer said they had received insulting remarks or victimisation by other young people because they were from a different part of the country than others. Fewer young men from black and minority ethnic backgrounds found shouting through windows threatening on arrival and at the time of the survey.
- Fewer said they were under 14 when they were last at school (30% compared with 45%), that they had truanted (53% compared with 78%), had been excluded or needed help with reading, writing or maths. More planned to go to school or college on release (56% compared with 34%) and had been spoken to about this (42% compared with 35%). They reported better access to the gym.
- Young women from black and minority ethnic backgrounds reported a significantly more positive experience than their white counterparts in just one area: fewer said they had ever truanted from school, 56% compared with 93% of their white counterparts.

In comparison to the last report, there had been little change in the experiences of black and minority ethnic young people, who in general reported a poorer experience. Worryingly, responses showed a return to a higher level of reported physical restraint for black and minority ethnic young men compared with white young men (34% against 25%).

For black and minority ethnic young women there were only three statistically significant differences from the responses of white young women in this period, compared with four in the last report: fewer reported help with alcohol problems, and fewer said that teachers were understanding about school problems on arrival. However, fewer said that they had truanted from school.

Dedicated establishments and split sites

- They said they had a better experience in reception and during their first few days. In nine out of 15 of the questions in this section young men from dedicated sites reported more positive experiences. More said they had been treated well/very well in reception and had been on an induction course within their first week (68% compared with 57%).
- 62% thought that the overall quality of healthcare services was good, compared with 57% in split sites.
- They felt safer: only 25% of young men held at dedicated sites had felt unsafe at some time, compared with 31% at split sites.
- More reported that they were in education or were learning a skill or trade and more reported that they had a job (36% compared with 16%).
- They responded more positively on a range of resettlement issues. They were considerably more likely to say that they wanted to stop offending (80% compared with 54%), and to believe that they had done something that would make them less likely to offend in the future (43% compared with 27%).

Young men in split sites reported better experiences than those in dedicated sites in a few areas.

- They reported easier access to showers (70% compared with 43%) and religious services (57% compared with 52%) and more said that they had association five or more times a week (61% compared with 37%).
- More said that the canteen had a wide enough range of goods and that their cell call bells were answered within five minutes (39% compared with 23%).
- They reported better relationships with staff, with more saying that most staff treated them with respect (76% compared with 69%). More also said that they had been treated fairly in the rewards scheme (57% compared with 48%) and that they had had a better experience of the personal officer scheme, both in meeting their personal officer within the first week (50% compared with 39%) and feeling that their personal officers were helpful (54% compared with 48%).

Section 1 Introduction

1.1 Background to the report

Since September 2001, in collaboration with the Youth Justice Board, a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in 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 2008 and 31 March 2009. 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 fifth report to be published. The evidence has been collected from 18 establishments and 1,110 children and young people.

1.2 Scope of the report

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

In addition to the main analysis, there is analysis for both groups examining whether things have improved across the two estates between this reporting period (1 April 2008 to 31 March 2009) and the last (1 April 2006 to 31 March 2008). Differences which 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. Statistically significant differences between young people from black and minority ethnic backgrounds and young people from white backgrounds are referred to in the relevant sections.

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

1.3 Methodology

At each establishment, researchers distributed questionnaires to a randomly selected sample of young people. Every effort was made to speak to each person individually 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 were 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 formula¹ 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 29% 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, 2.3.2 and 2.3.3 in the young men's section, and 6.3.1, 6.3.2 and 6.3.3 in the young women's section. This information is not weighted, so that it directly reflects the demographic of our samples in this reporting period. Other exceptions are clearly stated in the text.

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.

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

Section 2

Young men in custody – main analysis

2.1 Introduction

This section summarises the survey responses from 14 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 1,046 young men took part in the survey. Survey information from each establishment is shown in Table 1.

TABLE 1 – Details of samples from the male estate

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	SAMPLE SIZE	% OF POPULATION SAMPLED
Ashfield	6 May 08	379	111	29
Wetherby	28 May 08	321	101	31
Brinsford	24 June 08	103	69	67
Parc	1 July 08	61	54	89
Werrington	21 July 08	151	83	55
Feltham	12 August 08	225	92	41
Lancaster Farms	2 September 08	214	89	42
Stoke Heath	15 September 08	189	84	44
Cookham Wood	13 October 08	67	55	82
Warren Hill	20 October 08	170	79	46
Carlford Unit	20 October 08	28	27	96
Huntercombe	12 November 08	325	112	34
Castington	16 December 08	87	54	62
Oswald Unit	16 December 08	37	36	97
Total		2,357	1,046	44

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.

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. It holds sentenced and unsentenced young people and young adults.

Carlford Unit – specialist unit

The Carlford Unit is a specialist unit attached to HMYOI Warren Hill (see page 18) and holds long-term sentenced young people convicted under Sections 90/91 of the Powers of the Criminal Courts (Sentencing) Act 2000², which replaced section 53 of the Children and Young Persons Act 1933. It also holds those serving sentences for public protection under section 226 of the Criminal Justice Act 2003 (Detention for Public Protection).

Castington – split site

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

Huntercombe – dedicated site

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

Lancaster Farms – split site

Lancaster Farms opened in March 1993 and has held young people since May 2001. At the time of our survey visit it held both sentenced and unsentenced young people and young adults. After our visit, Lancaster Farms was re-roled (in March 2009) to hold only young adults.

The Oswald Unit – specialist unit

The Oswald Unit was opened in 2000 and is a self-contained unit within HMYOI Castington. It holds young men from across England and Wales subject to the same sentences as those held in the Carlford Unit.

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.

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

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 for young people in October 2000 and holds unsentenced and sentenced young men.

Werrington – dedicated site

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

Wetherby – dedicated site

Wetherby, in North Yorkshire, opened in 1958, but only began holding young people in 1983. In April 2000 it became a dedicated establishment for sentenced and unsentenced young people. Since our survey visit, the new Keppel Unit has been opened, holding a maximum of 48 young men. It is a national resource for very vulnerable or difficult young people who find it difficult to engage in the regime in larger establishments.

In April 2009 Hindley re-rolled from a split site to a dedicated establishment for children and young people. To allow the establishment to focus on adapting to their new dedicated function, a survey was not conducted during this reporting year. In addition, a survey was not conducted at Thorn Cross as it was re-rolled to a dedicated site for young adults in early 2008.

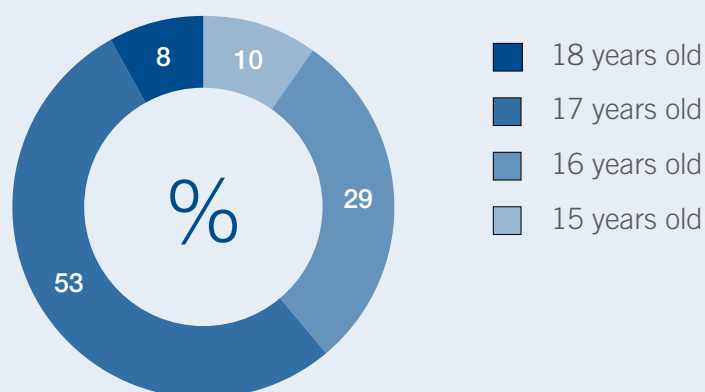
2.3 Profile of young men surveyed

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

2.3.1 Age

Half of those surveyed (53%) were 17 years old.

FIGURE 1: Age of young men sampled³



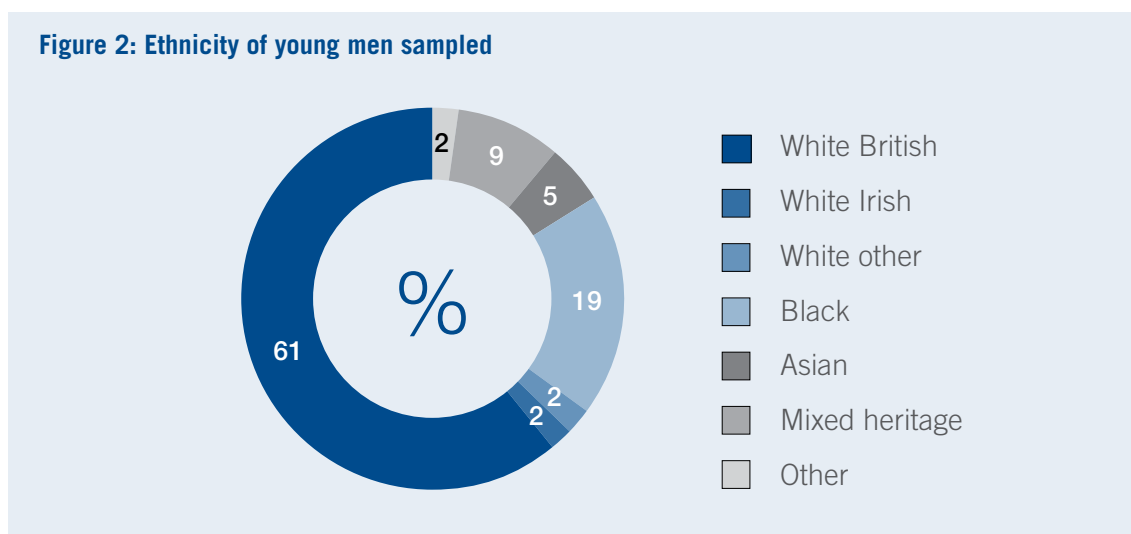
³ Percentages have been rounded up or down and may not add up to 100%. This applies to all charts and graphs in this report.

2.3.2 Nationality and language

Of the young men surveyed, 97% said they usually lived in the UK. This was highest at Warren Hill and at the Carlford and Oswald units, where all young men surveyed were usually resident in the UK, and lowest at Brinsford (93%). Overall English was not the first language of 8% of the young men surveyed. This was highest at Feltham and Brinsford, at 15% in each establishment.

2.3.3 Ethnicity

Thirty-five per cent of the young men surveyed were from black and minority ethnic backgrounds. Ten young men did not give any information about their ethnicity. Figure 2 shows the percentage of young men within each ethnic group.



The breakdown within these ethnic groups is as follows.

- White: 61% White British, 2% White Irish, 2% other White group.
- Black: 12% Caribbean, 6% African, 1% other Black group.
- Asian: 2.2% Pakistani, 1.3% Bangladeshi, 0.3% Indian, 1.2% other Asian group.
- Mixed heritage: 5% White and Caribbean, 1.8% White and African, 1% White and Asian, 1.5% other dual heritage group.
- Other: 0.1% Chinese, 2% other ethnic group.

At Feltham 69% of the sample were from a black or minority ethnic background (the highest proportion of all the establishments), as were 60% of young men sampled at Huntercombe, 54% at Cookham Wood and 51% at Brinsford. The lowest proportion was at Castington, where 6% of the sample were from a black or minority ethnic background.

2.3.4 Are you sentenced?

Across the entire estate, 79% of the young men were sentenced, and the other 21% were awaiting sentence, trial, or deportation. Feltham had the lowest proportion of sentenced young people: only 6%.

Of those who were sentenced, 52% were serving sentences of 12 months or less and 69% had less than six months of their sentence left to serve.

2.3.5 Have you been in custody before?

For 44% of young men it was their first time in custody in a young offenders’ institution, secure training centre or secure children’s home. Six per cent reported that they had been in custody more than five times before. Twenty-nine per cent of young men had been held in another YOI during their current sentence.

2.3.6 Family background

Across establishments, 24% of young men said that they had been in care, and 12% said they were on a care order at the time of the survey. Lancaster Farms had the highest proportion of young men who said they had been in care: 33% compared with a low of 11% at the Oswald Unit.

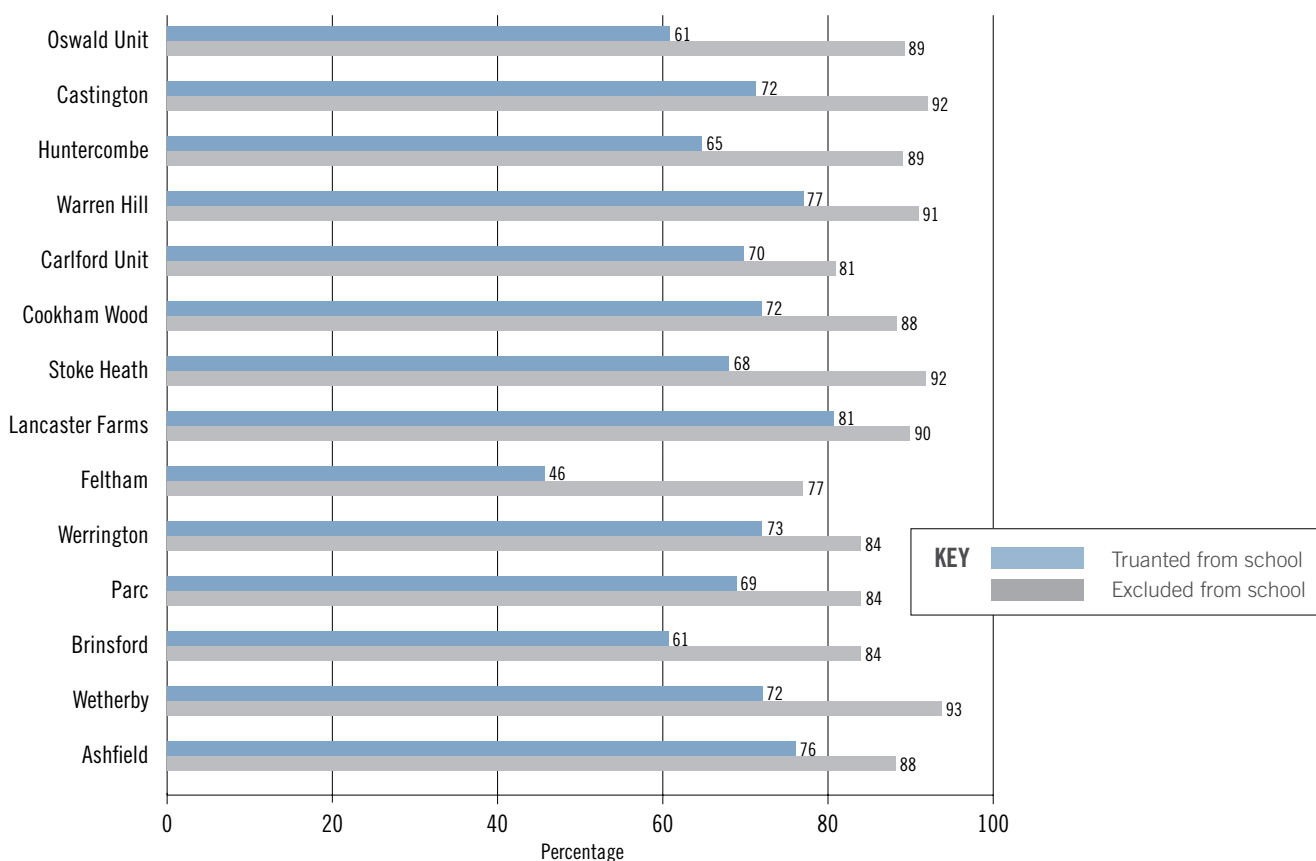
Overall, 8% of young men said that they had children themselves, with the highest population of teenage fathers – 13% – at Werrington, compared with only 5% at Ashfield.

2.3.7 Educational background

Of the young men, 69% said that they had, at some point, truanted from school. Even more young men (88%) said that they had been excluded from school, rising to 93% at Wetherby. Even at Feltham, which had the lowest number of young men who said they had been excluded, the figure reached 77%.

These findings are mirrored by the age of the young men when they were last at school. Sixty-two per cent of young men at the Oswald Unit told us they were 14 or younger when they were last at school. This contrasted with a much smaller percentage (24%) of young men at Feltham, where truancy and exclusion were also the lowest reported. Across all establishments, 40% of young men said that they were aged 14 or younger when they were last at school.

Figure 3: Experience of school



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

2.4.1 What was your most recent transfer like?

Overall, 8% of young men said that they had travelled for over four hours to get to their current establishment. Twenty-eight per cent of young men at the Oswald Unit reported travelling for over four hours, the highest percentage across establishments, and a marked contrast to the 2006–2008 report, where only 5% of young men reported having travelled for this length of time. This was followed by 15% of young men from Werrington and the Carlford Unit, compared with a low of only 3% at Cookham Wood and Parc.

In total, 47% of young men said that they had travelled in a clean van and 49% said that their health needs had been looked after during their journey. Only 11% of young men said that the escort van was comfortable (although this was as high as 45% at the Oswald Unit) and only 17% said that they had had enough comfort breaks during the journey. The young men in the Oswald and Carlford units felt they had had enough comfort breaks in the majority of cases, at 34% and 33% respectively. This may reflect the longer journey times reported or the fact that they would normally be taken in small specialist vehicles.

Young men were also asked if they felt safe during their journey and overall 73% said that they did. This ranged from a low of 65% at Feltham to a high of 89% at Lancaster Farms. Overall 62% of young men felt that the escort staff treated them well or very well, with the young men at the Carlford Unit rating the escort staff most highly at 89%, followed by 66% at Feltham among the non-specialist units. The poorest response came from Werrington, where only 50% of young men said that the escort staff treated them well or very well.

Eighty-one per cent of young men said that they were informed about where they were going before they arrived at the establishment. Across all establishments, positive responses to this question ranged from 69% at Brinsford to 91% at Lancaster Farms.

Eighty per cent of young men said that their property arrived at the establishment the same time as they did, with a low of 56% at Parc and a high of 90% at Brinsford.

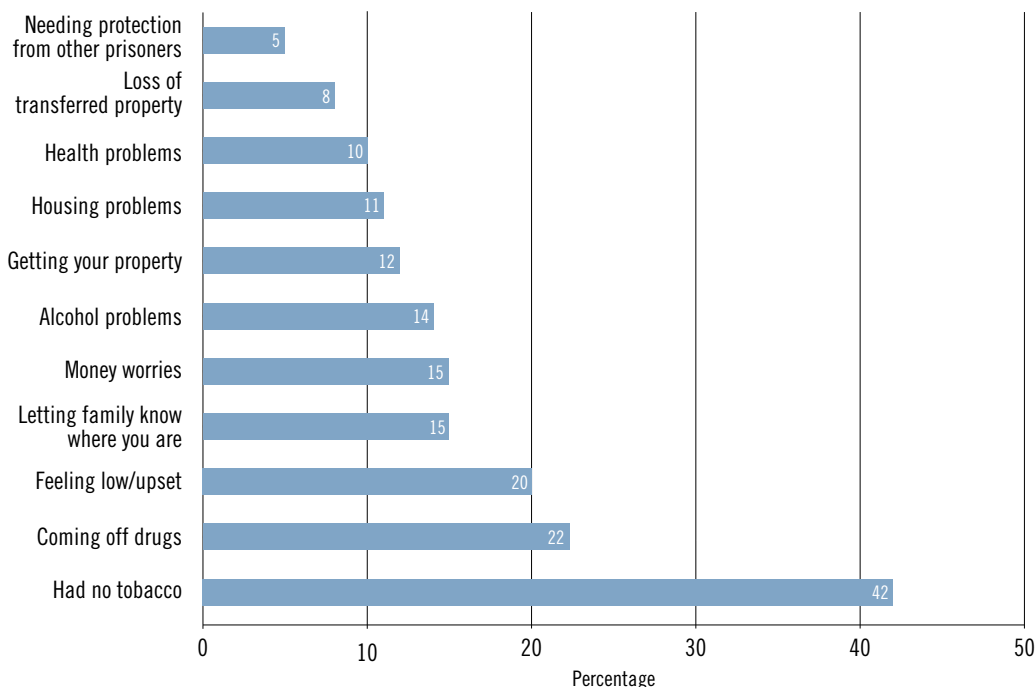
2.5 What were your first few days here like?

2.5.1 Did you have any problems when you first arrived?

Seventy-two per cent of young men said that they had problems when they first arrived in custody. Parc had the highest proportion (83%) of young men arriving with problems, and the lowest proportion (48%) was found at the Carlford Unit, followed by 63% at Wetherby and 65% at the Oswald Unit. The lower percentage of young men arriving at the specialist units with problems may be due to them having already spent considerable time in custody.

We asked what specific problems young people had on arrival. The results for the 11 options given are shown in Figure 4.

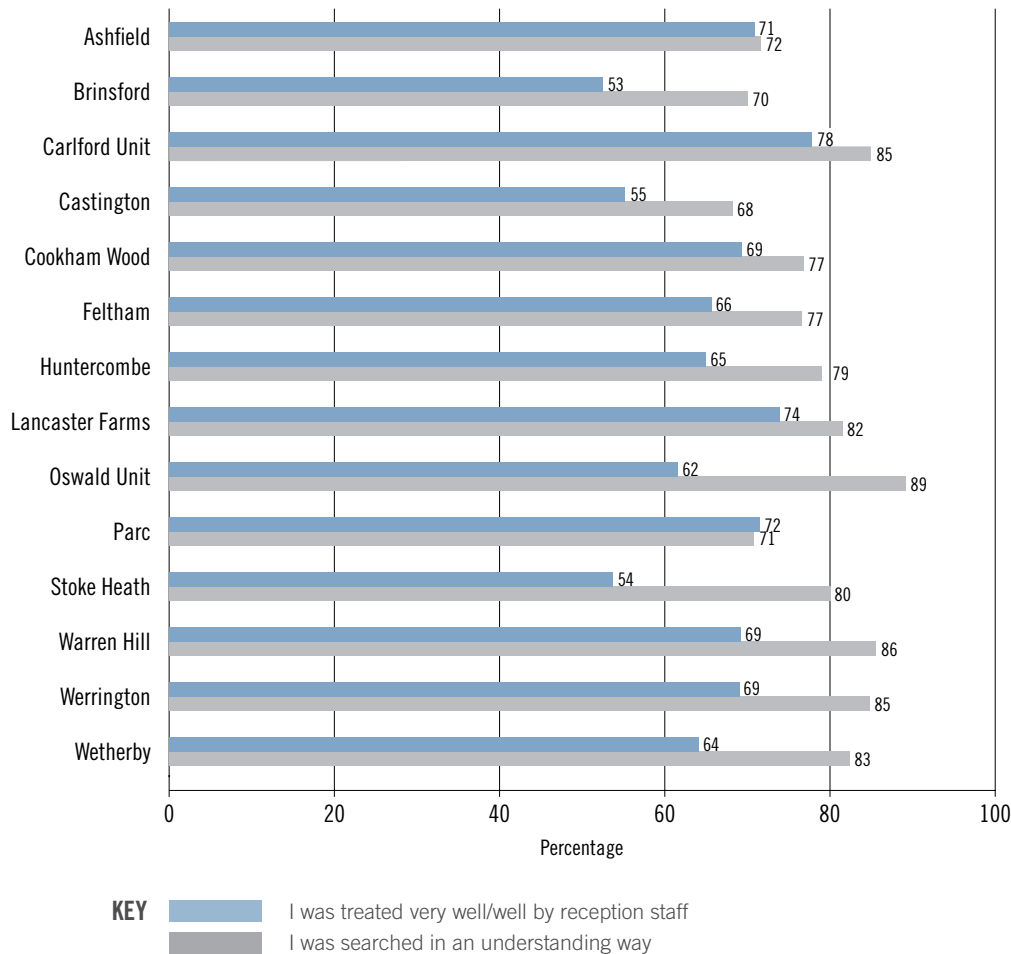
Figure 4: What problems did you have when you first arrived?



Forty-two per cent of young men said that having no tobacco was a problem, a rise from 35% of young men in the last reporting period. This may reflect the fact that those under 18 are no longer legally allowed to smoke (this came into effect midway through the last reporting period). In the last report, having no tobacco, feeling low/upset and coming off drugs were also the three most common problems for young men on arrival.

2.5.2 What was your experience of reception?

Across the estate, 78% of young men were held in reception for two hours or less. However, this was reported by only 44% of young men at Stoke Heath and these young men also gave the second poorest responses when asked about treatment by reception staff: only 54% felt that staff had treated them well or very well. Young men at Brinsford had the lowest score – 53%. The highest figure was 78% at the Carlford Unit, closely followed by 74% at Lancaster Farms. Overall, 66% said that reception staff treated them well or very well.

Figure 5: What was it like in reception?

Just 60% of young men at Castington said that staff told them what they needed to know in reception, compared with 85% at the Carlford Unit and 79% at both the Oswald Unit and Werrington. Overall, 72% of young men reported that reception staff told them what they needed to know.

Only 61% of those who were in custody for the first time said that they were treated well or very well by reception staff. This was worse than the figure of 71% for young men who had been in custody before.

Eighty-nine per cent of young men said that they had been seen by healthcare staff in reception, and this rose to 95% at Huntercombe and 100% at the Carlford Unit. The figure was lowest at Feltham, where 71% of young men said they had been seen by healthcare staff during reception.

Overall, 79% of young people felt that they had been searched in an understanding way in reception, lower than the 83% in the last report. This ranged from 68% at Castington to 89% at the Oswald Unit. Of the non-specialist establishments, Warren Hill had the most positive response with 86%. In the last report the responses ranged from 74% at Brinsford to 100% at the Carlford Unit.

2.6 Adapting to the environment – the first week

Young men were asked if they were able to make a telephone call to their family or friends on the first day of their arrival. Overall, 84% of young men answered yes to this question. At Huntercombe 92% of young men said that they could do so, compared with a low of 51% at Brinsford.

Within the first 24 hours:

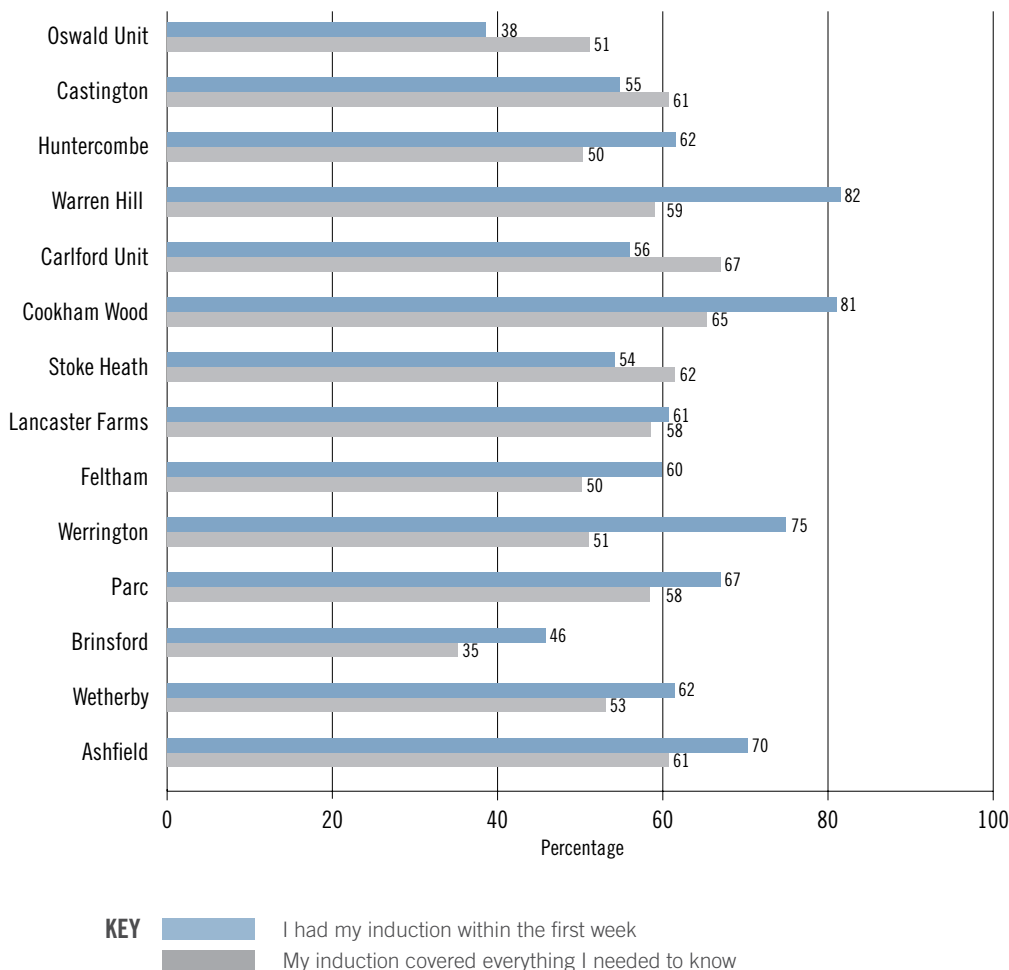
- 49% said that they had access to someone from healthcare
- 36% said that they had access to a chaplain/religious leader
- 14% said that they had access to the prison shop
- 13% said that they had access to a Listener or the Samaritans.

