



Youth Justice Board  
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HM Inspectorate of Prisons  
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## **Children and Young People in Custody 2011–12**

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

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## Foreword

This is the eighth review HM Inspectorate of Prisons has published jointly with the Youth Justice Board (YJB) examining the perceptions of young men and women detained in young offender institutions (YOIs) across England and Wales. Throughout each year, HM Inspectorate of Prisons conducts surveys in each YOI holding children and young people aged 15 to 18. This report summarises the responses of 926 young men and 25 young women, representing 58% of young men and 93% of young women held in custody at the time of our surveys.

During this reporting period (April 2011 to March 2012) there were significant developments across the youth justice estate.

Between 2010–11 and 2011–12, the number of young people in custody fell by 14% and now stands at 1,543,<sup>1</sup> a sustained decline that has been visible over the last four years, with the total number of young people detained falling by over a third (from 2,365 to 1,543) across these four years.<sup>2</sup> This reporting period saw a further decommissioning of places across the secure estate to reflect the decreasing size of the population. In 2011–12, 231 places were decommissioned, resulting in the re-role of the children and young people