Apart from access to a Listener or the Samaritans, these figures are all lower than those in the last report.

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

Sixty-three per cent of young men overall said that they were given an induction course within the first week of arrival. Although they may have received it in a timely fashion, only 55% said that their induction course covered everything they needed to know about the establishment. The breakdown of results by establishment is shown in Figure 6.

Figure 6: Feedback on induction

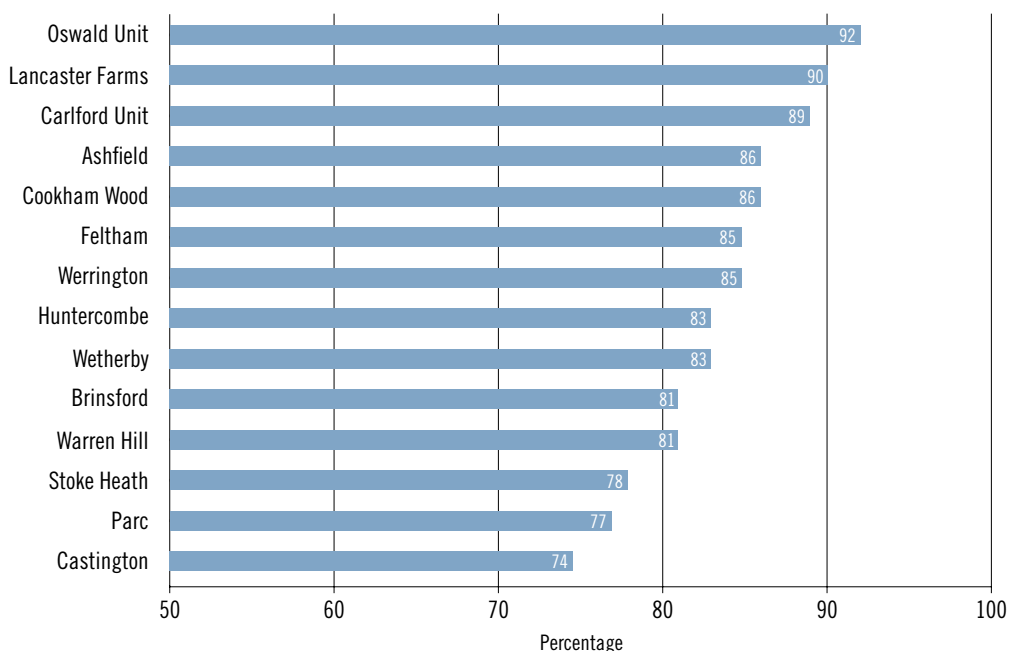


2.6.2 Early perceptions of safety

We also asked young men whether they had felt safe on their first night in the establishment. Overall, 84% of young men said they had felt safe on their first night, and this had improved since the last report (80%). The figure was highest at the Oswald Unit (92%) and at Lancaster Farms (90%), and lowest at Castington (74%), Parc (77%) and Stoke Heath (78%).

Fewer unsentenced young men reported feeling safe on their first night (79%) than young men who were sentenced (85%). Unsurprisingly, of the young men who stated that this was their first time in a custodial setting, fewer (78%) reported feeling safe on their first night than young men who had been in custody before (88%).

Figure 7: Young men who said that they felt safe on their first night



2.7 What are your experiences of life in this establishment?

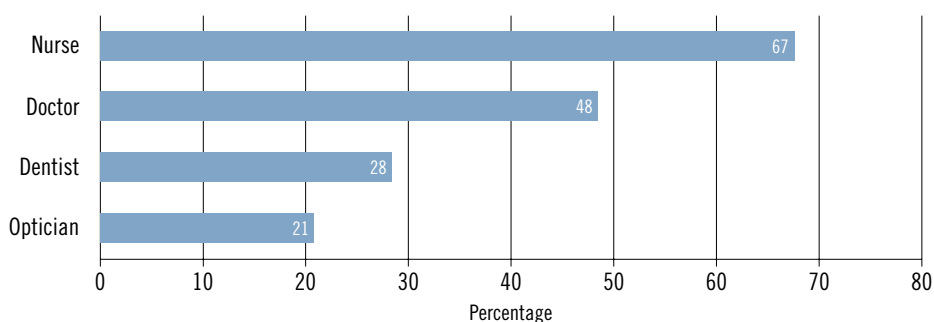
Young men were asked a range of questions about life in their establishment. The first set of questions focused on access to services.

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

Fifty-four per cent of young men said that it was easy or very easy to attend religious services. Although only 38% said they had spoken to an advocate since arriving at their establishment, this was an improvement on the 30% in the last report.

2.7.2 What are your experiences of healthcare?

Young men at each establishment were asked to rate the overall quality of health services, and about their access to specific health professionals. Overall, 60% rated the quality of their healthcare as good or very good. This figure was highest at Cookham Wood, where 76% of young men rated healthcare highly, and lowest at Brinsford where only 47% did. The young men were asked how easy it was to see certain healthcare professionals.

Figure 8: Young men who found it easy/very easy to see a healthcare professional

The accessibility of healthcare professionals had not changed significantly since the last report, apart from access to a nurse, which had decreased from 70% to 67%.

Of the young men taking medication, 31% said that they had experienced problems accessing it, which is less than the figure of 35% in the last report.

Of the young men who said that they had alcohol problems, fewer (55%) than in the last reporting period (60%) said they had received help with this – a worrying decline. However, the figure recorded for those who said they had problems with drug use and had received help (69%) was the same as in the 2006–2008 report.

2.8 What is daily life like?

The final set of questions in this area focused on day-to-day experiences of life in custody.

Just over half (55%) of young men across the estate said that they were able to have a shower every day if they wanted to. This figure varied widely across establishments: 100% of young men in the Carlford Unit, 96% at Warren Hill and 95% at Parc said they had daily access to a shower, compared with a low of 18% of young men at Wetherby where young people said they could only shower every other day when they had their association period.

We also asked whether cell call bells were normally responded to within five minutes: overall 30% of young men said they were. This ranged, however, from a low of 17% at Wetherby and Werrington to highs of 57% at Parc and 55% at Cookham Wood. Even the most positive responses suggest a poor reaction by staff to the use of cell call bells.

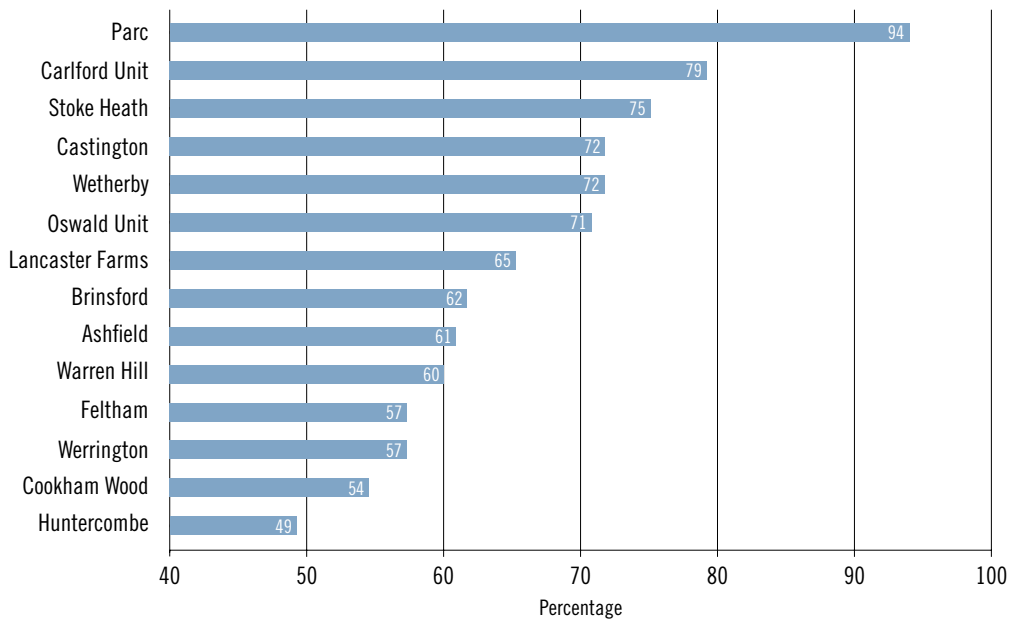
Overall, 45% of young men felt that the shop sold a wide enough variety of goods to meet their needs. However, only a fifth (22%) rated the food as good or very good. This was exceptionally low at Warren Hill, at only 12%, and at Lancaster Farms and Brinsford, at 13%. However, this marked a significant increase for Brinsford, which had risen from a mere 2% in the last report. In the last report Stoke Heath also had one of the lowest percentages for this question (9%) but in this reporting period the figure had improved to 20%. Even at the Oswald Unit (57%) and Ashfield (38%), where higher proportions of young men rated the food as good or very good, the figures were still low.

Overall, 36% of young people said that staff had checked on them personally during the previous week. At Huntercombe only 22% of young men said that staff had personally checked on them, compared with 69% at Parc.

2.8.1 Have you been helped by your personal officer?

At the time of our visits, 19% of young men said that they had not yet met their personal officer. Of those who had met their personal officer, 54% had met them within the first week, although this ranged from 31% of respondents at Brinsford to 81% at Parc. Of those who had a personal officer, 63% found them helpful (an increase on the 59% in the last report) but this varied widely across establishments. At Parc 94% found their personal officer helpful, but this was true of only 49% and 54% respectively at Huntercombe and Cookham Wood. At the Carlford Unit 79% of those with a personal officer found them helpful, a reduction from 100% in the last report.

Figure 9: Young men who said that they felt helped by their personal officer



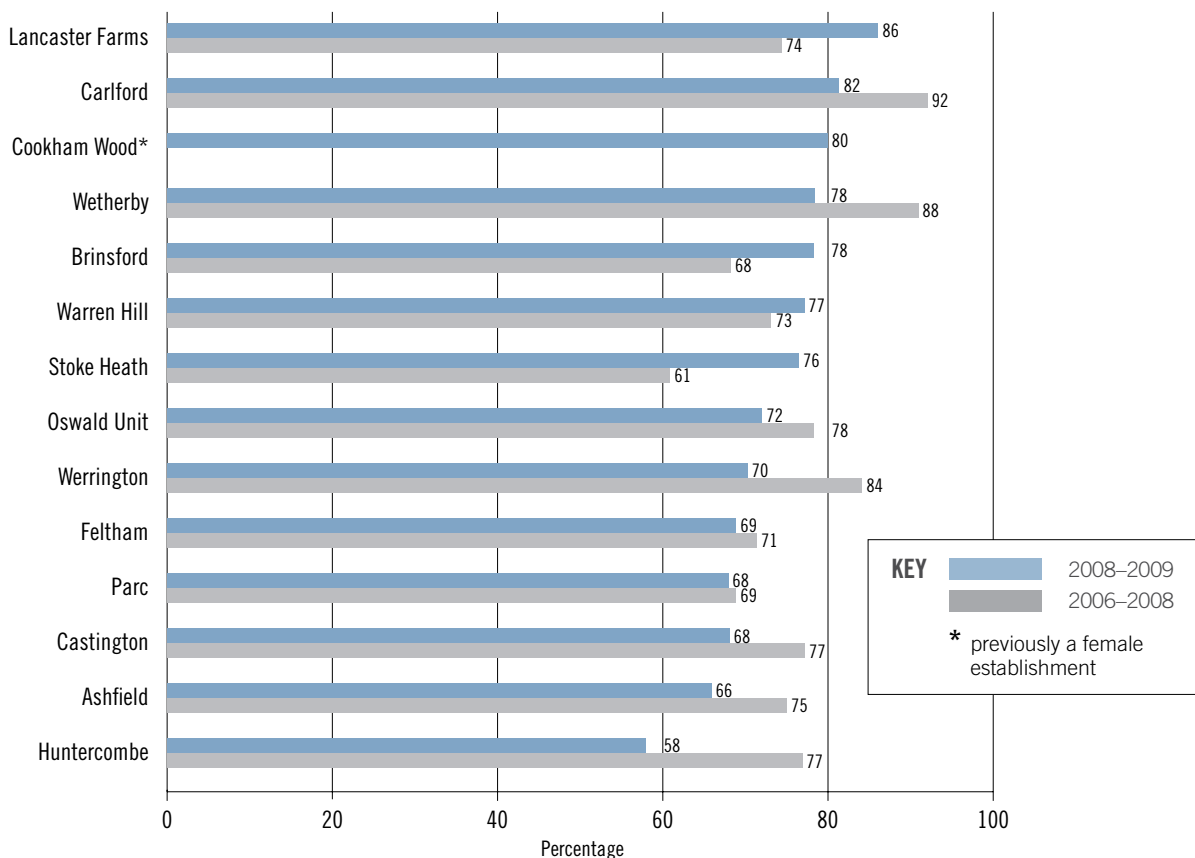
The experiences of sentenced and unsentenced young men were not significantly different, with 64% of sentenced young men saying their personal officers were helpful, compared with 60% of unsentenced young men.

2.8.2 Do most staff treat you with respect?

Across the estate, 72% of young men felt that most staff treated them with respect – a decrease from 76% in the previous report. This varied among different establishments, from 86% at Lancaster Farms to only 58% at Huntercombe. At four establishments the number had decreased by 10% or more. Eight of the 12 establishments surveyed last year showed a decrease in the percentage of young people who felt that most staff treated them with respect.

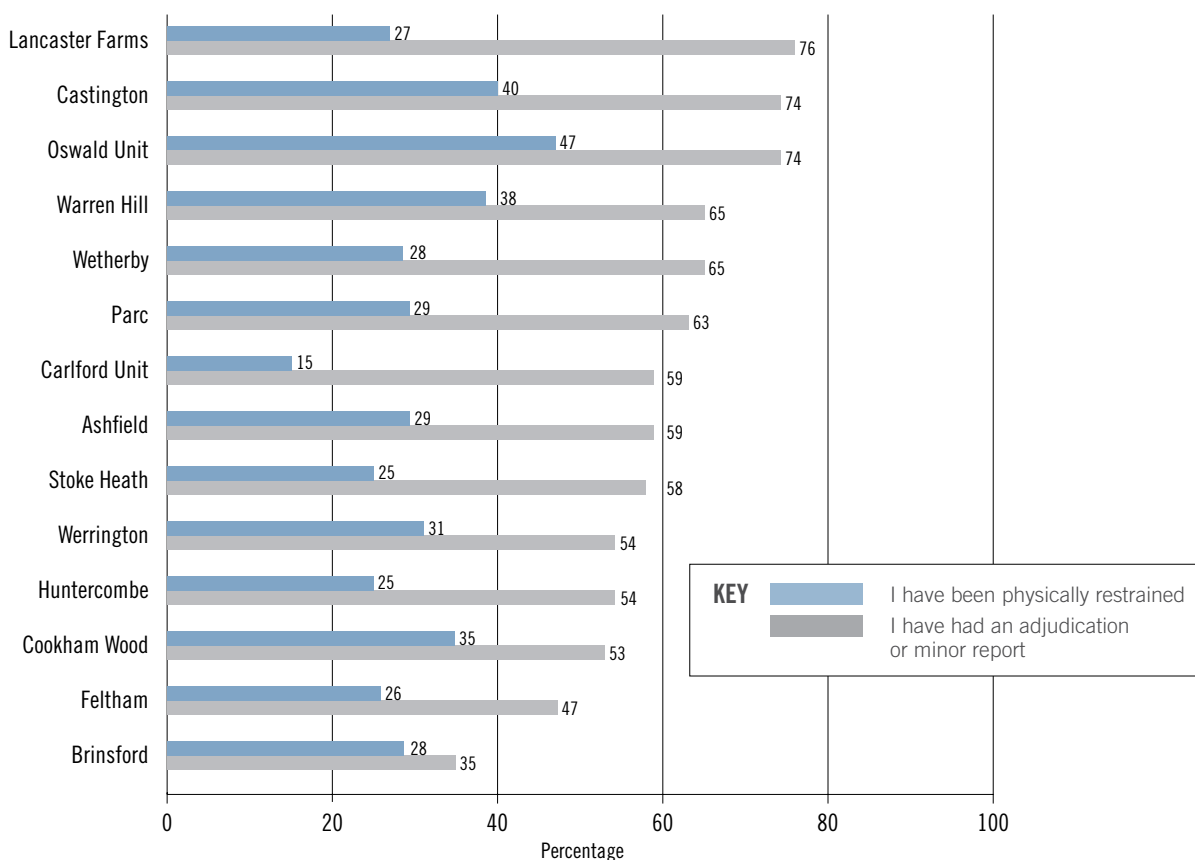
Figure 10 shows the 2008–2009 responses against those from the 2006–2008 report.

Figure 10: Young men who said that most staff treated them with respect



2.9 Have you been disciplined in this establishment?

Figure 11: Have you been disciplined in this establishment?



Across all establishments, 59% of young men said they had had an adjudication or a minor report since their arrival. Figure 11 shows that Lancaster Farms had the highest reported figure for adjudications or minor reports at 76%, closely followed by the Oswald Unit and its parent establishment, Castington, at 74% each. They also had the highest reported figures for adjudications in the previous report. Young men at Feltham and Brinsford gave the lowest figures of 47% and 35% respectively.

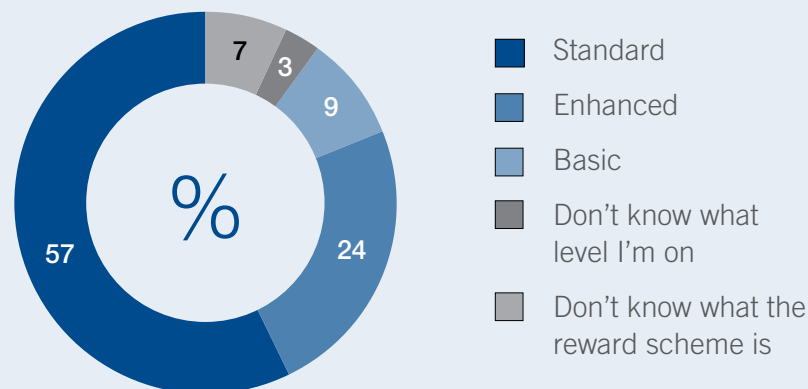
Overall, 29% of young men said that they had been physically restrained in their current establishment. As in the last report, the Oswald and Carlford units were at opposite ends of the spectrum when it came to reported physical restraint. The Oswald Unit had the highest percentage in the estate (47%), while the Carlford Unit had the lowest (15%). Outside the specialist estate, the highest response was 40% at Castington, the Oswald Unit's parent establishment, and the lowest were 25% each at Stoke Heath and Huntercombe.

Of the young men who had spent time in the care and separation unit, 46% felt that they had been treated well or very well by the staff there.

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

Just under a quarter of young men (24%) across the estate said they were on the enhanced level of the reward scheme. This was true for 59% at Carlford and 45% at Oswald – the two specialist units. At the non-specialist units, figures ranged from 37% at Lancaster Farms to a low of 11% at Feltham. Fifty-nine per cent of young men across the estate felt that the different levels of the reward scheme had a positive effect on their behaviour. This figure was highest at Stoke Heath (72%) and lowest at Castington (43%). It is noteworthy that 10% of young men across the estate either did not know what the reward scheme was, or did not know what level of the scheme they were on.

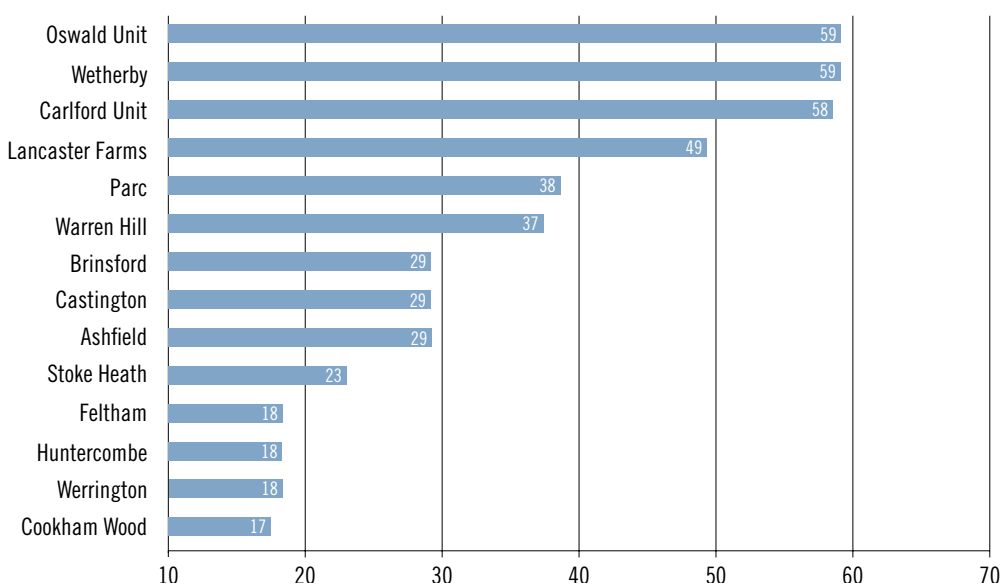
Figure 12: Reward scheme levels



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

Seventy-six per cent of young men overall said that they knew how to make a complaint, significantly lower than the 84% in the last report. This was highest at the Oswald Unit (94%), Cookham Wood (93%) and Parc (92%), and lowest at Stoke Heath (45%) and Lancaster Farms (50%). Only 40% of young men felt that it was easy to make a complaint, and at best, this figure reached only 60% at Warren Hill. Of those who did make a complaint, 34% felt that it was dealt with fairly, and this had not changed from the last report. The figures ranged from 17% at Cookham Wood and 18% at Werrington and Huntercombe, to 59% at the Oswald Unit and Wetherby. Figure 13 displays the results for all 14 young men’s establishments.

Figure 13: Young men who thought that complaints were dealt with fairly



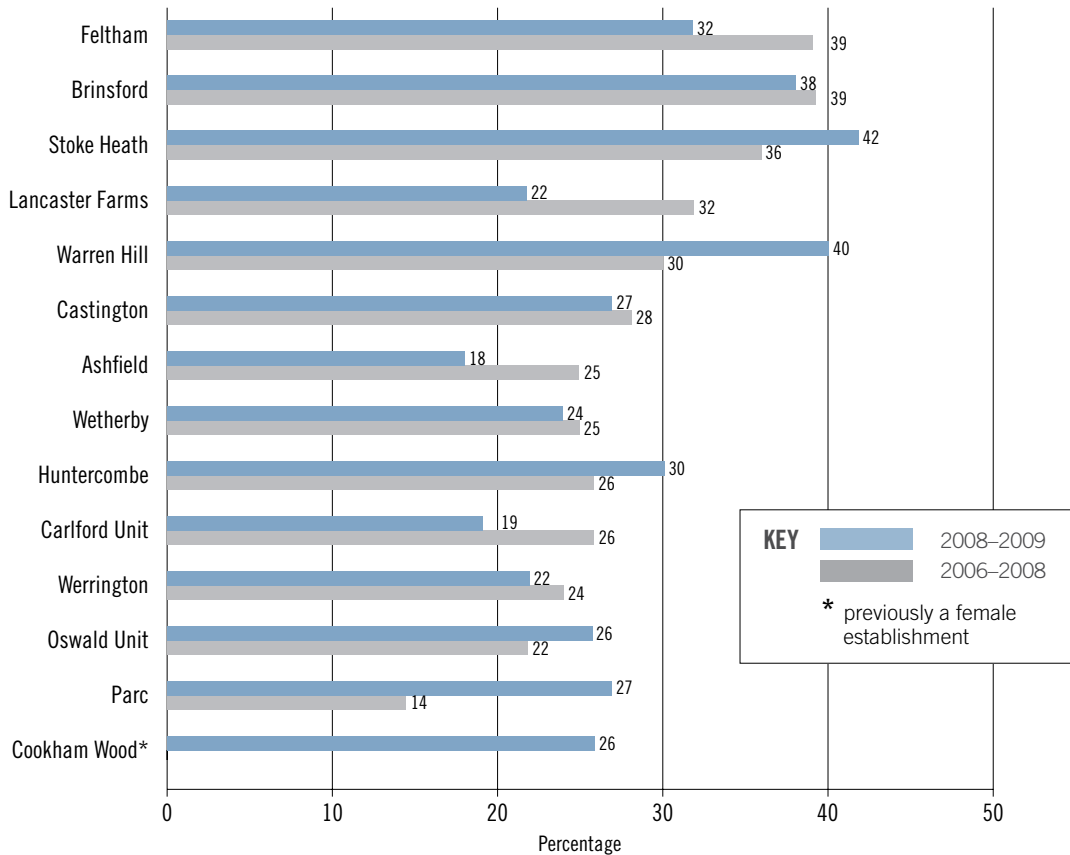
There was no significant difference in the proportion of sentenced and unsentenced young men who said that they knew how to make a complaint. However, 42% of sentenced young men reported that it was easy to make a complaint, compared with 30% of unsentenced young men. Unsentenced young men were also less likely to report that complaints were dealt with fairly.

2.12 How safe do you feel here?

Across the young men’s estate, 27% reported feeling unsafe at some point during their time in their establishment. Stoke Heath and Warren Hill had the highest proportions of young men who reported feeling unsafe: 42% and 40% respectively. However, only 18% of young men at Ashfield, and 19% at the Carlford Unit, reported feeling unsafe. Since the last report, the percentage of those feeling unsafe had increased at five establishments and decreased at eight.

Figure 14 shows the 2008–2009 responses against those from the 2006–2008 report.

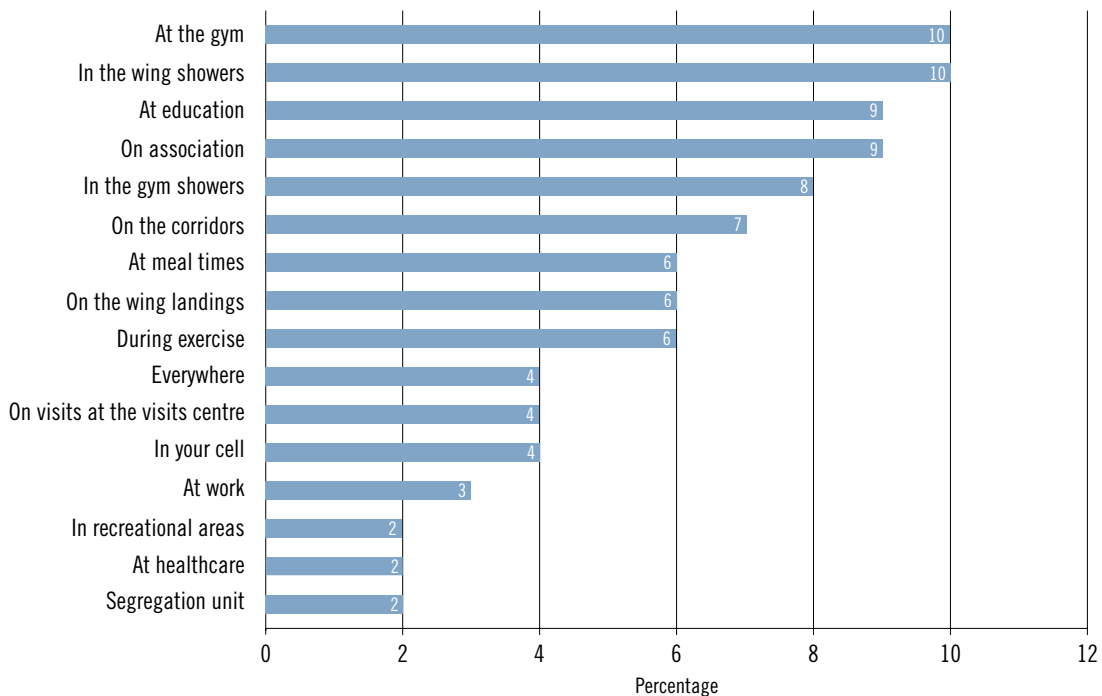
Figure 14: Young men who had felt unsafe in the establishment



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

Across the estate, young men reported feeling or having felt unsafe in a number of areas. These are shown in Figure 15.

Figure 15: In which areas do you/have you ever felt unsafe?



The areas where young men were most likely to feel unsafe were at the gym (10%) and in the wing showers (10%). These findings mirror those in 2006–2008, with the top five areas here matching the top five areas listed in the last report.

2.12.1 Do people shout through the windows here?

Across the young men's estate, 35% said other young men had shouted at them through windows when they first arrived. Of those young men who had been shouted at, 27% said that they felt threatened by it – fewer than the 34% in the previous report. The highest proportions of young men who said they had been shouted at were at Stoke Heath (58%) and Warren Hill (56%). Cookham Wood had the highest proportion of young men who had been shouted at who said they felt threatened by it (55%), and Brinsford the second highest (50%).

Across the estate, 29% of young men said that they were still shouted at and, of those, 13% found it threatening. Cookham Wood had the highest percentage of young men, 36%, who felt threatened, while only 3% at Huntercombe and none of the young men at the Carlford Unit reported feeling threatened by being shouted at through the windows at the time of the survey. In the last report the Oswald Unit had no young men who felt threatened by shouting, but that had now risen to 25% and was the second highest response.

The Oswald Unit was now also the only establishment with a higher percentage of young men who felt threatened by shouting at the time of the survey than they did when they first arrived. When young people were asked if they shouted at others through the windows, 30% admitted to doing so.

2.13 Have you been victimised in this establishment?

2.13.1 Have you been victimised by other young people?

Across the estate, 23% of young men said that they had been victimised by other young men while in their current establishment. At 41% Parc had the highest level of reported victimisation, closely followed by Warren Hill (36%) and Brinsford (35%). This compared with just 12% at Ashfield, 17% at Feltham and 20% at Lancaster Farms and Castington.

Surveys also asked what types of victimisation young men had experienced, and the responses are shown in Table 2.

TABLE 2 – Types of victimisation by other young people

TYPE OF VICTIMISATION	OVERALL % OF YOUNG MEN WHO EXPERIENCED THIS
Insulting remarks	12
Physical abuse	8
Victimised for being new	6
Being from a different part of the country	5
Having property taken	4
Racial abuse	3
Victimised because of drugs	1
Sexual abuse	1

The most common form of victimisation by other young people was insulting remarks, at 12% across the whole estate. This rose to highs of 27% at Parc and 26% at the Oswald

Unit, and dropped to just 6% of the young men at Ashfield and Feltham. Parc had seen a significant increase from 6% in the last report, where it was at the lowest end of the scale. Victimization through physical abuse ('being hit or kicked') was reported by 8% of young men, but reached 21% at Brinsford and 17% at the Oswald Unit – another significant increase as none of the young men at the Oswald Unit reported any physical abuse in the last report. Lancaster Farms had the lowest percentage at just 2%.

For other types of victimisation, the highest percentages were:

- being new – 20% of young men at Warren Hill
- being from a different part of the country – 9% of young men at Warren Hill, Lancaster Farms and Parc
- having property taken – 14% of young men at Warren Hill
- racial abuse – 9% of young men at Brinsford and Parc

The lowest percentages were:

- because of drugs – 1% at Huntercombe and Warren Hill, and no young men at seven other establishments
- having property taken – 1% at Feltham, and no young men at Lancaster Farms and Wetherby
- racial abuse – 1% at Ashfield and Feltham, and no young men at Werrington
- being new – 1% at Feltham and Lancaster Farms, and no young men at Werrington
- being from a different part of the country – 2% at the Oswald Unit and Huntercombe, and no young men at Feltham.

2.13.2 Have you been victimised by staff?

On average, 20% of young men felt that they had been victimised by members of staff while in their current establishment. Cookham Wood (31%) and the Oswald Unit (28%) reported the highest levels of victimisation by staff, closely followed by Parc and Warren Hill, both at 27%. The lowest levels of victimisation by staff were reported at the Carlford Unit (4%) and Werrington (13%).

Our surveys also asked what type of victimisation young men had experienced, and responses to this question are shown in Table 3.

TABLE 3 – Types of victimisation by staff

TYPE OF VICTIMISATION	OVERALL % OF YOUNG MEN WHO EXPERIENCED THIS
Insulting remarks	12
Physical abuse	3
For being new	2
For being from a different part of the country	2
Racial abuse	2
Having property taken	1
Because of drugs	1
Sexual abuse	1

The most common form of victimisation by staff was insulting remarks, at 12% across the whole estate. This reached 24% of young men at Cookham Wood, and dropped to 7% at Lancaster Farms. Victimisation through physical abuse by staff was reported by 3% of young men, but rose to 12% at Brinsford. None of the young men at Stoke Heath, Warren Hill and Werrington reported any physical abuse.

For other types of victimisation, the highest percentages were:

- being new – 9% of young men at Brinsford
- racial abuse – 9% of young men at Brinsford
- having property taken – 7% of young men at Brinsford
- being from a different part of the country – 6% of young men at Brinsford and Castington
- because of drugs: 5% of young men at Castington.

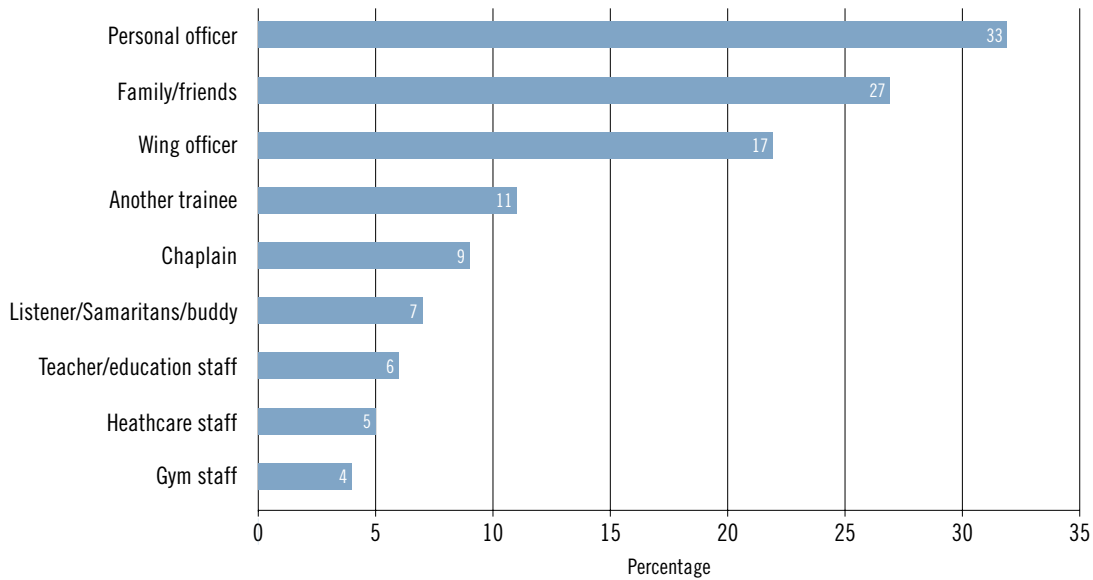
The lowest percentages were:

- because of drugs – 1% at Huntercombe and Stoke Heath, and no young men at seven other establishments
- having property taken – 1% at Huntercombe and Stoke Heath, and no young men at six other establishments
- being from a different part of the country – 1% at Huntercombe, Stoke Heath, Warren Hill and Werrington, and no young men at the Carlford Unit, Lancaster Farms and Wetherby
- being new – 1% at Ashfield, Stoke Heath and Wetherby, and no young men at the Carlford Unit, Cookham Wood and Lancaster Farms
- racial abuse – 1% at Huntercombe, Werrington and Wetherby, and no young men at the Carlford Unit and Lancaster Farms.

2.13.3 Who would you tell if you were being victimised?

Across establishments, 60% of young men said that they would tell someone if they were being victimised. Eighty-one per cent of the young men surveyed at the Carlford Unit and 80% at Parc said that they would tell someone. However, only 44% of those at the Oswald Unit and 46% at Castington, its parent establishment, said they would tell someone – the poorest responses of all the establishments.

Young men were also asked who they would confide in if they were being victimised. The responses are shown in Figure 16.

Figure 16: Who would you confide in if you were being victimised?

A third of young men said that they would tell their personal officer and 17% that they would tell wing staff. Perhaps as an explanation for these relatively low responses, just 37% of young men overall felt that staff would take them seriously if they reported that they were being victimised. This was lowest at Brinsford and Feltham (25%) and highest at Parc (50%). Of the specialist units, the Oswald Unit had a response of 53%, and the Carlford Unit 48%.

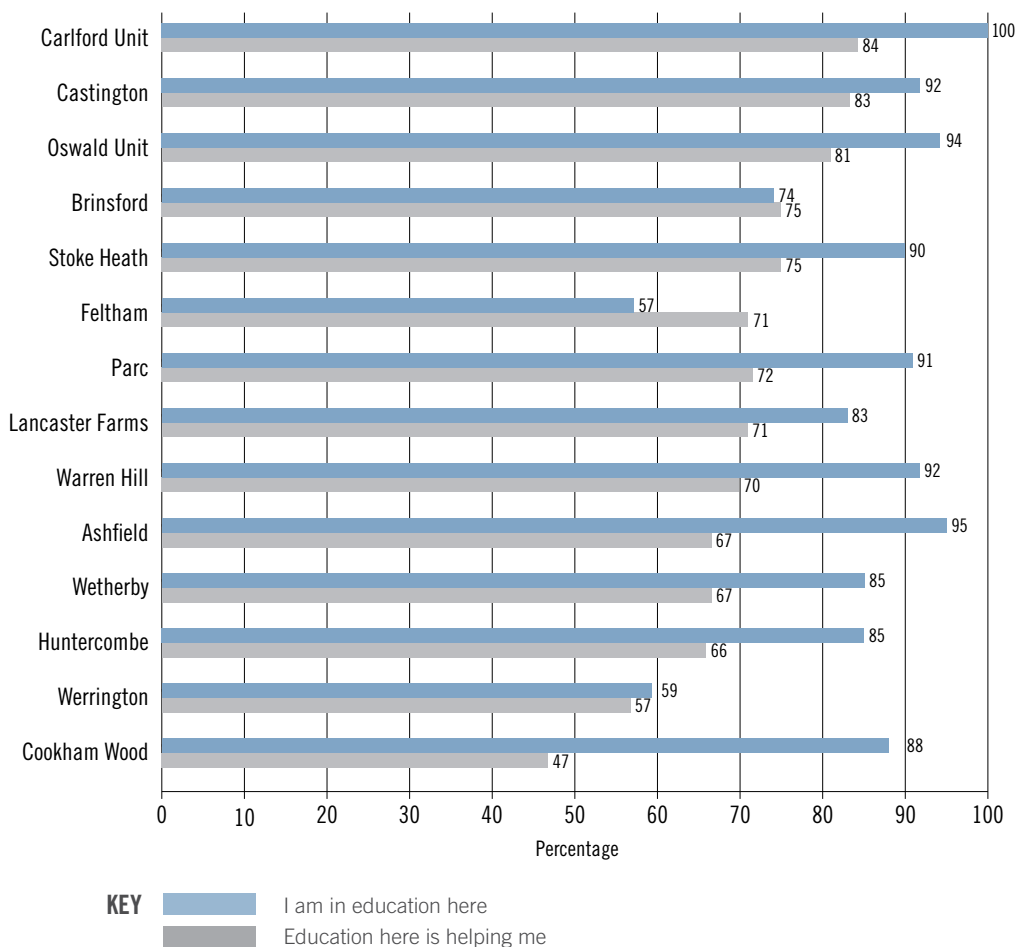
2.14 How do you spend your time at this establishment?

2.14.1 Are you in education here?

Across the estate, 83% of young men said that they were in education. This reached 100% at the Carlford Unit, and a positive 95% at Ashfield. However, at Feltham only 57% of the young people said that they were doing some form of education, followed by Werrington at 59%.

We also asked those in education whether they thought that it was helping them, and overall, 69% of young men felt it was. The results are shown in Figure 17.

Figure 17: Is education helping you?



It is noticeable that although at Ashfield, for example, a high percentage of the population were in education (95%), only 67% felt that they were benefiting from it. This was even more apparent at Cookham Wood where, although 88% of the young men were in education, only 47% found it useful. Werrington, even though it holds only sentenced young men, had a surprisingly low percentage of those either in education or benefiting from it. In contrast, the Carlford Unit, Castington and the Oswald Unit had the highest percentages of young men in education who thought that it was useful: 84%, 83% and 81% respectively.

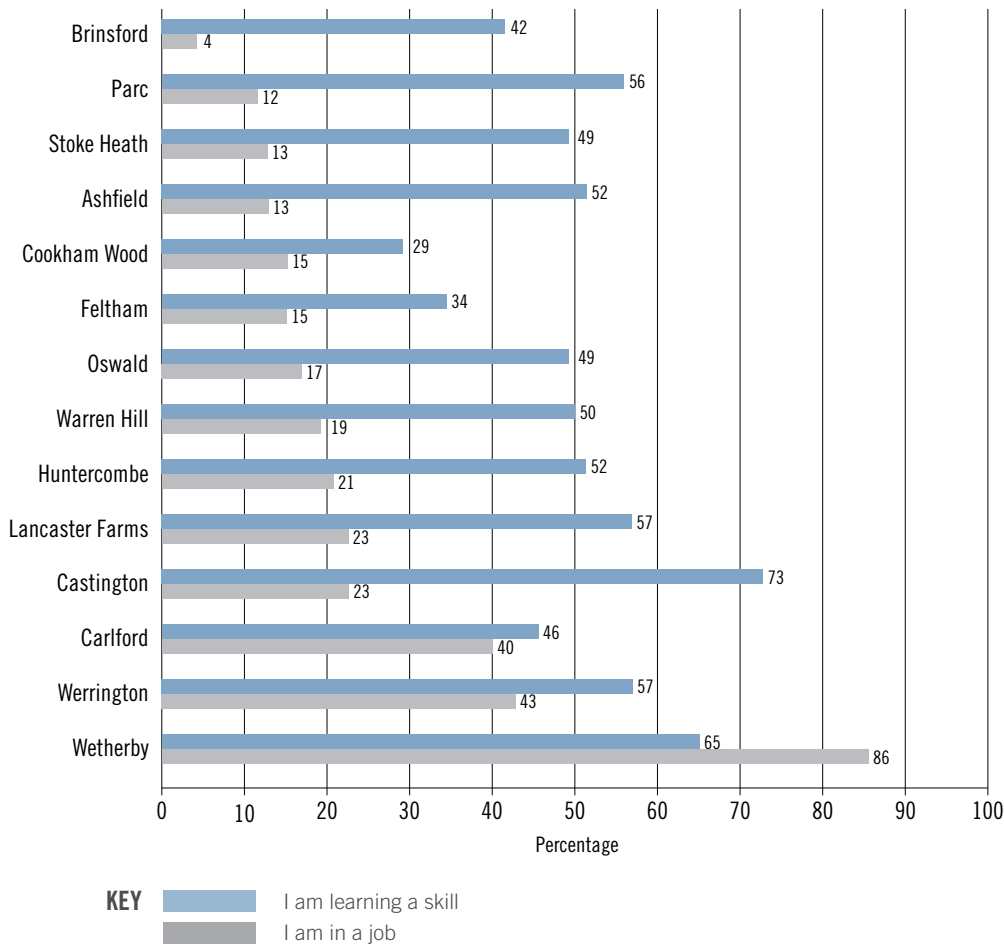
Young people were also asked if they felt that they needed help with their reading, writing and maths. Overall 25% said they did – a decrease from the 32% in the last report. The highest response for this question came from Castington (45%), followed by Brinsford (37%). The lowest proportion was at Huntercombe (19%).

Just over two-fifths of the young men surveyed (43%) said that they felt their teachers were understanding in dealing with their school problems. This was worse than the response last time (51%).

2.14.2 Are you learning a skill or working here?

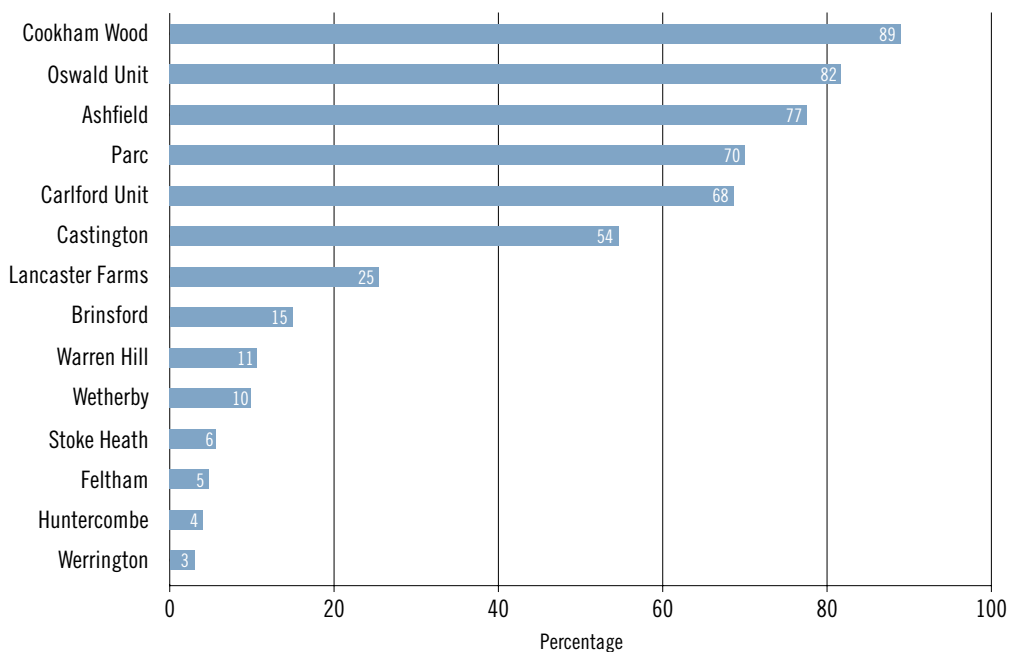
Overall, 52% of young men said they were learning a skill while in custody, and 28% said they were employed – a drop since the last report (32%), although it varied widely across establishments. Castington had the highest proportion of young men who said they were learning a skill (73%) and Cookham Wood the lowest (29%), followed by Feltham (34%). Wetherby had the highest proportion reporting that they were working, at 86%, but the next highest was 43% at Werrington, and figures dropped to as low as 4% at Brinsford.

Figure 18: Are you learning a skill or working here?



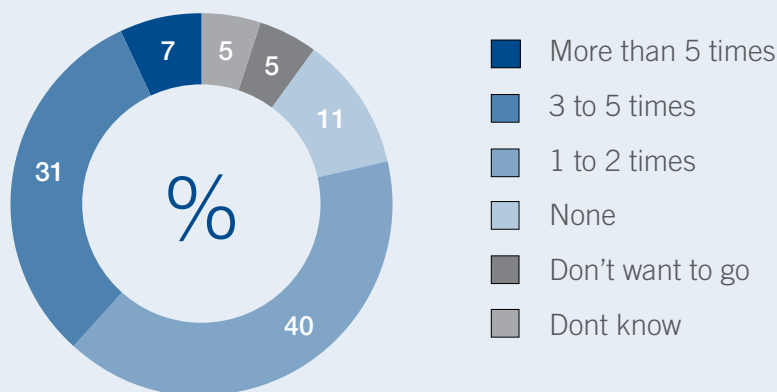
2.14.3 Can you go outside for exercise daily?

Figure 19: Young men who said that they could go outside for exercise every day



There was a clear gap between those establishments where most young men said they could exercise outside every day, and those where they said they could not. In half the establishments, the proportion of young men who said that they were able to exercise outside daily was an inadequate 15% or less. Lancaster Farms had improved since the last report, with 25% of its young men now having the opportunity to exercise daily, compared with just 6% in 2006–2008, although this was still low. Worryingly Huntercombe now stood at just 4%, compared with 35% in the last report.

Figure 20: How many times do you go to the gym each week?

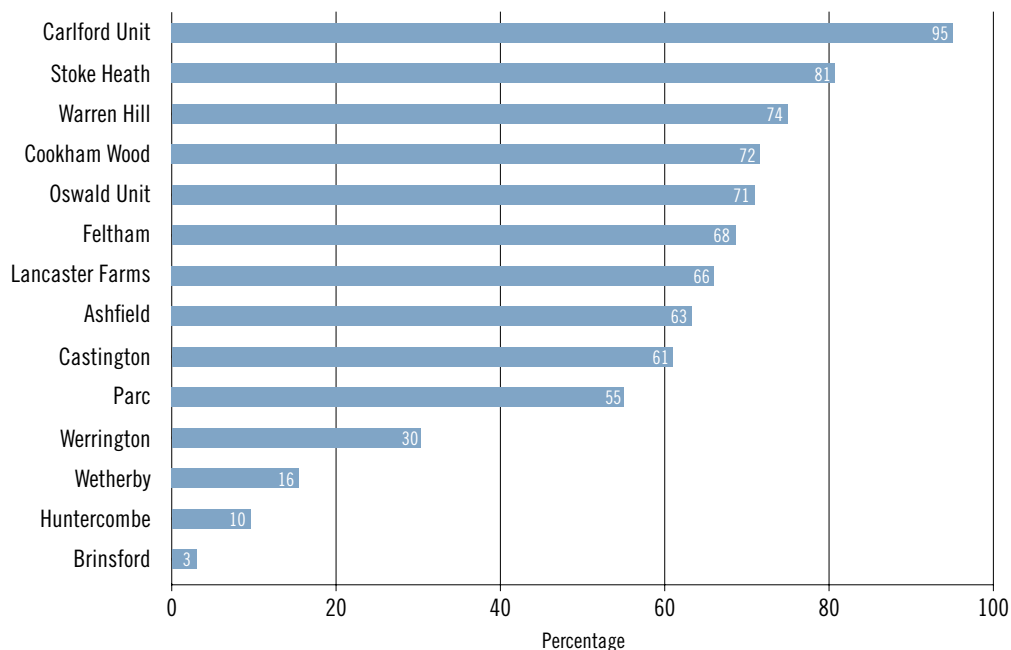


Overall, 7% of young men reported going to the gym more than five times a week. None of the young men at Lancaster Farms said that they visited the gym more than five times a week – a considerable reduction on the 24% in the last report – closely followed by just 1% of the young men at Brinsford, Feltham and Warren Hill. In contrast, a quarter of young men at Cookham Wood (25%) and the Oswald Unit (23%) said that they visited the gym five or more times a week.

2.14.4 How often do you have association?

Overall, 47% of young men said that they had more than five periods of association a week. Responses to this question ranged from 96% of young men at the Carlford Unit and 81% at Stoke Heath to only 4% of the young men at Brinsford. However, for Brinsford this was actually an improvement on the last report, when none of its young men said that they had association more than five times a week.

Figure 21: Young men who said that they went on association more than five times each week

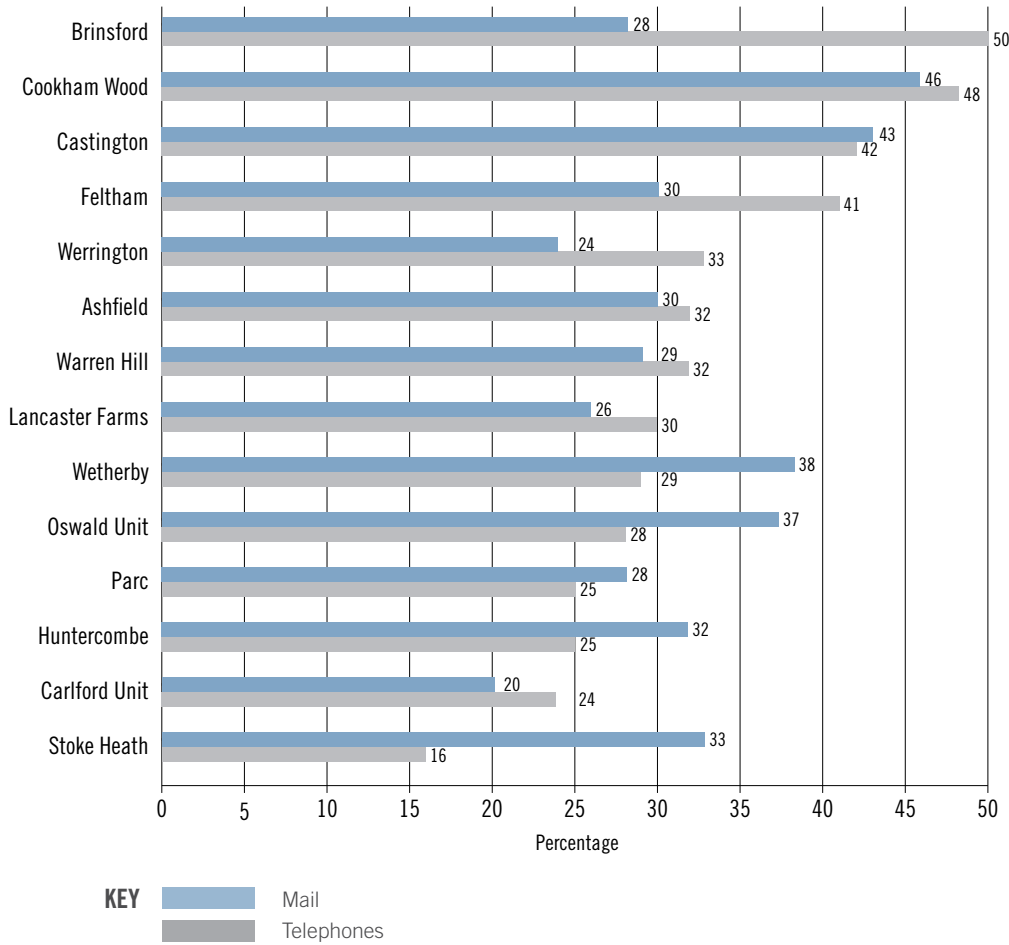


2.15 How easy is it to keep in touch with your family and friends?

Overall, 50% of young men said that they were able to use the telephone to speak to their families every day. At the Carlford Unit 92% of young men said that they could access the telephone daily, followed by 88% of the young men at Parc. However, responses from Wetherby and Huntercombe were poor, with only 19% of young men reporting that they were able to use the telephone daily. There were clear links with the accessibility of association.

Overall, 32% of young men said that they had problems accessing their mail and 31% said they had problems accessing phones. A breakdown of responses for each establishment is shown in Figure 22.

Figure 22: Young men who said that they had had problems getting access to the telephones or sending/receiving mail

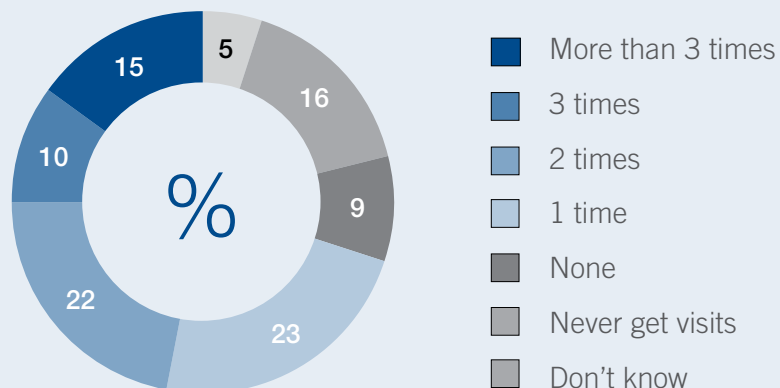


Overall, 30% of young men said that they had problems with their mail.

2.15.1 Is it easy for you to get visits here?

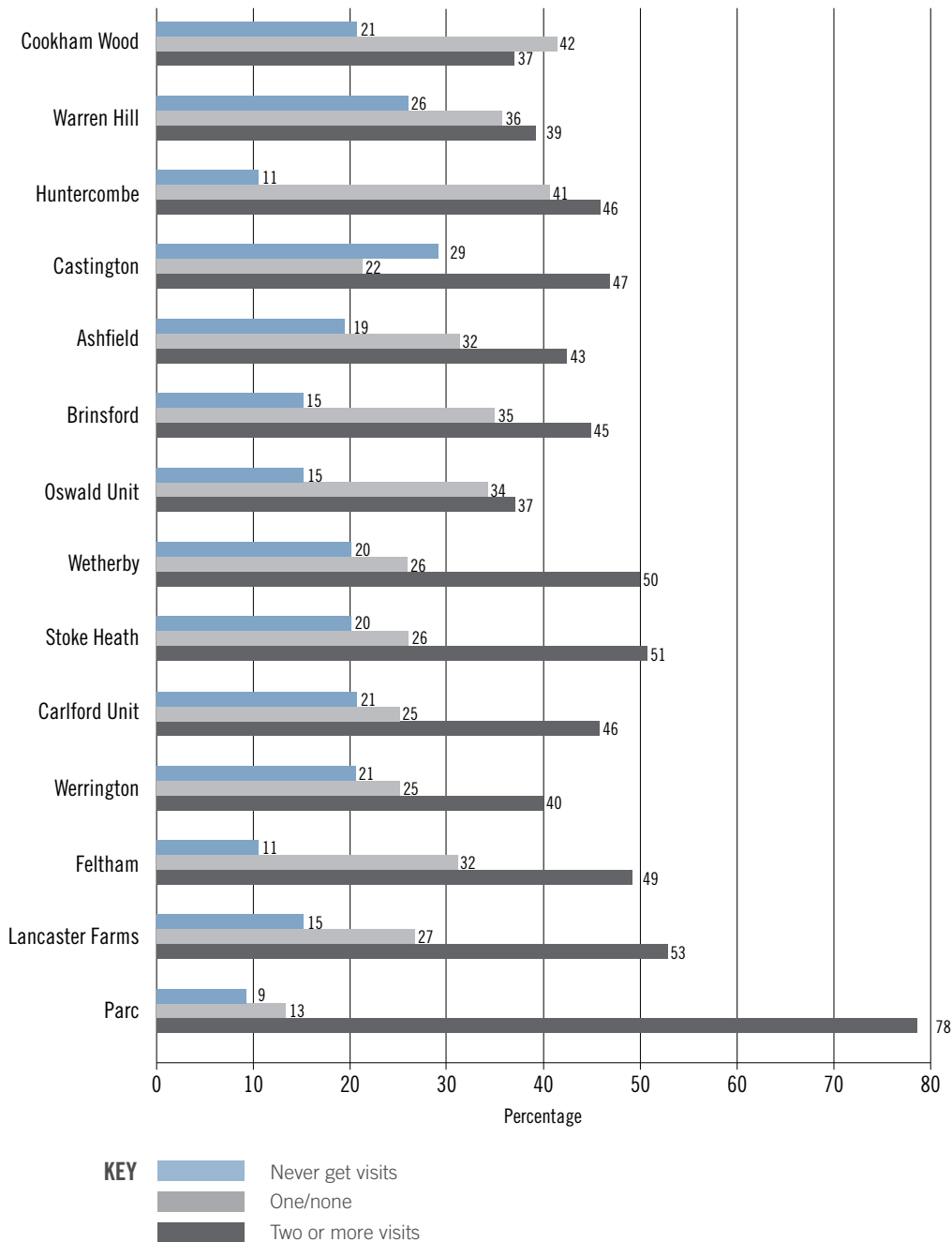
Overall, only 35% of young men said that it was easy for their family and friends to visit them. The most positive responses were from Parc (64%), and the least positive from Warren Hill (23%) and Ashfield (24%). Young men were also asked about the frequency of visits they received. The responses are shown in Figure 23.

Figure 23: How many visits do you get a month?



It is noteworthy that the third highest percentage represented those who said that they never got visits. This reached 29% at Castington. In contrast, 78% of young men at Parc said they had received two or more visits in the last month. Overall, 47% of young men said that they had received two or more visits in the last month.

Figure 24: How many visits do you get a month? (per establishment)



Sixty-three per cent of young men said that they arrived on time for their visits but only 56% felt that they and their families were treated well or very well by the visits staff. Both had fallen from the 67% and 61% respectively in the last report. At Warren Hill, under half of the young men (48%) reported that they went to their visits on time, and at Werrington just 49% felt that they and their families were treated well or very well by visits staff.

2.16 How are you being prepared for release?

We asked young men across the estate about their preparation for release from custody.

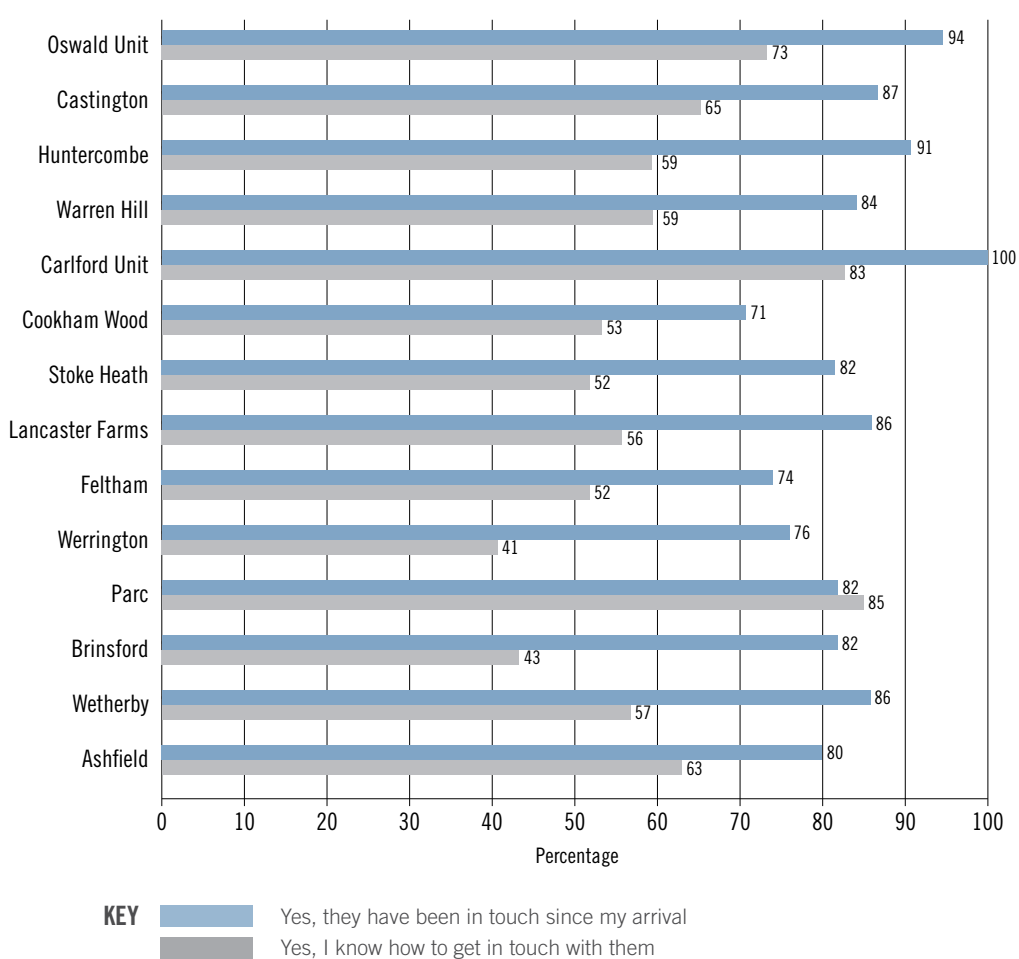
2.16.1 Do you have a sentence plan or a training plan?

Eighty-nine per cent of young men told us that they had a training plan. Of these young men, 65% knew what targets they had been set, but only 42% believed they were able to see their individual plan. If they were unclear about their targets, and unsure of how to access and monitor their own progress, it may have hindered them from achieving their training plan targets.

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

Figure 25 shows a breakdown, by establishment, of the number of young people reporting that they had had contact with their YOT worker, social worker or probation officer while at their current prison. Across all establishments, 83% of young men said that a YOT/social worker/probation officer had been in touch with them, an improvement on the 79% reported in 2006–2008. Fifty-seven per cent said that they knew how to get in touch with these workers if they wanted to.

Figure 25: Have you had contact with your YOT worker, social worker, or probation officer?

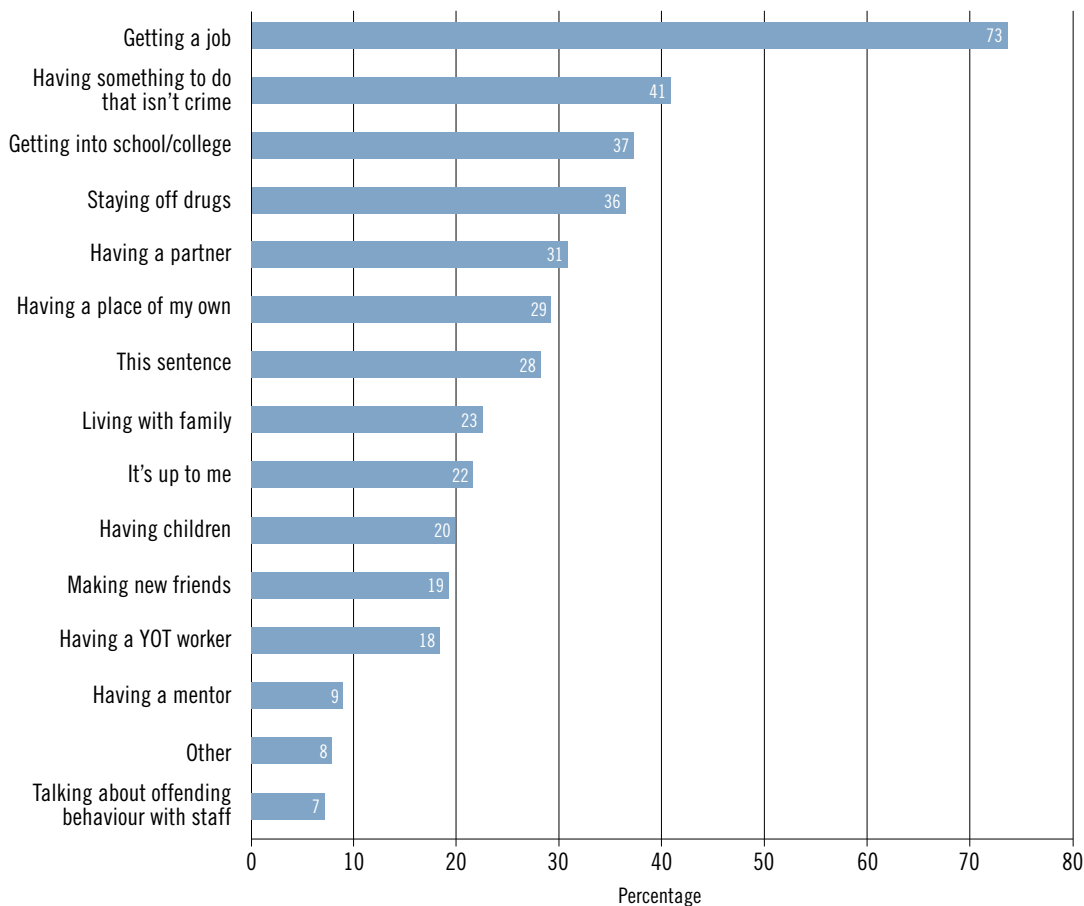


2.16.3 Do you want to stop offending?

Overall, 70% of young men said that they wanted to stop offending, very similar to the 71% finding in the last report. Of those who were sentenced, 90% said they wanted to stop, and this figure ranged from 76% at Parc to 100% at Feltham. Of the sentenced young men in the specialist units, 93% at the Oswald Unit, and 96% at the Carlford Unit, said that they wanted to stop offending.

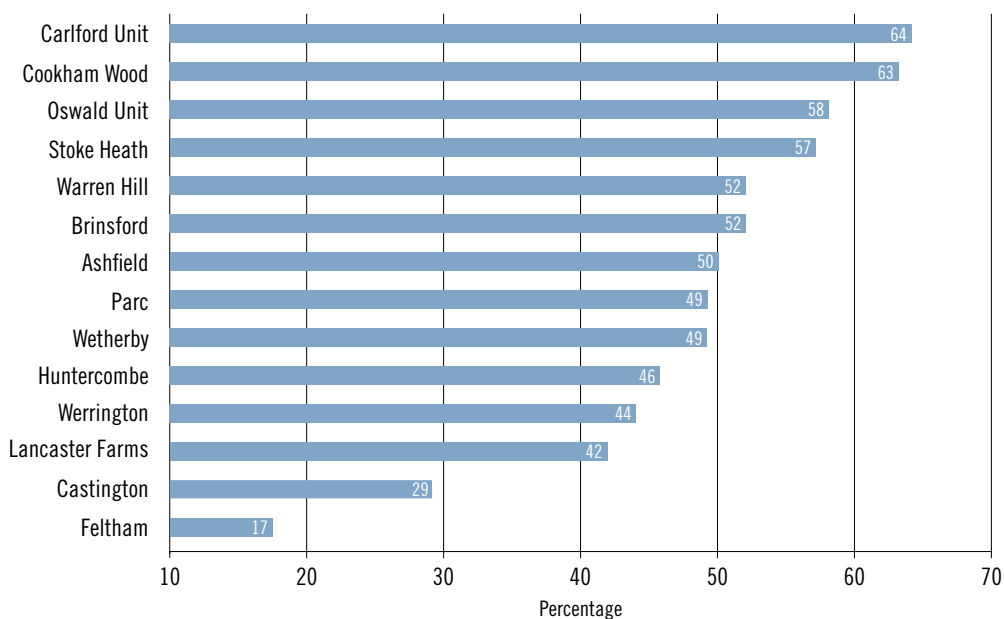
When sentenced young people were asked what they thought would be most likely to stop them offending, the most frequent response was 'getting a job' which 73% of young men chose. The options chosen by fewest young men were talking about offending behaviour with staff, which was selected by only 7%, and having a mentor (someone you can ask for advice), which only 8% of young men chose.

Figure 26: What is most likely to stop you offending in the future?



Young men were also asked if there was anything they had done, or if anything had happened to them while in their current establishment, that would make them less likely to offend in the future. Overall 37% answered yes to this question, worse than the 42% in the last report. Of those who were sentenced, 48% answered yes. The Carlford Unit had the highest percentage (64%) who answered positively to this question, and of the non-specialist establishments, Cookham Wood had the highest (63%) and Feltham the lowest (17%). Castington, at 29%, was also low.

Figure 27: Sentenced young men who said that they had done something or something had happened to them in the establishment, that they thought would make them less likely to offend in the future



2.16.4 Have you been sufficiently prepared for release?

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

- 44% said that they had had a say in what would happen to them when released from custody.
- 67% said that they were going to be living with a family member after release.
- 23% said that they had received help with finding accommodation.
- 42% intended to go to school or college after release, and 37% said that they had spoken to someone about going back into education after release.
- 23% said that they had a job to go to on release.
- 45% believed that they had done something useful during their time in custody that would help them to get a job when they were released.
- 22% said that they had spoken to someone about New Deal and getting employment after release.
- 30% said that they had a Connexions personal adviser.
- 37% of young men said that there were things that they still needed help with before their release.

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 A shows all responses that are statistically different between the survey results from the 2006–2008 and 2008–2009 periods. The same questions were asked in the two periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance.

3.2 Summary of changes

3.2.1 Improvements

- Young men were more positive about their most recent journey in an escort van. A higher percentage of young men said that they thought the vans were clean, that they felt safe (73% compared with 63%) and comfortable during transit and that they had enough comfort breaks. However, the percentage of young men reporting that the van was comfortable and that they had enough comfort breaks was still low.
- Young men's experiences on arrival showed signs of improvement in a small number of areas. More young men reported feeling safe on their first night (84% compared with 80% in 2006–2008), that staff told them what they needed to know on arrival, and that the induction course covered everything they needed to know (55% compared with 52%).
- Overall, healthcare services received a better report, with 60% of young men in this period reporting good or very good quality care compared with 56% in the last report.
- Fewer young men than in the last period reported victimisation in the form of insulting remarks (12% compared with 15%) or physical abuse (8% compared with 10%) by other young men. They were also less likely to report having their canteen taken or victimisation because they were from a different part of the country.
- A smaller proportion of young men reported other young people shouting through the windows on arrival. Compared with the last report, fewer said that they found shouting through the windows threatening either on arrival (9% compared with 14%), or at the time of the survey (4% compared with 8%).
- Fewer young men said that they had ever truanted from school (69% compared with 75%) and fewer said they needed help with reading, writing or maths (25% compared with 32%). A higher percentage of young men said that they intended to go to school or college on release (42% compared with 36%): this may be a consequence of a higher proportion of young men who said that someone had spoken to them about continuing their education after they left prison (37% compared with 34%).
- In the last report, 33% of young men said that staff had checked on them personally in the last week to see how they were getting on; this had now increased to 36%. More young men felt helped by their personal officer (51% compared with 48% in the last report) and 83% said their YOT/social worker/probation officer had been in touch with them since they arrived at their current establishment, compared with 79% last time.

3.2.2 Deteriorations

- Fewer young men said they were treated well by reception staff (66% compared with 70% in the last report) and that they were seen by healthcare staff in reception. Fewer said that they were searched in a respectful manner (79% compared with 83%).
- The percentage of young men reporting access to the chaplaincy, healthcare (49% compared with 62%) and the prison shop within the first 24 hours was also worse than in the last reporting period.
- Fewer young men than in 2006–2008 reported easy or very easy access to a nurse. Fewer young men with alcohol problems reported receiving help with these problems (22% compared with 28% in the last report).
- Fewer young men than in the last period reported knowing how to make a complaint (76% compared with 84%) or felt that it was easy to do so.
- More young men said they had received an adjudication (59% compared with 56%) and been physically restrained (29% compared with 25%) than in the last report.
- Fewer young men said they felt that most staff treated them with respect (72% compared with 76% in the last report). There were also fewer young men who stated that if they were being victimised they would tell someone about it (60% compared with 63%), or that staff would take it seriously if they did tell them (37% compared with 40%).
- There was an increase in the number of young men who reported that other young men shouted through the windows at them at the time of the survey (29% compared with 26%), and more reported shouting through the windows at others than in the last report (30% compared with 25%).
- Fewer young people found teachers understanding about their school problems when they arrived (43% compared with 51%) and fewer young men said they were involved in a job (28% compared with 32%) or had access to the gym more than five times a week (7% compared with 10%).
- Young people also reported more problems with visits. Sixty-three per cent of young men, compared with 67% in the last report, said that they arrived on time for a visit and 56%, compared with 61%, said that they and their family/friends were treated well or very well by the visits staff.
- There was also some indication of deterioration in the area of resettlement in this survey period. Fewer young men said that they knew the targets that they had been set in their training plan (57% compared with 63%), and fewer said they had spoken to someone about getting a job on release or about New Deal, or that they had a Connexions personal adviser.
- Only 37% of young men said that they had done something, or that something had happened to them while in custody, to make them less likely to offend in the future, compared with 42% in the previous reporting period.

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 is represented in the sample: there were 364 young men from black and minority ethnic groups compared with 672 young men from white ethnic groups (see Figure 2 for a breakdown of ethnicity).

In the 2006–2008 reporting period, young men from black and minority ethnic backgrounds made up approximately 29% of the estate. In this period, it had increased to 35%. 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 B highlights the areas that were significantly different between black and minority ethnic respondents and white respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance, and any missing data has been excluded for each question.

4.2 Differences between respondents

Appendix B illustrates that the custodial experience of young men from black and minority ethnic backgrounds was generally worse than the experience of their white counterparts. There were more negative responses across every area of prison life, and of the 113 questions tested for significance, 57 were worse for black and ethnic young men (50% of responses) compared with 16 that were more positive (14%).

Courts, transfers and escorts

For six of the nine questions in this area, responses from black and minority ethnic young men were significantly worse than those from white young men. Only 64% of black and minority ethnic young men felt safe during their last escort journey, compared with 78% of their white counterparts.

Reception and first few days

For 10 of the 15 questions in this area, responses from black and minority ethnic respondents were worse than those of white respondents. Seventy-four per cent of black and minority ethnic respondents felt that they were searched in an understanding way, compared with 82% of white respondents. Fifty-nine per cent felt that they were treated well in reception – again worse than the 70% of white respondents. This may have contributed to the fact that only 82% of black and minority ethnic young men felt safe on their first night in custody, compared with 85% of their white counterparts.

Although similar proportions of black and minority ethnic and white young men said that they had a timely induction, only 52% of black and minority ethnic young men said that it covered everything they needed to know, compared with 57% of white young men.

Daily life

Two of the six questions in this section had poorer responses from black and minority ethnic young men. Just 36% felt that the prison shop sold a wide enough range of goods to meet their needs, compared with 50% of their white counterparts. Only 47% said that they could shower daily, compared with 59% of white respondents.

Healthcare

Five of the eight questions in this area had poorer responses from black and minority ethnic young men, with 56% rating healthcare as good or very good, compared with 62% of their white counterparts. Additionally, a smaller percentage than white young men reported that it was easy to see a doctor (38% compared with 54%) or a nurse. Fewer black and minority ethnic than white young men said that they had received help with their drug problems (22% compared with 40%) or their alcohol problems (10% compared with 28%).

Reward scheme

Just 42% of black and minority ethnic respondents felt that they had been treated fairly in their experience of the reward scheme, compared with 57% of white respondents.

Complaints

Although more black and minority ethnic young men said they knew how to make a complaint, only 11% felt that complaints were dealt with fairly, compared with 17% of white respondents. This could be related to the significantly higher proportion of black and minority ethnic young men (13% compared with 9% of their white counterparts) who said that they were encouraged to withdraw a complaint.

Treatment by staff

A higher proportion of black and minority ethnic young men said they had been physically restrained in their current establishment than white young men: 34% compared with 25%. Additionally, while 76% of white respondents said that staff, in general, treated them with respect, this was true for only 63% of black and minority ethnic respondents. A lower proportion of black and minority ethnic prisoners (32%) stated that staff had checked on them personally in the last week, compared with 39% of white young men.

Safety

More black and minority ethnic than white young men said that they had been victimised by staff: 25% compared with 17%. More black and minority ethnic respondents said they had shouted through windows, and had been shouted at through windows, although a lower percentage said they found this threatening. Notably only a quarter (26%) of black and minority ethnic young men thought that staff would take them seriously if they mentioned being victimised, compared with 43% of their white counterparts, although they were equally likely to talk to a member of staff about any victimisation.

Activities

Fewer black and minority ethnic than white young men said that they thought education was helping them (53% compared with 59%), or that teachers were understanding about any school problems they had when they first arrived (34% compared with 48%). Fewer also said that they had a job at their current establishment (24% compared with 30%), had association more than five times a week (44% compared with 49%), or had daily outside exercise (23% compared with 30%).

Keeping in touch with family and friends

Only 44% of black and minority ethnic young men reported being able to use the telephone to speak to someone in their family every day, compared with 53% of white young men. The response regarding treatment by visits staff was also worse for black and minority ethnic young men, with 53%, compared with 58% of their white counterparts, saying that their family and friends were treated well or very well.

Resettlement

Of the 18 resettlement questions, 10 produced responses that were worse for black and minority ethnic respondents than for white respondents. Fewer black and minority ethnic young men said that they had met their personal officer in their first week (36% compared with 49%), or that they felt helped by their personal officer (43% compared with 56%). Only 52% compared with 60% of white young men said they knew what targets they had been set in their training plans and just 33% of black and minority ethnic young men compared with 39% of white young men said that they were able to see their training plan if they wanted to. A significantly lower proportion of black and minority ethnic young men stated that they wanted to stop offending (61% compared with 75% of white young men). Fewer said that they had a job to go to on release, that they had been spoken to about New Deal, or had a Connexions personal adviser. Forty-one per cent of black and minority ethnic young men compared with only 35% of white young men said that they still needed help before they were released, and only 34%, compared with 39%, felt that they had done anything, or anything had happened to them while in the establishment, to make them less likely to offend in the future.

However, young men from black and minority ethnic backgrounds had more positive experiences than their white counterparts in some aspects of prison life.

- More black and minority ethnic than white young men said they had received written information about what would happen to them before they arrived: 26% compared with 21%.
- More said they had spent less than two hours in reception: 82% compared with 76%.
- More said they had access to the shop/canteen within the first 24 hours of their arrival: 16% compared with 13%.
- More said they found it easy to attend religious services: 63% compared with 49%.
- More knew how to make a complaint: 81% compared with 74%.
- Fewer reported insulting remarks or victimisation by other young people because they were from a different part of the country.
- Fewer found shouting through the windows threatening, both on arrival (6% compared with 11%) and at the time of the survey (2% compared with 4%).
- They reported better experiences at school: fewer were under 14 when they were last at school, and fewer had ever been excluded or truanted. This could explain why fewer black and minority ethnic than white young men felt that they needed help with reading and writing: 22% compared with 27%.
- More said they went to the gym more than five times a week: 10% compared with 6%.
- More black and minority ethnic young men said they were going to college on release (56% compared with 34%), and more said they had been spoken to about going to college on release (42% compared with 35%).

4.2.1 Has this comparison changed since the last report?

In most areas, the survey comparison for 2008–2009 is very similar to the comparison in the 2006–2008 report. However, there are some differences.

- In this period, more black and minority ethnic young men than their white counterparts knew how to make a complaint: 81% compared with 74%. However, this was caused by a reduction in the positive response from white young men, from 84% in the previous report.
- In the 2006–2008 report it was noted that the gap between experiences of physical restraint had closed, with around a quarter of both black and minority ethnic and white young men reporting that they had been physically restrained. In this reporting period, it had returned to the differential in the 2004–06 report, with more (34%) of black and minority ethnic young men reporting having been physically restrained than white young men (25%).
- In 2006–2008 fewer black and minority ethnic than white young men (34% compared with 44%) reported that they had had a say in what would happen to them on release. In 2008–2009, an improved 45% of black and minority ethnic young men reported this and the gap had closed, leaving no significant difference between the two groups.

Section 5

How do dedicated establishments compare to split sites?

5.1 Background to the analysis

There were six split or mixed sites and six dedicated sites in the young men's estate. Table 4 shows the establishments that fitted into each category. Responses from young men in dedicated establishments were compared with the responses from young men in split or mixed sites, in order to assess their different experiences of custody. For the purposes of this analysis, responses from the Carlford and Oswald units have not been included due to their specialist nature. The comparator table in Appendix C 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
Ashfield	Brinsford
Cookham Wood	Castington
Huntercombe	Feltham
Warren Hill	Lancaster Farms
Werrington	Parc
Wetherby	Stoke Heath

5.2 Differences in responses

Young men in dedicated sites had more positive experiences than young men in split sites in a number of areas. Forty-two out of 113 questions (37%) produced a better response for those in dedicated establishments than split sites, and only 17 of the 113 questions (15%) produced a worse response.

- More young men in dedicated sites said the van was comfortable on their most recent journey: 12% compared with 7%.
- Young men in dedicated sites reported better experiences of reception and the first few nights in custody. Importantly, a higher percentage of these young men (68%) said that they were treated well or very well by reception staff, compared with only 63% of young men in split sites. They felt better informed and reported better access to Listeners/the Samaritans (16% compared with 9%) and the prison shop (17% compared with 9%). They also reported better access to induction during their first week (68% compared with 57%).
- Young men in dedicated establishments reported a better experience of healthcare in all questions except access to the nurse, where there was no significant difference. Sixty-two per cent, compared with 57% in split sites, said that the overall quality of healthcare was good or very good.
- More young men from dedicated sites said they knew how to make a complaint: 82% compared with 66%.

- Young men in dedicated establishments were more likely to say that they were in education (86% compared with 78%), in a job (36% compared with 16%) or learning a skill or trade while in custody. They also reported better access to the gym and outside exercise (10% compared with 3% and 30% compared with 20% respectively).
- Perceptions of safety were also better in dedicated sites. A quarter (25%) of young men in dedicated sites said that they had felt unsafe at some point, while this was just under a third (31%) for split sites. Fewer young men in dedicated sites reported that other young men shouted through the windows at them or that they found this threatening.
- Young men in dedicated sites reported a more positive experience with their training plans. They were more likely to have access to their plan (39% compared with 33%) and to know what targets they had been set (62% compared with 49%).
- Young men in dedicated sites also reported a more positive experience of resettlement: 80%, compared with 54% in split sites, said that they wanted to stop offending; 25% compared with 20% said they had received help with finding accommodation on release; 41% compared with 32% said they had been spoken to about going to school or college on release; 23% compared with 19% said they had been spoken to about arranging a job on release or about New Deal; and 43% compared with 27% said that their experience of custody would make them less likely to offend.

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

- Fewer young men from split sites (5%) said they had spent more than four hours in the van on their last transfer journey, compared with 9% of young men from dedicated sites.
- Young men in split sites reported better access to religious services, a better variety of goods in the prison shop and a better response by staff to cell call bells (39% compared with 23%). Seventy per cent of young men at split sites, compared with 43% of young men at dedicated sites, reported daily access to showers.
- More young men in split sites felt that they had been treated fairly in their experience of the reward scheme: 57% compared with 48% from the dedicated sites.
- Relationships between young people and staff seemed better in split sites than dedicated establishments. Young men reported better treatment by staff in the segregation unit (12% compared with 9%), more respect from staff (76% compared with 69%), and less victimisation through insulting remarks by staff (9% compared with 13%).
- Young men in split sites also reported more positively on previous education. Fewer said that they had been excluded from school (86% compared with 89%) or had ever truanted from school (65% compared with 72%). They also had better access to association with 61% receiving association five or more times a week, compared with just 37% in dedicated sites.
- Young men in split sites also appeared to have easier access to their families: 63% said that they were able to speak to their families on the phone every day, compared with 40% in dedicated sites. Fifty-two per cent said that they received two or more visits a month, compared with 44% in dedicated sites.
- Young men from split sites also reported a better experience of the personal officer scheme, with more saying that they had met their personal officer within the first week at the establishment (50% compared with 39%) and that they had been helped by the officer (54% compared with 48%).
- More young men in split sites (34%) reported having a Connexions personal adviser compared with young men in dedicated sites (28%).

Section 6

Young women in custody – main analysis

6.1 Introduction

This section examines the experience of custody from a young woman's point of view. Figures were analysed from the 54 young women surveyed during the one-year reporting period (from 1 April 2008 to 31 March 2009). 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 unit), 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 2008–2009 and 2006–2008 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
Downview: Josephine Butler Unit	23 April 2008	15	14	93
Eastwood Park: Mary Carpenter Unit	22 September 2008	14	13	93
New Hall: Rivendell Unit	22 October 2008	21	21	100
Foston Hall: Toscana Unit	23 February 2009	7	6	86
Total		57	54	95

6.2 The female estate

All young women are now held in one of four discrete specialist units. In the last report some young women were held at Sir Evelyn House at Cookham Wood prison, but this is no longer the case.

Downview (Josephine Butler Unit)

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

Eastwood Park (Mary Carpenter Unit)

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

New Hall (Rivendell Unit)

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

Foston Hall (Toscana Unit)

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

6.3 Profile of young women surveyed

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

6.3.1 Age

All of the young women were 17 years old, except for one young woman in the Rivendell Unit and one in the Toscana Unit who were 18 years old. Two did not disclose their age.

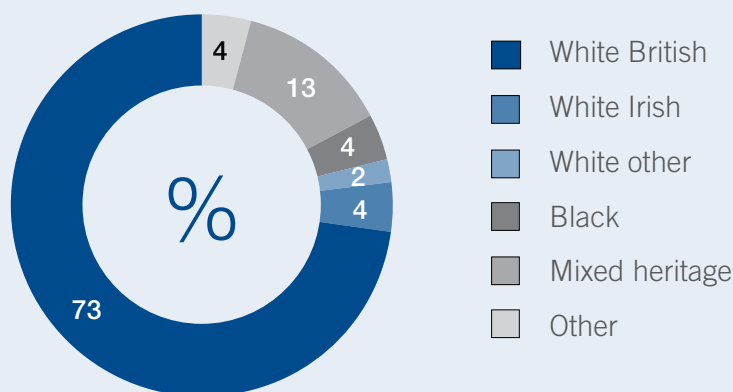
6.3.2 Residency and language

All of the young women said they lived in the UK the majority of the time, and 98% said that English was their first language. Only one young woman, from the Josephine Butler Unit, said that English was not her first language.

6.3.3 Ethnicity

From our sample of young women across the estate, 21% were from black and minority ethnic backgrounds. The number of black and minority ethnic young women in prison did not show the same sharp rise as in the young men's estate. Figure 28 shows the percentage of young women in each ethnic group.

Figure 28: Ethnicity of young women sampled



The breakdown within these ethnic groups was as follows.

- White: 73.6% White British, 3.8% White Irish, 1.9% other White background.
- Black: 2% Caribbean, 2% other Black background.
- Mixed heritage: 7.5% white and Caribbean, 5.7% other mixed heritage background
- Other: 4% other ethnic background.

No young women were from an Asian ethnic background. At the Josephine Butler Unit 46% (n=6) of the young women surveyed were from a black and minority ethnic background (the highest proportion in the young women's estate), compared with only 10% (n=2) of the young women at the Rivendell Unit.

6.3.4 Are you sentenced?

Overall, 73% of young women across the estate were sentenced, while the remaining 27% were awaiting sentence, trial or deportation. The Mary Carpenter Unit had the smallest proportion of sentenced young women: just under two-thirds (64%, n=8) of the population. At the Josephine Butler Unit 67% (n=9) of young women were sentenced, while 85% (n=17) at the Rivendell Unit and 86% (n=5) at the Toscana Unit were sentenced. The Mary Carpenter Unit had the highest population of sentenced young women serving short sentences: 57% (n=4) were serving 12 months or less, in contrast with 33% (n=2) at the Toscana Unit.

6.3.5 Have you been in custody before?

Twenty-three per cent of young women said that they had been held in another YOI during their current sentence. For 39% of the young women surveyed this was their first time in custody in a young offenders' institution, secure training centre or secure children's home. The Josephine Butler Unit had the highest number of young women in custody for the first time (46%, n=6), compared with just one young woman (14%) at the Toscana Unit. Three young women (6%) said that they had been in custody more than five times before.

6.3.6 Family background

Forty-nine per cent of young women said that they had been in care, with 32% on a care order at the time of the survey. The Toscana Unit had the highest proportion of young women who had been in care: 71% (n=4), followed by the Mary Carpenter Unit with 64% (n=8).

One young woman had children of her own.

6.3.7 Educational background

The vast majority of young women (83%) said that they had, at some point, truanted from school. In fact, all the young women surveyed at the Mary Carpenter Unit said that they had truanted, followed by 95% (n=20) of those from the Rivendell Unit. Overall, 89% of young women said that they had been excluded from school.

Thirty-eight per cent of young women told us that they had left school at 14 or younger. This ranged from 67% (n=3) at the Toscana Unit to 27% (n=4) at the Josephine Butler Unit.

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

6.4.1 What was your most recent transfer like?

Only 7% of young women surveyed said that they had to travel for over four hours to get to their current establishment.

Forty-seven per cent said that they had travelled in a clean van, and 14% said the journey was comfortable, although none of those at the Toscana Unit answered positively to either question. Fifty-five per cent of young women said that their health needs had been looked after during their journey, but only 9% said that they had had enough comfort breaks.

Young women were asked if they had felt safe during their journey: overall 66% said that they had. This ranged from 54% (n=7) at the Josephine Butler Unit to 76% (n=16) at the Rivendell Unit. Sixty-one per cent of young women felt that the escort staff treated them well or very well, a lower response than the 86% recorded in the previous report.

Sixty-seven per cent of young women said that they were informed of where they were going before they arrived at their establishment. This was lowest at the Toscana Unit, where

only half said that they knew where they were going before they arrived. Only 16% of young women overall said they had received written information about where they were going.

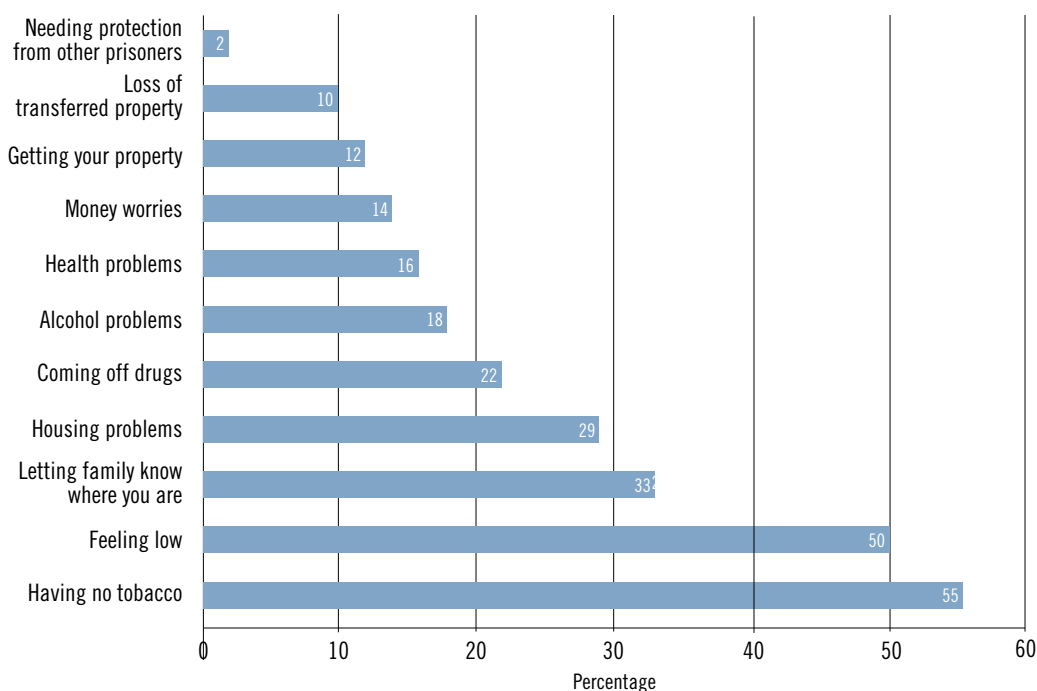
Eighty per cent of young women said that their property arrived at the establishment at the same time as they did, with a high of 91% (n=19) at the Rivendell Unit, which had held the lowest score of 42% (n=7) in the previous report.

6.5 What were your first few days here like?

6.5.1 Did you have any problems when you first arrived?

Eighty-nine per cent of young women said that they had problems when they first arrived in custody. This varied across establishments: the Josephine Butler and Toscana Units had the highest proportion (100% each) of young women arriving with problems and the Mary Carpenter Unit had the lowest at 71% (n=9). Our survey asked about the specific problems young women faced on arrival.

Figure 29: What problems did you have when you first arrived?

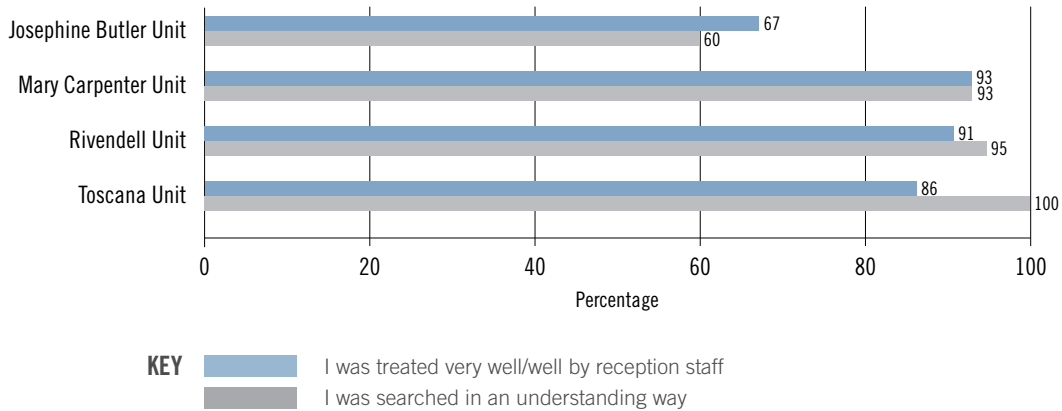


In the last report, the most frequent problem experienced by young women arriving in custody was feeling low and upset on arrival. Similarly, although having no tobacco was the most frequently reported problem this year, half the young women reported feeling low or upset on arrival.

6.5.2 What was your experience of reception?

Overall, 77% of young women reported that the reception process took less than two hours. Eighty-three per cent reported that they were treated well or very well by reception staff and 89% that they were searched in a respectful way. The young women at the Josephine Butler Unit gave the poorest responses when asked whether they were treated well or very well by reception staff (67%, n=9) and whether they were searched in an understanding way (60%, n=6). In comparison, all of the young women surveyed at the Toscana Unit said that they were searched in an understanding way, followed by 95% (n=20) at the Rivendell Unit and 93% (n=12) at the Mary Carpenter Unit.

Figure 30: What was it like in reception?



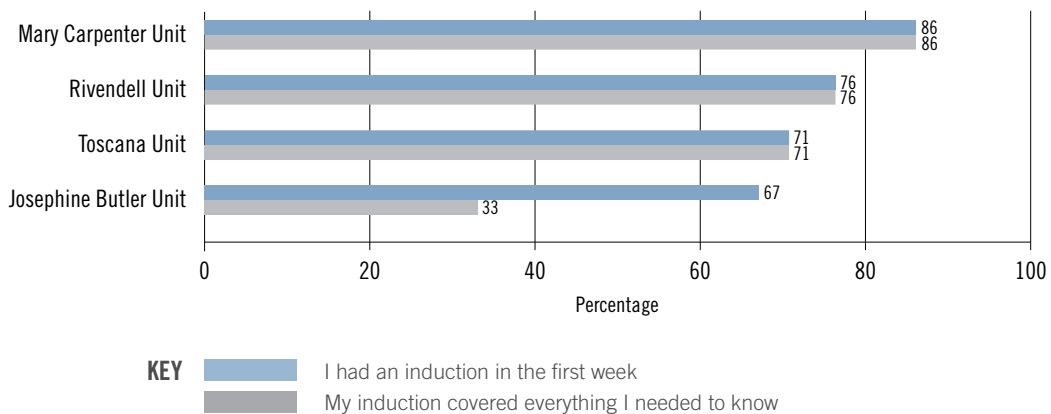
Overall, 65% of young women said that they had been well informed by staff in reception, although only half of those at the Josephine Butler Unit said that staff had told them what they needed to know when they first arrived. When asked if they were seen by a member of healthcare staff during the reception process, 98% of young women said they were.

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

6.6 Adapting to the environment – the first week

Overall, 74% of young women said that they were given an induction course within the first week. Only 67% felt that their induction covered everything they needed to know about the establishment. Figure 31 gives the breakdown of results.

Figure 31: Feedback on induction



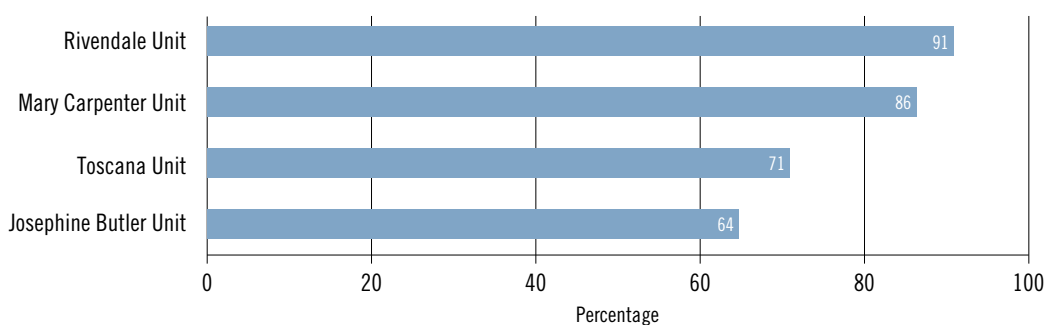
When young women across all four units were asked about access to services within the first 24 hours:

- 68% said that they had access to someone from healthcare
- 25% said that they had access to a chaplain/religious leader
- 12% said that they had access to a Listener/the Samaritans
- 9% said that they had access to the prison shop.

Responses for access to someone from healthcare and a Listener/the Samaritans were lower than those in the previous report, with a decrease (from 31% to just 12%) in the percentage reporting access to a Listener/the Samaritans, and access to healthcare (from 85% to 68%). At the Toscana Unit only one young woman (14%) said that she had had access to the chaplain/religious leader within the first 24 hours. No young women from the Toscana Unit said that they had access to a Listener or the Samaritans and no young women from the Josephine Butler Unit said they had access to the prison shop or canteen within the first 24 hours. The Rivendell Unit had the lowest proportion (57%, n=12) of young women who said that they had access to healthcare within the first 24 hours.

As the early experiences of custody can affect feelings and perceptions of safety, we also asked young women whether they felt safe on their first night in the establishment. Overall, 79% of young women said that they felt safe on their first night, rising to 91% (n=19) at the Rivendell Unit and 86% (n=11) at the Mary Carpenter Unit. This fell to 64% (n=8) at the Josephine Butler Unit and 71% (n=4) at the Toscana Unit.

Figure 32: Young women who said that they felt safe on their first night



6.7 What are your experiences of life in this establishment?

We asked young women a range of questions about life in their establishment. The first set of questions focused on access to services.

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

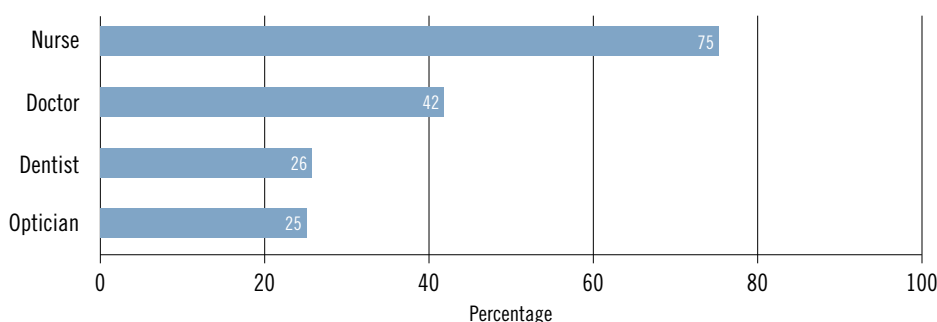
Sixty-three per cent of young women felt that it was easy or very easy to attend religious services, and 60% said that they had spoken to an advocate since arriving at their establishment.

6.7.2 What are your experiences of healthcare?

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

Overall, 63% of young women rated the quality of their healthcare as good or very good. This figure was highest (86%, n=5) at the Toscana Unit, and lowest (57%, n=12) at the Rivendell Unit. The young women's responses to how easy it was to see certain healthcare professionals are shown in Figure 33.

Figure 33: Young women who found it easy/very easy to see a healthcare professional



None of the young women at the Rivendell Unit said that they had easy access to the dentist.

Seventy-two per cent of young women in custody reported being on some form of medication. Of these young women, 48% said that they had experienced problems accessing their medication.

Of the young women who reported having alcohol problems, 56% said that they had received help while in custody, while 61% who reported having drug-related problems said they had received help.

6.7.3 What is daily life like?

When asked whether they were able to have a shower every day if they wanted to, all of the young women surveyed said that they could, except one young woman at the Rivendell Unit who ticked the 'don't know' response. We also asked whether cell call bells were normally responded to within five minutes and overall 45% of young women said they were – a reduction on the 66% reported last time. However, there were variations between the units: only 27% (n=4) of young women at the Josephine Butler Unit said their call bells were responded to within five minutes, compared with 57% (n=7) of those at the Mary Carpenter Unit. Half of the young women surveyed at the Toscana and Rivendell units said that their call bells were responded to within five minutes.

Just over half of the young women (53%) said that the prison shop sold a wide enough variety of goods to meet their needs. However, only 32% rated the food provided as good or very good.

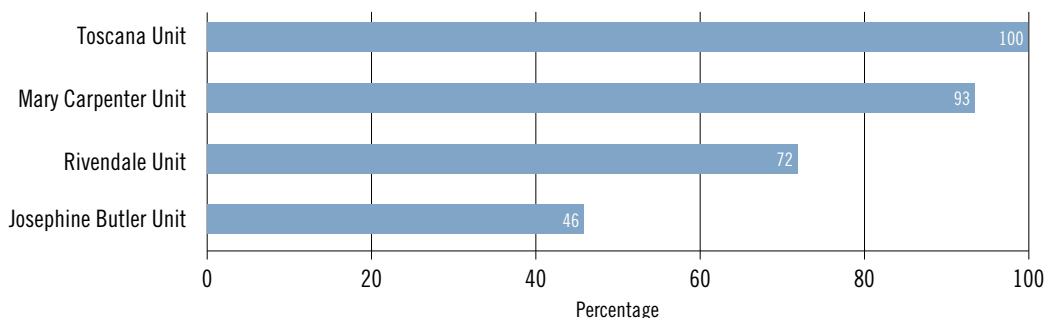
Young women were also asked whether staff had checked on them personally in the last week, and overall 63% said that they had. At the Toscana Unit, only two of the six young women (33%) said that staff had checked on them during the last week, compared with 71% (n=9) at the Mary Carpenter Unit.

6.7.4 Have you been helped by your personal officer?

Only 8% (n=4) of young women said that they did not have a personal officer: two at the Rivendell Unit, one at the Toscana Unit and one at the Josephine Butler Unit. Of those with a personal officer, 58% said that they had met the officer within a week of their arrival in custody.

Of the young women with a personal officer, 74% reported that they found them helpful. This was lowest at the Josephine Butler Unit, where only 46% (n=5) of young women found their personal officer helpful, compared with 100% at the Toscana Unit.

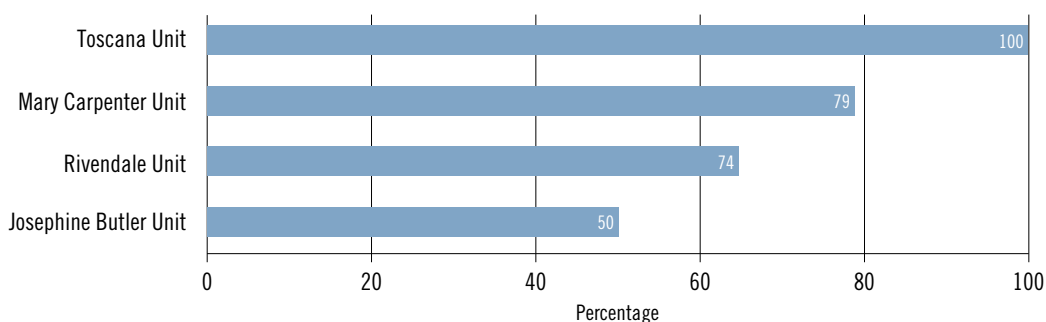
Figure 34: Young women who said that they felt helped by their personal officer



6.7.5 Do most staff treat you with respect?

Across the estate, 71% of young women felt that most staff treated them with respect. The individual units are compared in Figure 35.

Figure 35: Young women who said that most staff treated them with respect



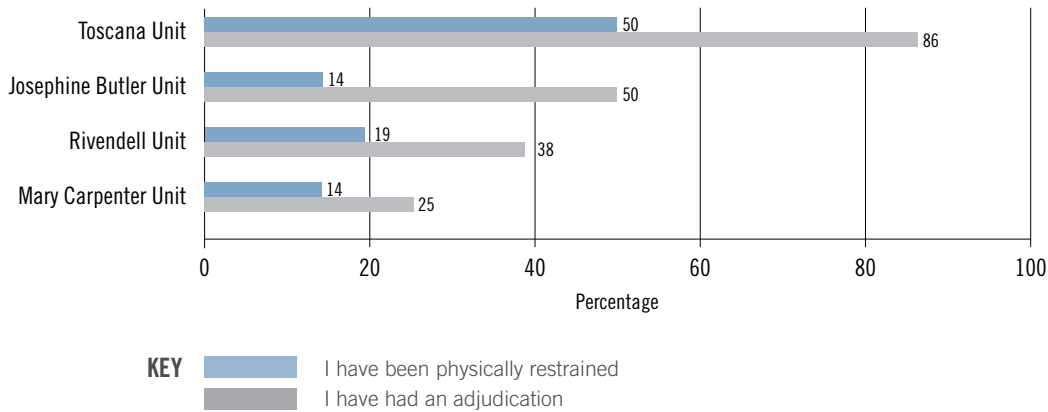
6.8 Have you been disciplined in this establishment?

Across the four units, 46% of young women said that they had had an adjudication or a minor report since their arrival. The Toscana Unit, at 86% (n=5), had the highest number of reported adjudications, while only 25% (n=3) of the young women at the Mary Carpenter Unit reported having had an adjudication.

Twenty-one per cent of young women reported having been physically restrained. The proportion was highest at the Toscana Unit, with half of young women saying that they had been physically restrained.

Figure 36 shows the levels of discipline reported by young women in each of the units.

Figure 36: Have you been disciplined in this establishment?



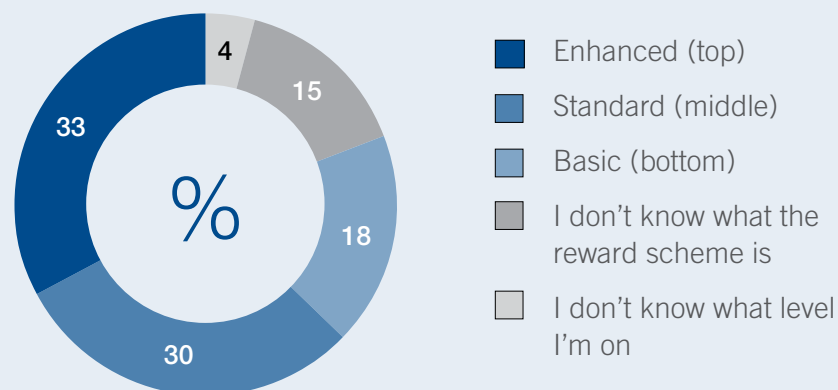
Only four young women reported having been in a care and separation unit, and only one said that she had been treated very well by the staff while there; the remaining three said that they had been treated badly or very badly. Rather than care and separation units, most young women’s units have intensive supervision rooms, which are used to separate young women or speak to them after an incident, but these are rarely used.

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

Overall, 33% of young women were on the enhanced level of the reward scheme, and just under half (44%) felt that the different levels of the scheme influenced their behaviour. Young women at the Rivendell Unit had the most positive view about the reward scheme: 52% (n=11) felt that it helped them to change their behaviour. At the Toscana Unit this reached only 29% (n=2). Across the young women’s estate 53% felt they had been treated fairly in their experience of the reward scheme. The figure was highest at the Mary Carpenter Unit (86%, n=11) and lowest at the Toscana Unit, where only 29% (n=2) felt they were treated fairly.

Eight young women did not know what the reward scheme was: four from the Rivendell Unit, two from the Toscana Unit, and one each from the Mary Carpenter and Josephine Butler units. Figure 37 shows the proportions of young women on different levels of the reward scheme.

Figure 37: Reward scheme levels

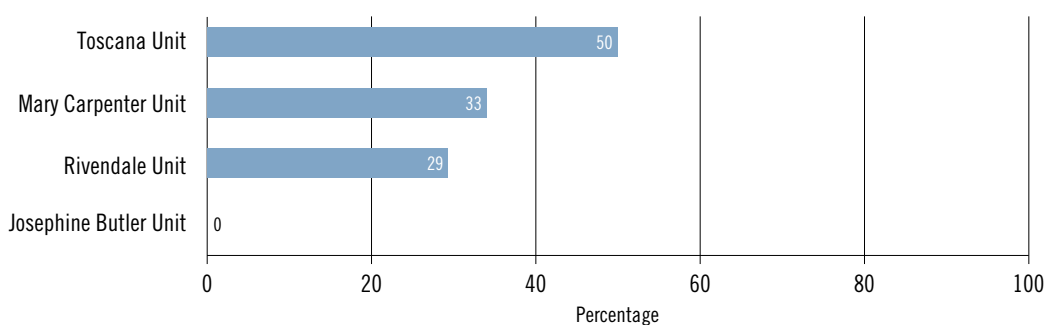


6.10 What do you think of the complaints system in this establishment?

The majority (98%) of young women in custody knew how to make a complaint. This applied to all but one young woman at the Rivendell Unit.

However, overall only 36% of young women felt that it was easy to make a complaint, whether they had made one or not. Of those who had complained, 82% felt that it was easy to make a complaint, but only 26% felt that it was dealt with fairly. None of the five young women at the Josephine Butler Unit felt that their complaints had been dealt with fairly. Figure 38 shows the results for those who had made a complaint.

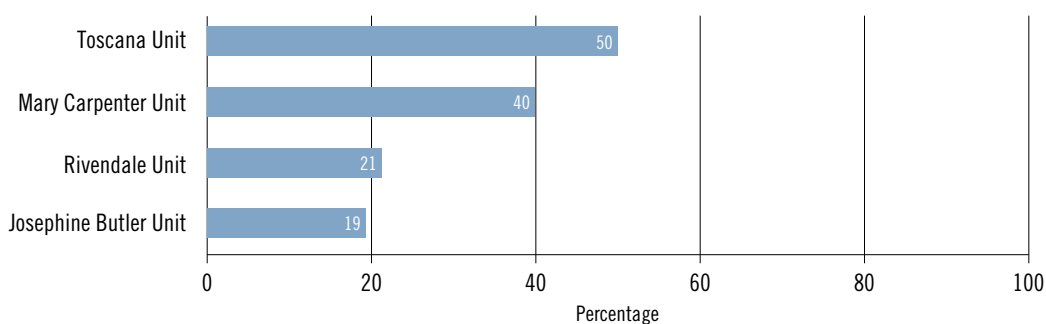
Figure 38: Young women who felt complaints were sorted out fairly



6.11 How safe do you feel here?

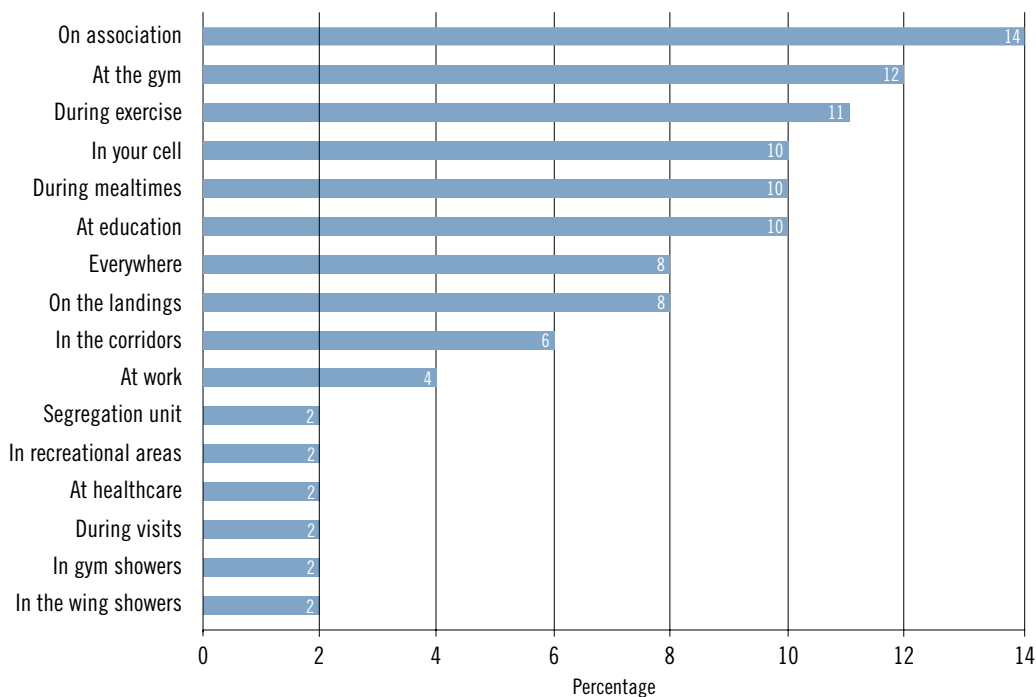
We asked young women how safe they felt in their establishment and whether they had been victimised during their time there. Across the estate, 30% of young women reported feeling unsafe at some point during their time at the unit.

Figure 39: Young women who had felt unsafe in the establishment



Across the estate young women reported feeling or having felt unsafe in a number of areas, as shown in Figure 40.

Figure 40: In which areas of this establishment do you/have you ever felt unsafe?



Young women were most likely to feel unsafe on association, at the gym or during exercise. In the last report the place that young women were most likely to feel unsafe was in their cell, although the percentage (9%) was similar to the percentage of young women who felt unsafe in their cell this time.

6.11.1 Do people shout through the windows here?

Across the young women's estate, 27% said that they had been shouted at through windows by other young women when they first arrived. Thirty-six per cent of young women who said they were shouted at on arrival felt that it was threatening. However, none of the young women at the Mary Carpenter Unit said that they felt threatened by shouting on arrival.

When asked if shouting through windows still continued, and whether they found it threatening, 38% said that they were still shouted at, more than double the figure in the last survey (16%). Almost half of the young women (46%, n=6) at the Josephine Butler Unit said that they were still shouted at through windows, and the one young woman (17%) who reported finding this threatening was at this unit.

Across the estate, 42% of young women admitted that they shouted through their windows at others. This was worse than in the last report when only 17% of young women said they participated in this behaviour.

6.12 Have you been victimised in this unit?

6.12.1 Have you been victimised by other young people?

Overall, 27% of young women felt that they had been victimised (insulted or assaulted) by other young women while in their current establishment. This was highest at the Toscana Unit with half of the young women reporting that they had been victimised, and lowest at the Josephine Butler Unit (13%, n=2).

Our surveys also asked about the type of victimisation or incidents experienced, and the responses are shown in Table 6.

TABLE 6 – Types of victimisation by other young people

TYPE OF VICTIMISATION	PERCENTAGE AND NUMBER OF YOUNG WOMEN WHO EXPERIENCED THIS
Insulting remarks	21% (n=11)
For being new	9% (n=5)
Physical abuse	9% (n=5)
Racial abuse	2% (n=1)
Because of drugs	2% (n=1)
For being from a different part of the country	2% (n=1)
Having property taken	2% (n=1)
Sexual abuse	0%

6.12.2 Have you been victimised by staff?

Nine young women (18%) said that they had been victimised by members of staff while at their current establishment, although no young women at the Mary Carpenter Unit reported this. The most common form of victimisation by staff was insulting remarks, reported by six young women, followed by victimisation because they were new, reported by three young women at the Josephine Butler Unit and one at the Toscana Unit. Physical abuse by staff was reported by one young woman at the Toscana Unit.

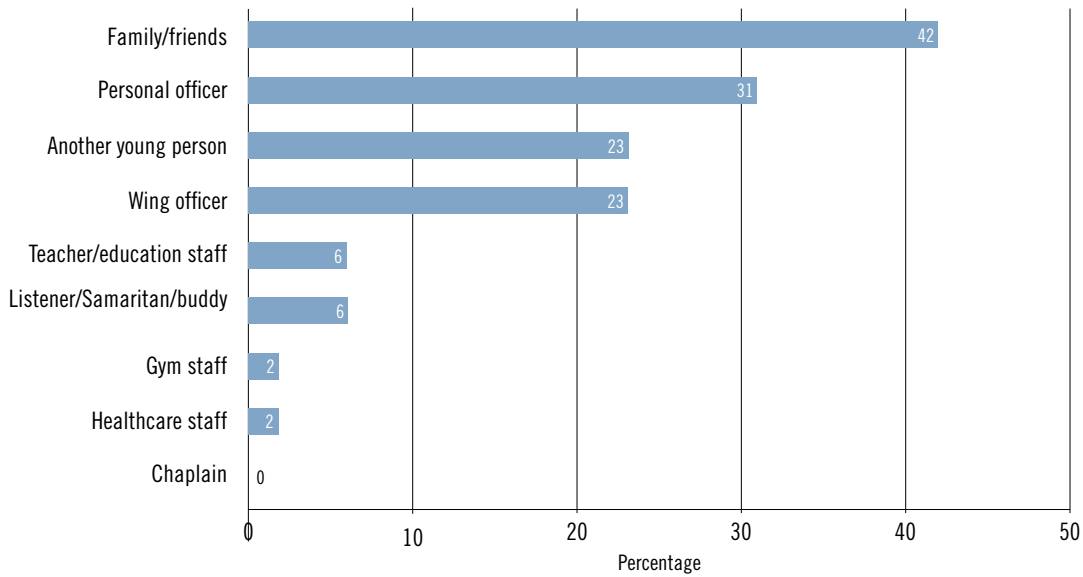
TABLE 7 – Types of victimisation by staff

TYPE OF VICTIMISATION	PERCENTAGE AND NUMBER OF YOUNG WOMEN WHO EXPERIENCED THIS
Insulting remarks	11% (n=6)
For being new	7% (n=4)
Racial abuse	4% (n=2)
Physical abuse	2% (n=1)
Because of drugs	0%
For being from a different part of the country	0%
Having property taken	0%
Sexual abuse	0%

6.12.3 Who would you tell if you were being victimised?

Seventy-one per cent of young women said that they would tell someone if they were being victimised, and this was highest at the Mary Carpenter Unit where 86% (n=6) of young women said that they would tell someone. The responses to this question were broken down into categories to show who young women would confide in.

Figure 41: If you were victimised, who would you tell?



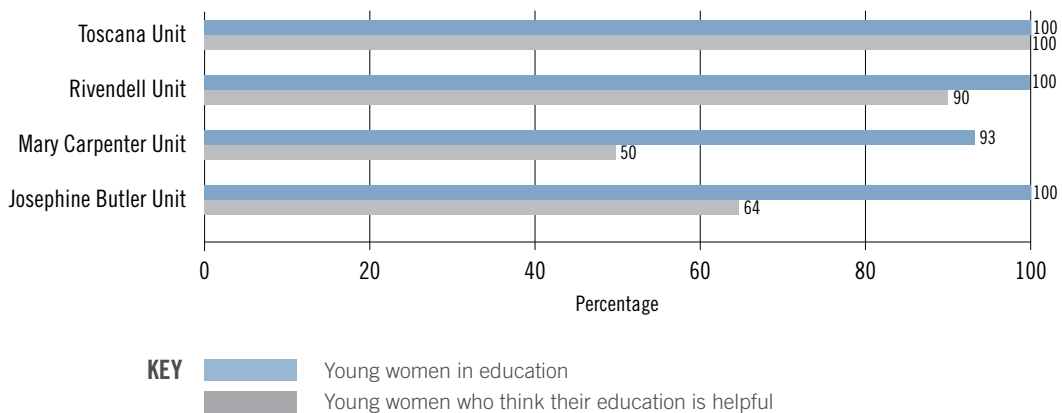
Thirty-nine per cent of young women believed that staff would take them seriously if they said they were being victimised, lower than the 61% in the previous report. The highest proportion of young women who thought that they would be taken seriously was at the Rivendell Unit (55%, n=11).

6.13 How do you spend your time on the unit?

6.13.1 Are you in education here?

Overall, 38% of young women had left school when they were 14 or younger, although this reached 67% (n=3) at the Toscana Unit. Almost all young women (98%) said that they were doing some form of education while in custody, with just one young woman at the Mary Carpenter Unit not in education. Of those in education, 73% felt that it was helping them.

Figure 42: Is education here helping you?



KEY ■ Young women in education
 ■ Young women who think their education is helpful

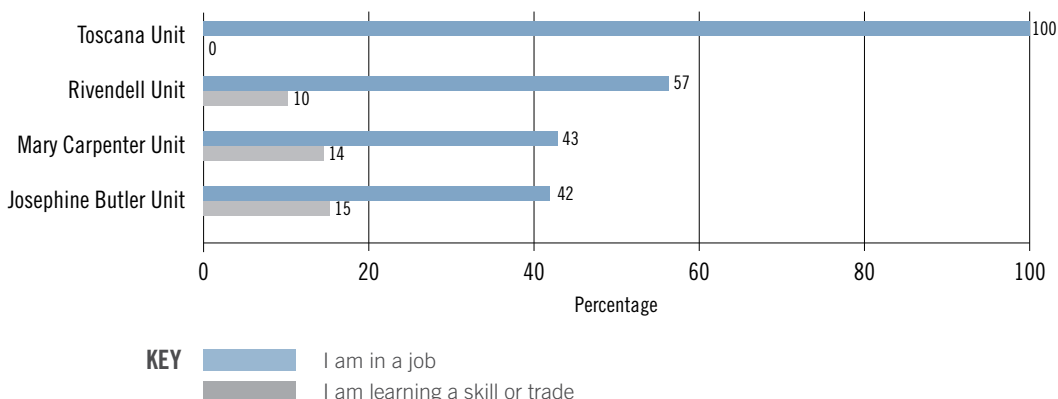
Although all of the population at the Josephine Butler Unit were in education, fewer than two-thirds felt that they were benefiting from it. Only half of the young women in education at the Mary Carpenter Unit found it helpful.

Thirty-nine per cent of young women felt that they needed help with their reading, writing and maths. This was highest at the Toscana Unit where all but one young woman felt that they needed educational help. Overall, 47% of young women felt that their teachers were understanding when dealing with their school problems.

6.13.2 Do you have a job here?

Overall, 56% of young women were learning a skill or trade while in custody and 12% were employed, although these figures varied widely across the units. The Toscana Unit had the highest proportion of young women learning a skill or trade (100%). The Josephine Butler Unit had the lowest proportion of young women learning a skill (42%, n=5), but the highest percentage in a job (15%, n=2). Figure 43 illustrates the differences between units.

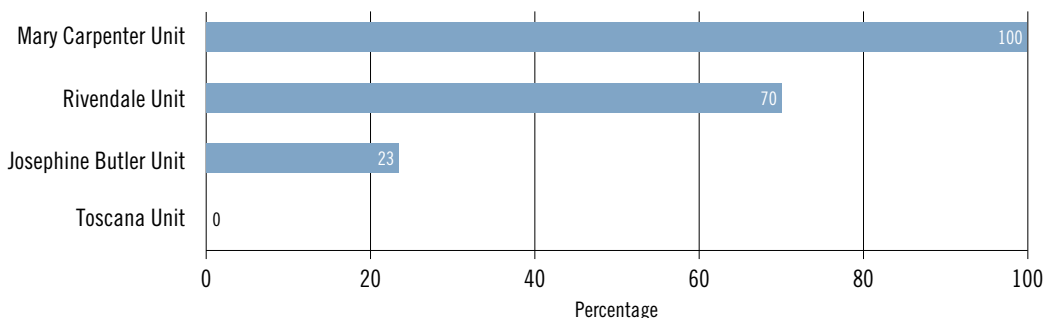
Figure 43: Are you learning a skill or trade or in a job here?



6.13.3 Can you go outside for exercise every day?

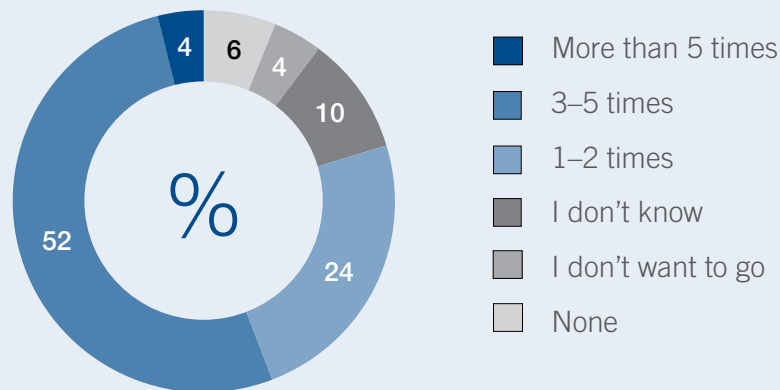
There was variation in the amount of time young women said that they spent outside. Overall 60% of young women said they could get daily exercise in the fresh air. However, this varied considerably, from all at the Mary Carpenter Unit to none at the Toscana Unit and only 23% at the Josephine Butler Unit.

Figure 44: Young women who said that they could go outside for exercise every day



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

Figure 45: How many times do you use the gym a week?

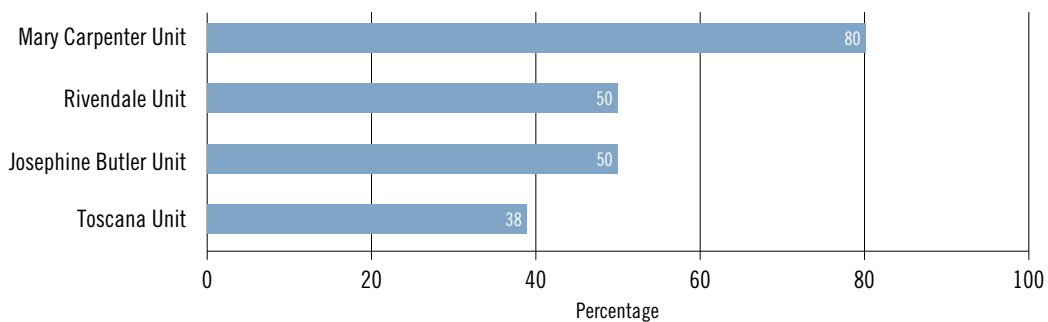


Overall fewer than in the last report (4% compared with 21%) went to the gym more than five times a week. Only two young women (14%) at the Josephine Butler Unit said they did, but 81% (n=17) of young women at the Rivendell Unit and between 39% and 46% at the other units said that they went to the gym three to five times a week.

6.13.4 How often do you have association?

Overall, 47% of young women stated that they had periods of free time more than five times a week, worse than the 69% in the last report. Responses to this question ranged from 80% (n=3) of young women in the Toscana Unit to 38% (n=8) at the Rivendell Unit.

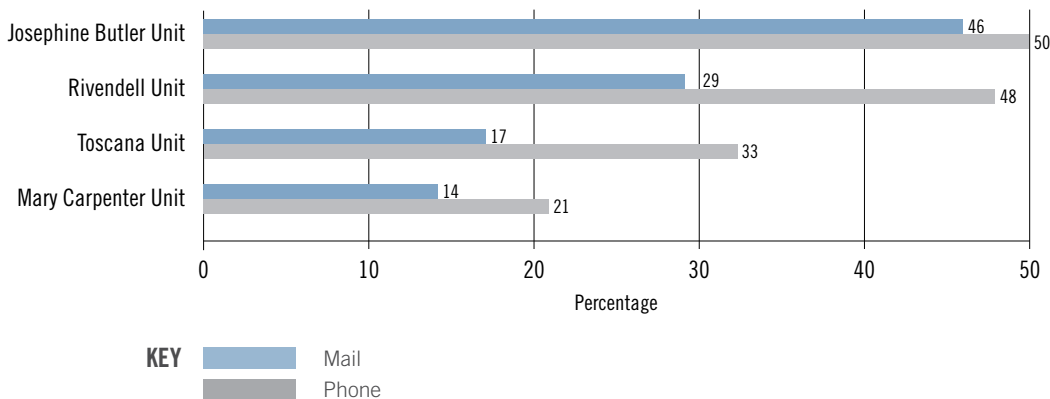
Figure 46: Young women who said that they had association more than five times a week



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

Overall, 57% of young women said that they were able to use the telephone every day to speak to their families, although this varied from 33% (n=2) and 36% (n=5) at the Toscana and Josephine Butler units respectively, to 67% (n=14) at the Rivendell Unit and 71% (n=9) at the Mary Carpenter Unit. However, more young women than in the last report said that they sometimes had problems accessing telephones. This is reflected in Figure 47, which shows the proportions of young women at each establishment who had problems using the telephones and sending or receiving mail.

Figure 47: Have you had problems getting access to the telephones or sending or receiving letters?

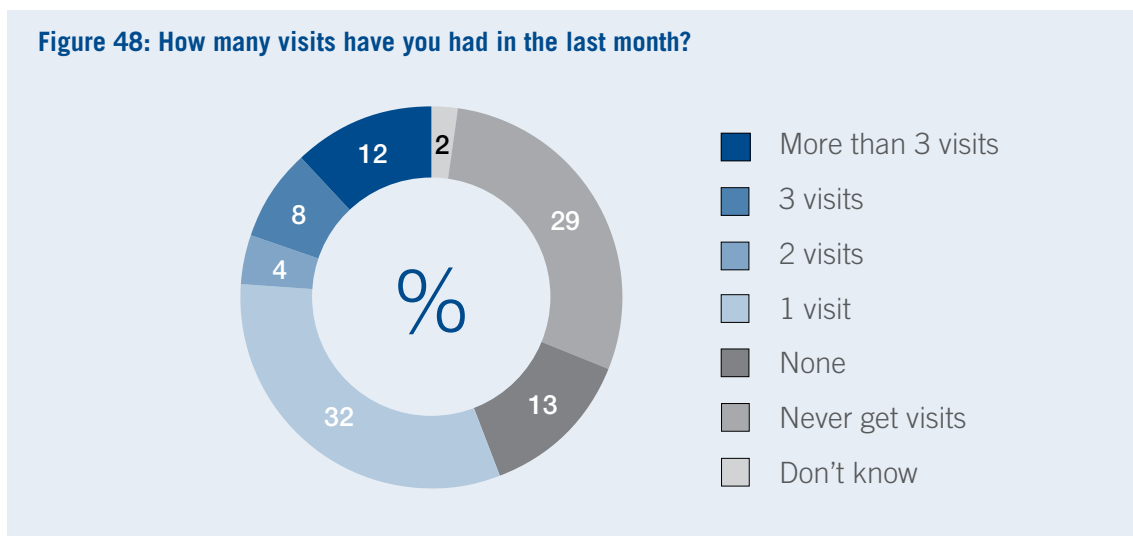


Overall, 41% of young women reported problems accessing telephones and 29% reported problems with sending or receiving mail.

6.14.1 Is it easy for you to get visits here?

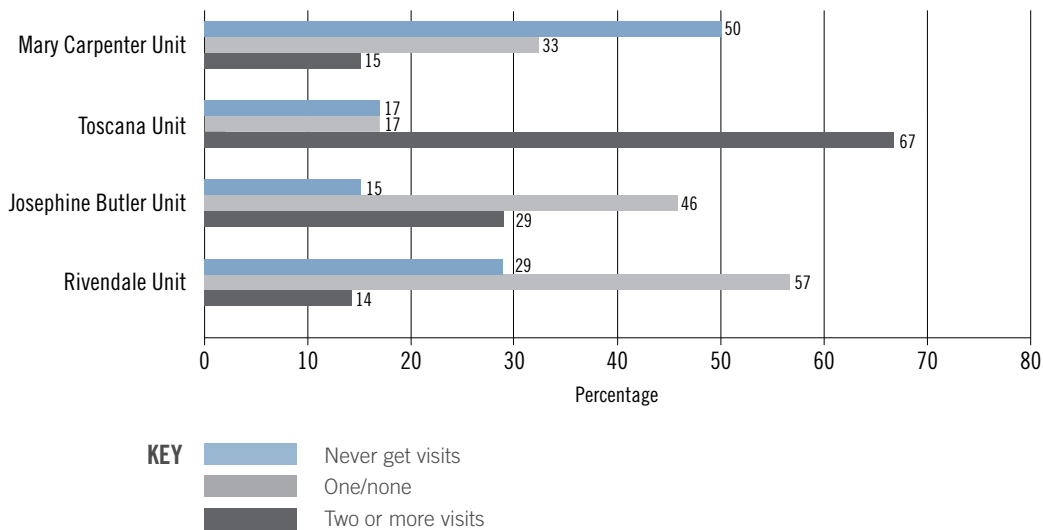
Overall 31% of young women felt that it was easy for their family and friends to visit them. This reached 67% (n=3) at the Toscana Unit, but dropped to 21% (n=3) at the Mary Carpenter Unit. The young women were asked how frequently they had domestic visits.

Figure 48: How many visits have you had in the last month?



Over a quarter (29%) of young women said that they never got visits. At the Mary Carpenter Unit, half of the young women claimed they did not get any visits, followed by 29% at the Rivendell Unit (n=6), 20% at the Toscana Unit (n=1) and 15% at the Josephine Butler Unit (n=2).

Figure 49: How many visits have you had in the last month? (Per unit)



Half (50%) of young women said that they arrived on time for their visits but only 40% felt that they and their visitors were treated well or very well by the visits staff. At the Toscana Unit, only 33% (n=2) of young women reported that they went to their visits on time, and at the Josephine Butler Unit only 25% (n=3) felt that they and their families were treated well or very well by the visits staff.

6.15 How are you being prepared for release?

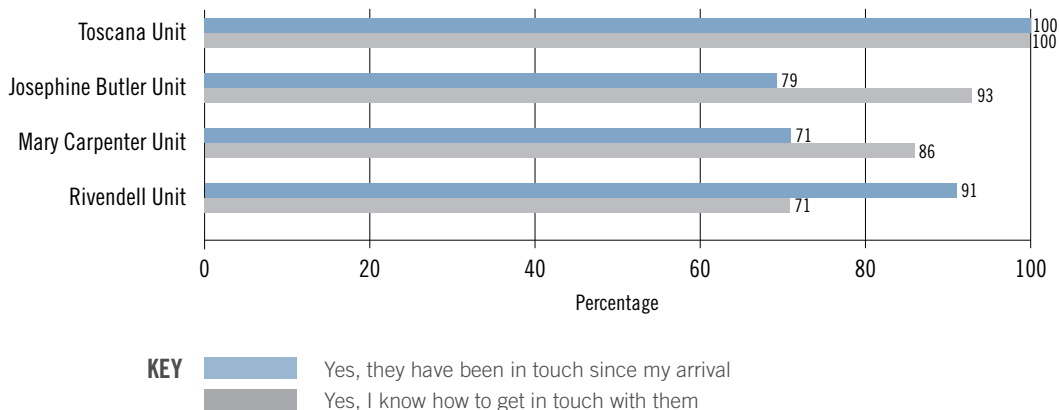
6.15.1 Do you have a sentence plan or a training plan?

Eighty-nine per cent of young women in custody had a training or sentence plan. Of those with a plan, 69% said that they knew their targets, but only 39% believed that they were able to see their plan, a significant drop from 72% in the last report. Young women at the Josephine Butler Unit gave the lowest responses for both of these questions: 64% (n=7) knew their targets and just 25% (n=3) thought that they could see their plan.

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

Across all units, 82% of young women said that a YOT worker, social worker or probation officer had been in touch with them since their arrival at their current establishment, and 84% said that they knew how to get in touch with these workers if they wanted to. Figure 50 shows a breakdown by establishment.

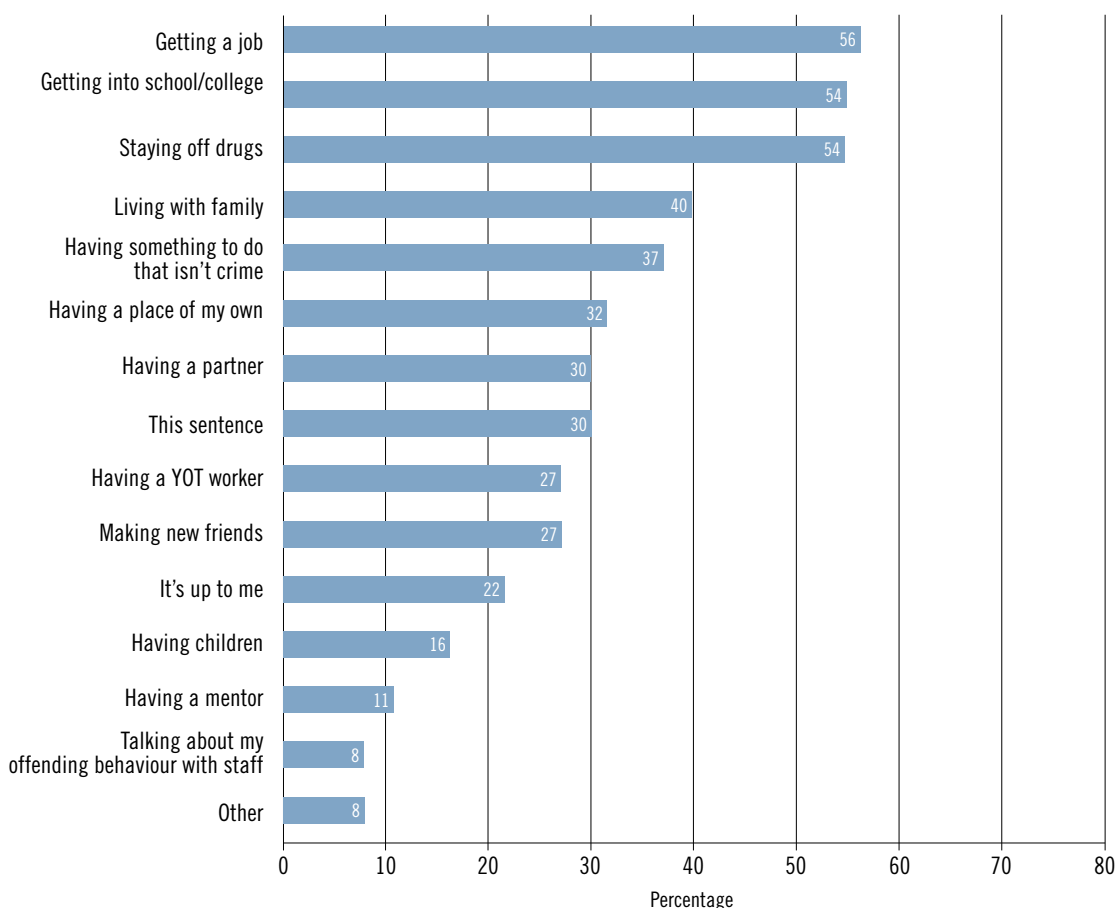
Figure 50: Have you had contact with your YOT worker, social worker or probation officer?



6.15.3 Do you want to stop offending?

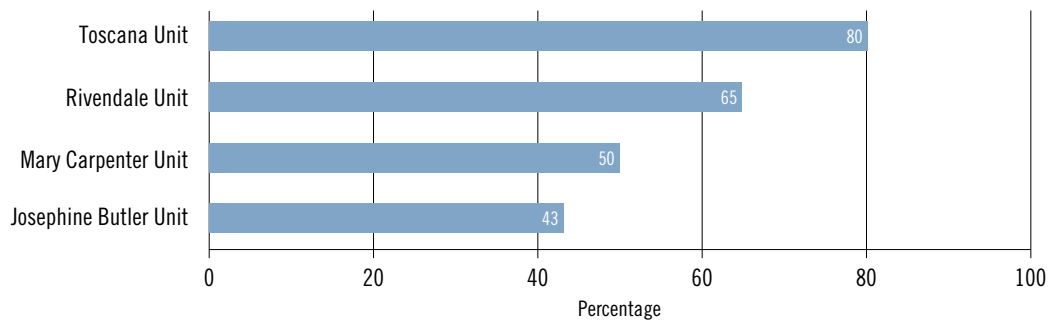
Of those young women who were sentenced, 89% said that they wanted to stop offending. However, this ranged from a low of 75% (n=6) at the Josephine Butler Unit, to a high of 100% at the Toscana Unit. Of those who were sentenced, 56% said that they were most likely to stop offending if they got a job. Figure 51 shows the other factors that they felt would help them to stop offending.

Figure 51: What is most likely to stop you offending in the future?



Young women were asked if there was anything they had done, or if anything had happened to them while in their current establishment, that would make them less likely to offend in the future. Of those who were sentenced, 58% answered yes, with the highest percentage at the Toscana Unit (80%, n=3). However, this was true of only 43% (n=3) of sentenced young women at the Josephine Butler Unit.

Figure 52: Sentenced young women who said that they had done something or something had happened to them, in the establishment, that they thought would make them less likely to offend in the future



6.15.4 Have you been sufficiently prepared for release?

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

- 40% of young women said that they had had a say in what would happen to them when released from custody
- 42% said that they were going to be living with a family member after release.
- 24% said that they had received help with finding accommodation
- 56% intended to go to school or college after release, and 52% said that they had spoken to someone about going back into education
- 8% said that they had a job to go to on release
- 49% believed that they had done something during their time in custody that would help them to get a job when they were released
- 26% said that they had spoken to someone about New Deal and getting employment after release
- 62% said that they had a Connexions personal adviser
- 49% said that there were things that they still needed help with before their release.

Section 7

Young women in custody – have things improved?

7.1 Background to the analysis

Only significant changes in survey results have been referred to in the previous section, and the comparator in Appendix D shows all responses that are statistically different between the survey results from the 2006–2008 and 2008–2009 periods. The same questions were asked in the two 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 has been excluded for each question.

7.2 Summary of changes

- The number of young women reporting positive treatment from escort staff had fallen. Only 61% reported that they were treated well or very well; a drop from 86% in the last report.
- Young women also reported more negative experiences in reception and in their first 24 hours. Fewer young women said that they had access to a Listener or the Samaritans (12% compared with 31%) or a member of healthcare staff (68% compared with 85%) during their first 24 hours in custody.
- In general, there were no significant differences in the daily life section of the survey, but fewer young women (45% compared with 66% in the last report) reported that their cell call bell was answered within five minutes.
- When asked what victimisation from staff involved, more young women said that it was because they were new: 7% compared with no young women in the last report. Fewer young women believed that staff would take them seriously if they reported victimisation: 39% compared with 61% in the last report. The greatest increase in negative responses was about shouting through windows, with more young women reporting that other young women shouted at them (38% compared with 16% in the last report), and that they shouted at others (42% compared with 17%).
- Fewer young women said that they had gym (4% compared with 21%) or association five or more times a week (47% compared with 69%) compared with the figures in 2006–2008.
- Fewer young women said that they could speak to their families on the telephone every day (57% compared with 77%) and more (41% compared with 20% in 2006–2008) said they had problems accessing telephones.
- There was only one statistically significant difference to the last report in the resettlement section: a lower proportion of young women reported that they could see their training plan if they wanted to: 35% compared with 65% in the last report.

Section 8

The experiences of young women from black and minority ethnic backgrounds

8.1 Background to the analysis

The female estate is made up of predominantly white young women, as seen in the numbers of respondents in our sample. There were 11 young women from black and minority ethnic groups and 42 young women from white ethnic groups (see Figure 28 for a breakdown of ethnicity). In the 2006–2008 reporting period, young women from black and minority ethnic groups made up around 25% of those surveyed. In this report, covering the period 2008–2009, the percentage was similar at 21%.

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 to comment on the basis of being from black and minority ethnic groups; the data were analysed by comparing responses based on demographic information.

Appendix E 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.

8.2 Differences between respondents

Appendix E 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 two questions that generated worse responses from young women from black and minority ethnic backgrounds when compared with those from white backgrounds.

- No young women from black and minority ethnic groups said they had received help with any alcohol problems, compared with 33% of white young women.
- Fewer black and minority ethnic young women felt that teachers were understanding about any school problems they had when they first arrived: 9% compared with 57% of white young women.
- Fewer black and minority ethnic young women (56% compared with 93% of white young women) said that they had truanted from school. This was the only more positive outcome across the whole population comparator.
- There were no significant differences in the courts, transfers and escorts, first few days, daily life, rewards, sanctions and complaints, discipline and respect, safety, keeping in touch with family and friends, and resettlement sections of the survey.

8.2.1 Has this comparison changed since the last report?

In the 2006–2008 report, young women from black and ethnic backgrounds reported a poorer experience of custody than their white counterparts in response to four questions. In this report, there were only two questions with a significantly worse response, and one with a significantly better response.

- In the 2006–2008 report, only 7% of black and minority ethnic young women said they had access to a Listener/the Samaritans within the first 24 hours of arriving at their current establishment, compared with 38% of white young women. In this report, although the response of young women from black and minority ethnic backgrounds had changed little (8%), the response from white young women had decreased to 11% and the difference was no longer statistically significant.
- In this period there was a reduction in the number of black and minority young women who had received any help with an alcohol problem: 0% compared with 20% in 2006–2008. This was also reflected in the response from their white counterparts: 33% compared with 44%. Although the response to this question from white young women was also more positive in the last report, the result for this period still showed a statistically significant difference.
- In the last report there was little difference between the response from black and minority ethnic and white young women about truanting from school, with high numbers in both groups reporting having tranted. In this period young women from black and minority backgrounds were less likely to report ever truanting from school: 56% compared with 93% of white young women. In contrast, in the last report there was only a small difference between black and minority ethnic and white young women in response to whether teachers were understanding about school problems. However, in this period only 9% of black and minority ethnic young women reported that teachers were understanding, fewer than white young women (57%).
- In the previous report, only 7% of black and minority ethnic young women said that it was easy for their family and friends to visit them, much lower than the 40% of white young women. In this reporting period, there was no statistically significant difference between the two groups, although figures for both groups were low.
- More young women from black and minority ethnic backgrounds in the 2006–2008 report said that they would still like help with something before they were released: 60% compared with 26% of white young women. This had now risen to 67% of black and minority ethnic young women and 46% of white young women, and was no longer significantly different.

APPENDIX A: Experiences of young men in 2008–2009 compared with 2006–2008

KEY TO TABLES

	2008–2009 SURVEY PERIOD	2006–2008 SURVEY PERIOD
Significantly better than the 2006–2008 figure		
Significantly worse than the 2006–2008 figure		
A significant difference in the demographic		
No significant difference in the demographic		
Number of completed questionnaires returned	1,046	1,086
	%	%

SECTION 1: ABOUT YOU

1.1	Are you 18 years of age?	9	15
1.2	Do you usually live in this country?	97	98
1.3	Is English your first language?	92	93
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)	36	29
1.5	Do you have any children?	8	10
1.6	Have you ever been in care (either foster care or a children's home)?	24	30
1.7	Are you on a care order now?	12	12

SECTION 2: ABOUT YOUR SENTENCE

2.1	Are you sentenced?	79	80
2.2	Is your sentence 12 months or less?	40	39
2.3	Do you have less than six months to serve?	53	57
2.4	Have you been in this prison for less than a month?	22	20
2.5	Have you been to any other YOI during this sentence?	29	29
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre, either sentenced or on remand?	44	39

SECTION 3: COURTS, TRANSFERS AND ESCORTS

For your most recent journey, either to or from court or between prisons, we want to know:

3.1	Was the van clean?	47	42
3.2	Was the van comfortable?	11	9
3.3	Did you feel safe?	73	63
3.4	Did you have enough comfort breaks?	17	12
3.5	Were your health needs looked after?	49	49
3.6	Did you spend more than four hours in the van?	8	7
3.7	Were you treated well/very well by the escort staff?	62	64
3.8	Did you know where you were going when you left court or when transferred from another establishment?	81	81
3.9	Did you receive written information about what would happen to you before you arrived?	23	24

SECTION 4: YOUR FIRST FEW DAYS HERE

3.1	Did you have any problems when you first arrived?	72	70
4.2	When you first arrived here did your property arrive at the same time as you?	80	80
4.3	Were you told what you needed to know by the staff when you first arrived?	72	70
4.4	Were you in reception for less than two hours?	78	80
4.5	Were you seen by a member of healthcare staff in reception?	89	91
4.6	When you were searched was this carried out in an understanding way?	79	83
4.7	Were you treated well/very well in reception?	66	70
4.8	Were you able to make a telephone call to your family/friends on your first day here?	84	82

SECTION 4: YOUR FIRST FEW DAYS HERE (Continued)			
Did you meet any of the following people within your first 24 hours:			
4.9a	The chaplain?	36	41
4.9b	Someone from healthcare?	49	62
4.9c	A Listener or the Samaritans?	13	14
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	14	19
4.10	Did you feel safe on your first night here?	84	80
4.11	Did you go on an induction course within your first week?	63	63
4.12	Did the induction course cover everything you needed to know about the prison?	55	52
SECTION 5: DAILY LIFE			
5.1	Is it easy/very easy for you to attend religious services?	54	53
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	45	46
5.3	Do you find the food here good/very good?	22	21
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	38	30
5.5	Are you normally able to shower every day if you want to?	55	53
5.6	Is your cell call bell normally answered within five minutes?	30	32
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	60	56
6.2a	Is it easy for you to see the doctor?	48	51
6.2b	Is it easy for you to see the nurse?	67	70
6.2c	Is it easy for you to see the dentist?	28	26
6.2d	Is it easy for you to see the optician?	21	19
6.3	Have you had any problems getting your medication?	14	15
6.4	Have you received any help with any alcohol problems?	22	28
6.5	Have you received any help with any drugs problems?	34	37
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	24	26
7.2	Do the different levels make you change your behaviour?	59	60
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	52	53
7.4	Do you know how to make a complaint?	76	84
7.5	Is it easy to make a complaint?	40	43
7.6	Do you feel complaints are sorted out fairly?	15	17
7.7	Have you ever been made to or encouraged to withdraw a complaint?	10	9
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	59	56
8.2	Have you been physically restrained (C and R) since you have been here?	29	25
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	10	11
8.4	Do most staff treat you with respect?	72	76
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	27	29
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23	25
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	12	15
9.4b	Physical abuse?	8	10
9.4c	Sexual abuse?	1	1

SECTION 9: SAFETY (continued)		
9.4d	Racial or ethnic abuse?	3 4
9.4e	Drugs?	1 2
9.4f	Having your canteen/property taken?	4 6
9.4g	Because you were new here?	6 7
9.4h	Being from a different part of the country than others?	5 7
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	20 19
If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	12 11
9.7b	Physical abuse?	3 3
9.7c	Sexual abuse?	1 1
9.7d	Racial or ethnic abuse?	2 2
9.7e	Drugs?	1 1
9.7f	Having your canteen/property taken?	1 3
9.7g	Because you were new here?	2 3
9.7h	Being from a different part of the country than others?	2 2
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	60 63
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	37 40
9.11	When you first arrived here did other young people shout through the windows at you?	35 38
9.12	Did you find this shouting threatening?	9 14
9.13	Do other young people shout through the windows at you now?	29 26
9.14	Do you find this threatening now?	4 8
9.15	Do you shout through the windows at others?	30 25
9.16	Have staff checked on you personally in the last week to see how you are getting on?	36 33
SECTION 10: ACTIVITIES		
10.1	Were you under the age of 14 when you were last at school?	40 38
10.2a	Have you ever been excluded from school?	88 86
10.2b	Have you ever truanted from school?	69 75
10.3	Are you doing any education here?	83 81
10.4	Is education helping you?	57 55
10.5	Do you feel you need help with reading, writing or maths?	25 32
10.6	Were the teachers understanding with any school problems when you first arrived?	43 51
10.7a	Are you learning a skill or trade?	52 51
10.7b	Are you in a job here?	28 32
10.8	Do you go to the gym more than five times each week?	7 10
10.9	Do you go on association more than five times each week?	47 48
10.10	Can you go outside for exercise every day?	28 28
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone to speak to someone in your family every day?	50 50
11.2	Have you had any problems getting access to the telephones?	31 33
11.3	Have you had any problems with sending or receiving mail?	32 30
11.4	Is it easy/very easy for your family and friends to get here to visit you?	35 33
11.5	Do you get two or more visits each month?	47 46
11.6	Do you arrive on time for a visit?	63 67
11.7	Are you and your family/friends treated well/very well by visits staff?	56 61

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	44	42
12.2	Do you feel helped by your personal officer?	51	48
12.3	Do you know what targets you have been set in your training/sentence plan?	57	63
12.4	If you want, can you see your training/sentence plan?	37	35
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	83	79
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	57	57
12.7	Do you want to stop offending?	70	71
12.9	Have you had a say in what will happen to you when you are released?	44	42
12.10	When you are released will you be living with a family member?	67	67
12.11	Have you had help with finding accommodation?	23	25
12.12	Are you going to school or college on release?	42	36
12.13	Has anyone spoken to you about going to college on release?	37	34
12.14	Do you have a job to go to on release?	23	25
12.15	Have you done anything during your time here that you think will help you to get a job on release?	45	45
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	22	24
12.17	Do you have a Connexions personal adviser?	30	35
12.18	Is there anything you would still like help with before you are released?	37	39
12.19	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	37	42

APPENDIX B: Survey responses from black and minority ethnic young men 2008–2009

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 the demographic		
No significant difference in the demographic		
Number of completed questionnaires returned	364	672
	%	%

SECTION 1: ABOUT YOU

1.1	Are you 18 years of age?	12	7
1.2	Do you usually live in this country?	95	98
1.3	Is English your first language?	83	97
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)	100	0
1.5	Do you have any children?	8	8
1.6	Have you ever been in care (either foster care or a children's home)?	19	27
1.7	Are you on a care order now?	10	13

SECTION 2: ABOUT YOUR SENTENCE

2.1	Are you sentenced?	71	83
2.2	Is your sentence 12 months or less?	32	45
2.3	Do you have less than six months to serve?	44	58
2.4	Have you been in this prison for less than a month?	21	22
2.5	Have you been to any other YOI during this sentence?	35	25
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre, either sentenced or on remand?	54	39

SECTION 3: COURTS, TRANSFERS AND ESCORTS

For your most recent journey, either to or from court or between prisons, we want to know:

3.1	Was the van clean?	43	49
3.2	Was the van comfortable?	8	12
3.3	Did you feel safe?	64	78
3.4	Did you have enough comfort breaks?	14	19
3.5	Were your health needs looked after?	44	52
3.6	Did you spend more than four hours in the van?	8	8
3.7	Were you treated well/very well by the escort staff?	60	63
3.8	Did you know where you were going when you left court or when transferred from another establishment?	76	83
3.9	Did you receive written information about what would happen to you before you arrived?	26	21

SECTION 4: YOUR FIRST FEW DAYS HERE

3.1	Did you have any problems when you first arrived?	67	75
4.2	When you first arrived here did your property arrive at the same time as you?	76	81
4.3	Were you told what you needed to know by the staff when you first arrived?	72	72
4.4	Were you in reception for less than two hours?	82	76
4.5	Were you seen by a member of healthcare staff in reception?	86	90
4.6	When you were searched was this carried out in an understanding way?	74	82
4.7	Were you treated well/very well in reception?	59	70
4.8	Were you able to make a telephone call to your family/friends on your first day here?	83	84

SECTION 4: YOUR FIRST FEW DAYS HERE (Continued)			
Did you meet any of the following people within your first 24 hours:			
4.9a	The chaplain?	33	37
4.9b	Someone from healthcare?	45	51
4.9c	A Listener or the Samaritans?	12	15
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	16	13
4.10	Did you feel safe on your first night here?	82	85
4.11	Did you go on an induction course within your first week?	63	64
4.12	Did the induction course cover everything you needed to know about the prison?	52	57
SECTION 5: DAILY LIFE			
5.1	Is it easy/very easy for you to attend religious services?	63	49
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	36	50
5.3	Do you find the food here good/very good?	20	23
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	39	38
5.5	Are you normally able to shower every day if you want to?	47	59
5.6	Is your cell call bell normally answered within five minutes?	28	31
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	56	62
6.2a	Is it easy for you to see the doctor?	38	54
6.2b	Is it easy for you to see the nurse?	64	69
6.2c	Is it easy for you to see the dentist?	26	29
6.2d	Is it easy for you to see the optician?	19	22
6.3	Have you had any problems getting your medication?	15	14
6.4	Have you received any help with any alcohol problems?	10	28
6.5	Have you received any help with any drugs problems?	22	40
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	23	25
7.2	Do the different levels make you change your behaviour?	58	59
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	42	57
7.4	Do you know how to make a complaint?	81	74
7.5	Is it easy to make a complaint?	39	39
7.6	Do you feel complaints are sorted out fairly?	11	17
7.7	Have you ever been made to or encouraged to withdraw a complaint?	13	9
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	57	60
8.2	Have you been physically restrained (C and R) since you have been here?	34	25
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	10	10
8.4	Do most staff treat you with respect?	63	76
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	26	28
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20	24
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	9	14
9.4b	Physical abuse?	8	8
9.4c	Sexual abuse?	1	1

SECTION 9: SAFETY (continued)			
9.4d	Racial or ethnic abuse?	5	2
9.4e	Drugs?	1	1
9.4f	Having your canteen/property taken?	3	4
9.4g	Because you were new here?	5	7
9.4h	Being from a different part of the country than others?	4	6
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	25	17
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	15	11
9.7b	Physical abuse?	5	2
9.7c	Sexual abuse?	2	1
9.7d	Racial or ethnic abuse?	6	1
9.7e	Drugs?	1	1
9.7f	Having your canteen/property taken?	2	1
9.7g	Because you were new here?	5	1
9.7h	Being from a different part of the country than others?	3	2
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	59	60
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	26	43
9.11	When you first arrived here did other young people shout through the windows at you?	33	35
9.12	Did you find this shouting threatening?	6	11
9.13	Do other young people shout through the windows at you now?	32	28
9.14	Do you find this threatening now?	2	4
9.15	Do you shout through the windows at others?	35	27
9.16	Have staff checked on you personally in the last week to see how you are getting on?	32	39
SECTION 10: ACTIVITIES			
10.1	Were you under the age of 14 when you were last at school?	30	45
10.2a	Have you ever been excluded from school?	84	89
10.2b	Have you ever truanted from school?	53	78
10.3	Are you doing any education here?	85	82
10.4	Is education helping you?	53	59
10.5	Do you feel you need help with reading, writing or maths?	22	27
10.6	Were the teachers understanding with any school problems when you first arrived?	34	48
10.7a	Are you learning a skill or trade?	49	53
10.7b	Are you in a job here?	24	30
10.8	Do you go to the gym more than five times each week?	10	6
10.9	Do you go on association more than five times each week?	44	49
10.10	Can you go outside for exercise every day?	23	30
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone to speak to someone in your family every day?	44	53
11.2	Have you had any problems getting access to the telephones?	30	32
11.3	Have you had any problems with sending or receiving mail?	33	31
11.4	Is it easy/very easy for your family and friends to get here to visit you?	33	37
11.5	Do you get two or more visits each month?	44	49
11.6	Do you arrive on time for a visit?	60	64
11.7	Are you and your family/friends treated well/very well by visits staff?	53	58

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	36	49
12.2	Do you feel helped by your personal officer?	43	56
12.3	Do you know what targets you have been set in your training/sentence plan?	52	60
12.4	If you want, can you see your training/sentence plan?	33	39
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	82	84
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	58	59
12.7	Do you want to stop offending?	61	75
12.9	Have you had a say in what will happen to you when you are released?	45	43
12.10	When you are released will you be living with a family member?	70	66
12.11	Have you had help with finding accommodation?	24	23
12.12	Are you going to school or college on release?	56	34
12.13	Has anyone spoken to you about going to college on release?	42	35
12.14	Do you have a job to go to on release?	21	25
12.15	Have you done anything during your time here that you think will help you to get a job on release?	44	47
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	18	24
12.17	Do you have a Connexions personal adviser?	27	33
12.18	Is there anything you would still like help with before you are released?	41	35
12.19	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	34	39

APPENDIX C: Comparisons between dedicated sites and split sites 2008–2009

KEY TO TABLES

Significantly better than the comparator		
Significantly worse than the comparator		
A significant difference in background details		
No significant difference		
	Dedicated sites	Split or mixed sites
Number of completed questionnaires returned	541	442
	%	%

SECTION 1: ABOUT YOU

1.1	Are you 18 years of age?	11	6
1.2	Do you usually live in this country?	97	97
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.)	38	33
1.5	Do you have any children?	8	9
1.6	Have you ever been in care (either foster care or a children's home)?	23	26
1.7	Are you on a care order now?	12	14

SECTION 2: ABOUT YOUR SENTENCE

2.1	Are you sentenced?	88	62
2.2	Is your sentence 12 months or less?	48	33
2.3	Do you have less than six months to serve?	62	43
2.4	Have you been in this prison for less than a month?	21	24
2.5	Have you been to any other YOI during this sentence?	35	17
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre, either sentenced or on remand?	42	46

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?	48	45
3.2	Was the van comfortable?	12	7
3.3	Did you feel safe?	72	74
3.4	Did you have enough comfort breaks?	18	15
3.5	Were your health needs looked after?	50	46
3.6	Did you spend more than four hours in the van?	9	5
3.7	Were you treated well/very well by the escort staff?	60	63
3.8	Did you know where you were going when you left court or when transferred from another establishment?	80	82
3.9	Did you receive written information about what would happen to you before you arrived?	24	20

SECTION 4: YOUR FIRST FEW DAYS HERE

3.1	Did you have any problems when you first arrived?	71	74
4.2	When you first arrived here did your property arrive at the same time as you?	82	75
4.3	Were you told what you needed to know by the staff when you first arrived?	74	69
4.4	Were you in reception for less than two hours?	80	76
4.5	Were you seen by a member of healthcare staff in reception?	92	83
4.6	When you were searched was this carried out in an understanding way?	79	77
4.7	Were you treated well/very well in reception?	68	63
4.8	Were you able to make a telephone call to your family/friends on your first day here?	86	79

SECTION 4: YOUR FIRST FEW DAYS HERE (Continued)			
Did you meet any of the following people within your first 24 hours:			
4.9a	The chaplain?	36	34
4.9b	Someone from healthcare?	50	47
4.9c	A Listener or the Samaritans?	16	9
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	17	9
4.10	Did you feel safe on your first night here?	84	83
4.11	Did you go on an induction course within your first week?	68	57
4.12	Did the induction course cover everything you needed to know about the prison?	55	54
SECTION 5: DAILY LIFE			
5.1	Is it easy/very easy for you to attend religious services?	52	57
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	42	48
5.3	Do you find the food here good/very good?	22	20
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	40	35
5.5	Are you normally able to shower every day if you want to?	43	70
5.6	Is your cell call bell normally answered within five minutes?	23	39
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	62	57
6.2a	Is it easy for you to see the doctor?	50	43
6.2b	Is it easy for you to see the nurse?	67	66
6.2c	Is it easy for you to see the dentist?	33	19
6.2d	Is it easy for you to see the optician?	22	18
6.3	Have you had any problems getting your medication?	13	16
6.4	Have you received any help with any alcohol problems?	23	19
6.5	Have you received any help with any drugs problems?	38	28
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	22	25
7.2	Do the different levels make you change your behaviour?	57	61
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	48	57
7.4	Do you know how to make a complaint?	82	66
7.5	Is it easy to make a complaint?	39	38
7.6	Do you feel complaints are sorted out fairly?	15	15
7.7	Have you ever been made to or encouraged to withdraw a complaint?	10	10
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	59	59
8.2	Have you been physically restrained (C and R) since you have been here?	29	28
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	9	12
8.4	Do most staff treat you with respect?	69	76
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	25	31
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	22	24
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	11	13
9.4b	Physical abuse?	8	9
9.4c	Sexual abuse?	0	2

SECTION 9: SAFETY (continued)		
9.4d	Racial or ethnic abuse?	3 4
9.4e	Drugs?	0 2
9.4f	Having your canteen/property taken?	4 3
9.4g	Because you were new here?	7 5
9.4h	Being from a different part of the country than others?	5 6
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	19 20
If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	13 9
9.7b	Physical abuse?	2 4
9.7c	Sexual abuse?	1 1
9.7d	Racial or ethnic abuse?	2 3
9.7e	Drugs?	1 1
9.7f	Having your canteen/property taken?	1 3
9.7g	Because you were new here?	2 4
9.7h	Being from a different part of the country than others?	2 2
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	59 62
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	37 35
9.11	When you first arrived here did other young people shout through the windows at you?	29 42
9.12	Did you find this shouting threatening?	8 12
9.13	Do other young people shout through the windows at you now?	27 33
9.14	Do you find this threatening now?	3 5
9.15	Do you shout through the windows at others?	28 31
9.16	Have staff checked on you personally in the last week to see how you are getting on?	35 37
SECTION 10: ACTIVITIES		
10.1	Were you under the age of 14 when you were last at school?	40 37
10.2a	Have you ever been excluded from school?	89 86
10.2b	Have you ever truanted from school?	72 65
10.3	Are you doing any education here?	86 78
10.4	Is education helping you?	56 57
10.5	Do you feel you need help with reading, writing or maths?	25 26
10.6	Were the teachers understanding with any school problems when you first arrived?	41 44
10.7a	Are you learning a skill or trade?	54 49
10.7b	Are you in a job here?	36 16
10.8	Do you go to the gym more than five times each week?	10 3
10.9	Do you go on association more than five times each week?	37 61
10.10	Can you go outside for exercise every day?	30 20
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone to speak to someone in your family every day?	40 63
11.2	Have you had any problems getting access to the telephones?	31 33
11.3	Have you had any problems with sending or receiving mail?	32 31
11.4	Is it easy/very easy for your family and friends to get here to visit you?	34 38
11.5	Do you get two or more visits each month?	44 52
11.6	Do you arrive on time for a visit?	63 60
11.7	Are you and your family/friends treated well/very well by visits staff?	56 56

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	39	50
12.2	Do you feel helped by your personal officer?	48	54
12.3	Do you know what targets you have been set in your training/sentence plan?	62	49
12.4	If you want, can you see your training/sentence plan?	39	33
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	84	81
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	58	55
12.7	Do you want to stop offending?	80	54
12.9	Have you had a say in what will happen to you when you are released?	48	36
12.10	When you are released will you be living with a family member?	66	68
12.11	Have you had help with finding accommodation?	25	20
12.12	Are you going to school or college on release?	40	44
12.13	Has anyone spoken to you about going to college on release?	41	32
12.14	Do you have a job to go to on release?	23	24
12.15	Have you done anything during your time here that you think will help you to get a job on release?	45	45
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	23	19
12.17	Do you have a Connexions personal adviser?	28	34
12.18	Is there anything you would still like help with before you are released?	38	36
12.19	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	43	27

APPENDIX D: Experiences of young women in 2008–2009 compared with 2006–2008

KEY TO TABLES

Significantly better than the comparator		
Significantly worse than the comparator		
A significant difference in background details		
No significant difference		
Number of completed questionnaires returned	54	73
	%	%

SECTION 1: ABOUT YOU

1.1	Are you 18 years of age?	4	1
1.2	Do you usually live in this country?	100	95
1.3	Is English your first language?	98	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.)	21	23
1.5	Do you have any children?	2	9
1.6	Have you ever been in care (either foster care or a children's home)?	49	37
1.7	Are you on a care order now?	32	19

SECTION 2: ABOUT YOUR SENTENCE

2.1	Are you sentenced?	73	83
2.2	Is your sentence 12 months or less?	37	46
2.3	Do you have less than six months to serve?	44	59
2.4	Have you been in this prison for less than a month?	30	21
2.5	Have you been to any other YOI during this sentence?	23	23
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre, either sentenced or on remand?	39	37

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?	47	55
3.2	Was the van comfortable?	14	20
3.3	Did you feel safe?	66	69
3.4	Did you have enough comfort breaks?	9	22
3.5	Were your health needs looked after?	55	67
3.6	Did you spend more than four hours in the van?	7	18
3.7	Were you treated well/very well by the escort staff?	61	86
3.8	Did you know where you were going when you left court or when transferred from another establishment?	67	75
3.9	Did you receive written information about what would happen to you before you arrived?	16	14

SECTION 4: YOUR FIRST FEW DAYS HERE

3.1	Did you have any problems when you first arrived?	89	81
4.2	When you first arrived here did your property arrive at the same time as you?	80	66
4.3	Were you told what you needed to know by the staff when you first arrived?	65	78
4.4	Were you in reception for less than two hours?	77	89
4.5	Were you seen by a member of healthcare staff in reception?	98	96
4.6	When you were searched was this carried out in an understanding way?	89	88
4.7	Were you treated well/very well in reception?	83	89
4.8	Were you able to make a telephone call to your family/friends on your first day here?	74	85

SECTION 4: YOUR FIRST FEW DAYS HERE (Continued)			
Did you meet any of the following people within your first 24 hours:			
4.9a	The chaplain?	25	34
4.9b	Someone from healthcare?	68	85
4.9c	A Listener or the Samaritans?	12	31
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	9	19
4.10	Did you feel safe on your first night here?	79	81
4.11	Did you go on an induction course within your first week?	74	69
4.12	Did the induction course cover everything you needed to know about the prison?	67	62
SECTION 5: DAILY LIFE			
5.1	Is it easy/very easy for you to attend religious services?	63	61
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	53	51
5.3	Do you find the food here good/very good?	32	16
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	60	71
5.5	Are you normally able to shower every day if you want to?	98	100
5.6	Is your cell call bell normally answered within five minutes?	45	66
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	63	72
6.2a	Is it easy for you to see the doctor?	42	60
6.2b	Is it easy for you to see the nurse?	75	84
6.2c	Is it easy for you to see the dentist?	26	16
6.2d	Is it easy for you to see the optician?	25	16
6.3	Have you had any problems getting your medication?	35	20
6.4	Have you received any help with any alcohol problems?	25	39
6.5	Have you received any help with any drugs problems?	30	40
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS			
7.1	Are you on the enhanced (top) level of the reward scheme?	33	32
7.2	Do the different levels make you change your behaviour?	44	52
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	53	64
7.4	Do you know how to make a complaint?	98	89
7.5	Is it easy to make a complaint?	36	54
7.6	Do you feel complaints are sorted out fairly?	11	28
7.7	Have you ever been made to or encouraged to withdraw a complaint?	18	9
SECTION 8: DISCIPLINE AND RESPECT			
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	46	43
8.2	Have you been physically restrained (C and R) since you have been here?	21	19
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	2	2
8.4	Do most staff treat you with respect?	71	82
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	30	22
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	27	19
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	21	10
9.4b	Physical abuse?	9	4
9.4c	Sexual abuse?	0	0

SECTION 9: SAFETY (continued)		
9.4d	Racial or ethnic abuse?	2 1
9.4e	Drugs?	2 0
9.4f	Having your canteen/property taken?	2 1
9.4g	Because you were new here?	9 4
9.4h	Being from a different part of the country than others?	2 0
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	18 12
If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	11 6
9.7b	Physical abuse?	2 3
9.7c	Sexual abuse?	0 1
9.7d	Racial or ethnic abuse?	4 0
9.7e	Drugs?	0 1
9.7f	Having your canteen/property taken?	0 0
9.7g	Because you were new here?	7 0
9.7h	Being from a different part of the country than others?	0 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?	71 75
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	39 61
9.11	When you first arrived here did other young people shout through the windows at you?	27 22
9.12	Did you find this shouting threatening?	9 4
9.13	Do other young people shout through the windows at you now?	38 16
9.14	Do you find this threatening now?	2 0
9.15	Do you shout through the windows at others?	42 17
9.16	Have staff checked on you personally in the last week to see how you are getting on?	63 53
SECTION 10: ACTIVITIES		
10.1	Were you under the age of 14 when you were last at school?	38 31
10.2a	Have you ever been excluded from school?	89 79
10.2b	Have you ever truanted from school?	83 88
10.3	Are you doing any education here?	98 97
10.4	Is education helping you?	72 64
10.5	Do you feel you need help with reading, writing or maths?	39 36
10.6	Were the teachers understanding with any school problems when you first arrived?	47 67
10.7a	Are you learning a skill or trade?	56 61
10.7b	Are you in a job here?	12 20
10.8	Do you go to the gym more than five times each week?	4 21
10.9	Do you go on association more than five times each week?	47 69
10.10	Can you go outside for exercise every day?	60 75
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone to speak to someone in your family every day?	57 77
11.2	Have you had any problems getting access to the telephones?	41 20
11.3	Have you had any problems with sending or receiving mail?	29 33
11.4	Is it easy/very easy for your family and friends to get here to visit you?	31 33
11.5	Do you get two or more visits each month?	24 42
11.6	Do you arrive on time for a visit?	50 53
11.7	Are you and your family/friends treated well/very well by visits staff?	40 57

SECTION 12: RESETTLEMENT			
12.1	Did you meet your personal officer within your first week here?	54	60
12.2	Do you feel helped by your personal officer?	68	64
12.3	Do you know what targets you have been set in your training/sentence plan?	62	71
12.4	If you want, can you see your training/sentence plan?	35	65
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	82	89
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	84	79
12.7	Do you want to stop offending?	66	76
12.9	Have you had a say in what will happen to you when you are released?	40	44
12.10	When you are released will you be living with a family member?	42	41
12.11	Have you had help with finding accommodation?	24	38
12.12	Are you going to school or college on release?	56	53
12.13	Has anyone spoken to you about going to college on release?	52	52
12.14	Do you have a job to go to on release?	8	16
12.15	Have you done anything during your time here that you think will help you to get a job on release?	49	54
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	26	25
12.17	Do you have a Connexions personal adviser?	62	53
12.18	Is there anything you would still like help with before you are released?	49	33
12.19	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	42	32

APPENDIX E: Survey responses from black and minority ethnic young women 2008–2009

KEY TO TABLES

Significantly better than the comparator		
Significantly worse than the comparator		
A significant difference in background details		
No significant difference		
Number of completed questionnaires returned	11	42
	%	%

SECTION 1: ABOUT YOU

1.1	Are you 18 years of age?	0	5
1.2	Do you usually live in this country?	100	100
1.3	Is English your first language?	92	100
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)		
1.5	Do you have any children?	0	2
1.6	Have you ever been in care (either foster care or a children's home)?	46	51
1.7	Are you on a care order now?	46	30

SECTION 2: ABOUT YOUR SENTENCE

2.1	Are you sentenced?	55	77
2.2	Is your sentence 12 months or less?	8	45
2.3	Do you have less than six months to serve?	0	56
2.4	Have you been in this prison for less than a month?	25	29
2.5	Have you been to any other YOI during this sentence?	0	28
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre, either sentenced or on remand?	55	36

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?	55	44
3.2	Was the van comfortable?	0	16
3.3	Did you feel safe?	46	70
3.4	Did you have enough comfort breaks?	0	11
3.5	Were your health needs looked after?	67	54
3.6	Did you spend more than four hours in the van?	0	9
3.7	Were you treated well/very well by the escort staff?	75	56
3.8	Did you know where you were going when you left court or when transferred from another establishment?	46	71
3.9	Did you receive written information about what would happen to you before you arrived?	8	18

SECTION 4: YOUR FIRST FEW DAYS HERE

3.1	Did you have any problems when you first arrived?	89	88
4.2	When you first arrived here did your property arrive at the same time as you?	83	80
4.3	Were you told what you needed to know by the staff when you first arrived?	75	64
4.4	Were you in reception for less than two hours?	75	81
4.5	Were you seen by a member of healthcare staff in reception?	92	100
4.6	When you were searched was this carried out in an understanding way?	80	91
4.7	Were you treated well/very well in reception?	92	84
4.8	Were you able to make a telephone call to your family/friends on your first day here?	83	71

SECTION 4: YOUR FIRST FEW DAYS HERE (Continued)		
Did you meet any of the following people within your first 24 hours:		
4.9a	The chaplain?	25 22
4.9b	Someone from healthcare?	83 64
4.9c	A Listener or the Samaritans?	8 11
4.9d	Did you have access to the prison shop/canteen within the first 24 hours of your arrival?	8 9
4.10	Did you feel safe on your first night here?	83 77
4.11	Did you go on an induction course within your first week?	55 82
4.12	Did the induction course cover everything you needed to know about the prison?	55 71
SECTION 5: DAILY LIFE		
5.1	Is it easy/very easy for you to attend religious services?	75 62
5.2	Does the shop/canteen sell a wide enough range of goods to meet your needs?	60 52
5.3	Do you find the food here good/very good?	18 36
5.4	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	64 58
5.5	Are you normally able to shower every day if you want to?	100 98
5.6	Is your cell call bell normally answered within five minutes?	46 47
SECTION 6: HEALTHCARE		
6.1	Do you think the overall quality of the healthcare is good/very good?	67 64
6.2a	Is it easy for you to see the doctor?	17 46
6.2b	Is it easy for you to see the nurse?	73 77
6.2c	Is it easy for you to see the dentist?	17 30
6.2d	Is it easy for you to see the optician?	8 30
6.3	Have you had any problems getting your medication?	25 38
6.4	Have you received any help with any alcohol problems?	0 33
6.5	Have you received any help with any drugs problems?	8 36
SECTION 7: REWARDS, SANCTIONS AND COMPLAINTS		
7.1	Are you on the enhanced (top) level of the reward scheme?	25 33
7.2	Do the different levels make you change your behaviour?	55 41
7.3	Do you feel you have been treated fairly in your experience of the reward scheme?	50 51
7.4	Do you know how to make a complaint?	92 100
7.5	Is it easy to make a complaint?	36 37
7.6	Do you feel complaints are sorted out fairly?	0 14
7.7	Have you ever been made to or encouraged to withdraw a complaint?	0 20
SECTION 8: DISCIPLINE AND RESPECT		
8.1	Have you had a 'nicking' (adjudication or minor report) since you have been here?	27 49
8.2	Have you been physically restrained (C and R) since you have been here?	17 23
8.3	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	0 2
8.4	Do most staff treat you with respect?	60 77
SECTION 9: SAFETY		
9.1	Have you ever felt unsafe in this prison?	42 27
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	17 30
If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	8 26
9.4b	Physical abuse?	8 9
9.4c	Sexual abuse?	0 0

SECTION 9: SAFETY (Continued)		
9.4d	Racial or ethnic abuse?	8 0
9.4e	Drugs?	8 0
9.4f	Having your canteen/property taken?	0 2
9.4g	Because you were new here?	8 9
9.4h	Being from a different part of the country than others?	0 2
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	9 16
If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	9 12
9.7b	Physical abuse?	0 2
9.7c	Sexual abuse?	0 0
9.7d	Racial or ethnic abuse?	9 0
9.7e	Drugs?	0 0
9.7f	Having your canteen/property taken?	0 0
9.7g	Because you were new here?	9 5
9.7h	Being from a different part of the country than others?	0 0
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	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?	10 46
9.11	When you first arrived here did other young people shout through the windows at you?	18 29
9.12	Did you find this shouting threatening?	9 9
9.13	Do other young people shout through the windows at you now?	18 41
9.14	Do you find this threatening now?	9 0
9.15	Do you shout through the windows at others?	30 47
9.16	Have staff checked on you personally in the last week to see how you are getting on?	67 61
SECTION 10: ACTIVITIES		
10.1	Were you under the age of 14 when you were last at school?	30 40
10.2a	Have you ever been excluded from school?	80 91
10.2b	Have you ever truanted from school?	56 93
10.3	Are you doing any education here?	100 98
10.4	Is education helping you?	56 77
10.5	Do you feel you need help with reading, writing or maths?	30 43
10.6	Were the teachers understanding with any school problems when you first arrived?	9 57
10.7a	Are you learning a skill or trade?	25 62
10.7b	Are you in a job here?	22 10
10.8	Do you go to the gym more than five times each week?	11 2
10.9	Do you go on association more than five times each week?	56 46
10.10	Can you go outside for exercise every day?	50 61
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS		
11.1	Are you able to use the telephone to speak to someone in your family every day?	44 61
11.2	Have you had any problems getting access to the telephones?	56 40
11.3	Have you had any problems with sending or receiving mail?	33 27
11.4	Is it easy/very easy for your family and friends to get here to visit you?	22 34
11.5	Do you get two or more visits each month?	22 26
11.6	Do you arrive on time for a visit?	78 45
11.7	Are you and your family/friends treated well/very well by visits staff?	33 43

SECTION 12: RESETTLEMENT		
12.1	Did you meet your personal officer within your first week here?	56 55
12.2	Do you feel helped by your personal officer?	63 72
12.3	Do you know what targets you have been set in your training/sentence plan?	56 61
12.4	If you want, can you see your training/sentence plan?	33 33
12.5	Has your YOT/social worker/probation officer been in touch since you arrived here?	89 82
12.6	Do you know how to get in touch with your YOT/social worker/probation officer?	100 80
12.7	Do you want to stop offending?	40 72
12.9	Have you had a say in what will happen to you when you are released?	33 43
12.10	When you are released will you be living with a family member?	38 43
12.11	Have you had help with finding accommodation?	25 25
12.12	Are you going to school or college on release?	56 55
12.13	Has anyone spoken to you about going to college on release?	44 51
12.14	Do you have a job to go to on release?	13 5
12.15	Have you done anything during your time here that you think will help you to get a job on release?	67 46
12.16	Has anyone from here spoken to you about getting a job on release or about New Deal?	10 29
12.17	Do you have a Connexions personal adviser?	50 65
12.18	Is there anything you would still like help with before you are released?	67 46
12.19	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	22 48

Appendix F: HM Inspectorate of Prisons Juvenile Survey 2007

Section 1: About you

Q1 What is your age?

14 or under 15 16 17 18

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

Yes No

Q3 Is English your first language?

Yes No

Q4 What is your ethnic origin?

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

.....

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

Yes No

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

Yes No

Q7 Are you on a care order now?

Yes No

Section 2: About your sentence

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

.....

Q2 Are you sentenced?

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

Q3 What is the length of your sentence?

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

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

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

Q5 How long have you been in this establishment?

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

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

- None One Two Three More than three

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

- None Once Two to five More than five

Section 3: Courts, transfers and escorts

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

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

- Yes No Don't remember Not applicable

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

- Yes No Don't remember Not applicable

Q3 Did you feel safe on your most recent journey?

- Yes No Don't remember Not applicable

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

- Yes No Don't remember Not applicable

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

- Yes No Don't remember Not applicable

Q6 How long did you spend in the van?

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

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

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

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

- Yes No Don't remember

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

- Yes No Don't remember

Q10 Do you have any comments you wish to make about any aspect of courts, transfers and escorts?

Section 4: Your first few days here

Q1 Did you have any of the following problems when you first arrived at this establishment? *(Please tick all that apply to you.)*

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

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

- Yes No Don't remember

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

- Yes No Don't remember

Q4 How long were you in reception?

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

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

- Yes No Don't remember

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

- Yes No Don't remember

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

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

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

- Yes No Don't remember

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

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

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

- Yes No Don't remember

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

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

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

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

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

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

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

- Have not bought anything yet Yes No

Q3 What is the food like at this establishment?

- Very good Good Neither Bad Very bad

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

- Yes No Don't know what an advocate is

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

- Yes No Don't know

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

- Yes No Don't know

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

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

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

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

Q3 Have you had any problems getting your medication?

- Not taking any medication Yes No

Q4 Have you received any help with any alcohol problems?

- Not had any alcohol problems Yes No

Q5 Have you received any help with any drug problems?

- Not had any drug problems Yes No

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

Section 7: Rewards, sanctions and complaints

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

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

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

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

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

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

Q4 Do you know how to make a complaint?

- Yes No

Q5 Is it easy to make a complaint?

- Not made a complaint Yes No

Q6 Do you feel complaints are sorted out fairly?

- Not made a complaint Yes No

Q7 Have you ever been encouraged to withdraw a complaint?

- Not made a complaint Yes No

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

Section 8: Discipline and respect

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

- Yes No Don't know

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

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

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

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

Q4 Do most staff treat you with respect? Yes No**Q5 Do you have any comments you wish to make about the discipline and respect?****Section 9: Safety****Q1 Have you ever felt unsafe in this establishment?** Yes No**Q2 If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe? (Please tick all that apply to you.)**

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

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

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

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

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

Yes No (If no, go to question 9)

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

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

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

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

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

.....

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

Yes No Don't know

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

Yes No Not been shouted at

Q12 Did you find this shouting threatening?

Yes No Not been shouted at

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

Yes No Not been shouted at

Q14 Do you find this threatening?

Yes No Not been shouted at

Q15 Do you shout through the windows at others?

Yes No

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

Yes No

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

Section 10: Activities

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

14 or under Over 14

Q2 Please answer the following questions about school:

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

Q3 Are you doing education in this establishment?

Yes No Not applicable

Q4 Is education helping you?

Yes No Not applicable

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

Yes No Not applicable

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

Yes No Not applicable

Q7 Please answer the following questions about work or training:

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

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

<input type="checkbox"/> 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

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

<input type="checkbox"/> 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

Q10 Can you go outside for exercise every day?

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

Q11 Do you have any other comments you wish to make about any aspects of purposeful activity?

Section 11: Keeping in touch with family and friends

Q1 Are you able to use the telephone to speak to someone in your family every day?

Yes No Don't know

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

Yes No Don't know

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

Yes No Don't know

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

Very easy Easy Neither Difficult Very difficult Don't know

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

<input type="checkbox"/> Don't get visits	<input type="checkbox"/> Less than one	<input type="checkbox"/> One	<input type="checkbox"/> Two
<input type="checkbox"/> Three	<input type="checkbox"/> More than three	<input type="checkbox"/> Don't know	

Q6 Do you arrive on time for a visit?

Don't get visits Yes No

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

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

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

Section 12: Resettlement

Q1 When did you first meet your personal officer?

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

Q2 Do you feel helped by your personal officer?

Still have not met him/her Yes No

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

Yes No Don't know Have not got a plan

Q4 If you want can you see your plan?

Yes No Don't know Have not got a plan

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

Yes No

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

Yes No

Q7 Do you want to stop offending?

Yes No Don't know Not sentenced

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

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

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

- Yes No Don't know

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

- Yes No Don't know

Q11 Have you had any help with finding accommodation?

- Yes No Don't know Not needed any help

Q12 Are you going to school or college on release?

- Yes No Don't know

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

- Yes No Don't know Not needed any help

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

- Yes No Don't know

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

- Yes No Don't know

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

- Yes No Don't know Not needed any help

Q17 Do you have a Connexions personal adviser?

- Yes No Don't know

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

- Yes No Don't know

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

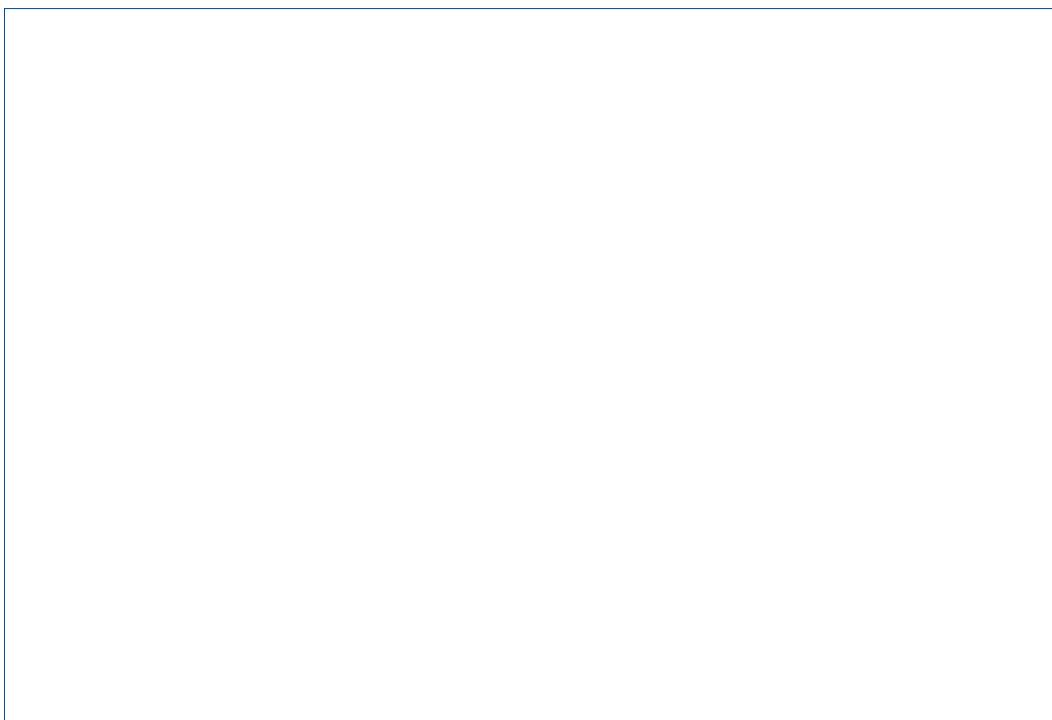
Not sentenced Yes No

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

Section 13: Overall impressions

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

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



References

Parke, S (2008) HM Inspectorate of Prisons, Youth Justice Board: *Children and Young People in Custody 2006–2008: An analysis of the experiences of 15–18-year-olds in prison*. London, HM Inspectorate of Prisons.

Worsley, R (2006) HM Inspectorate of Prisons, Youth Justice Board: *Young People in Custody 2004–2006: An analysis of children’s experiences of prison*. London, HM Inspectorate of Prisons.

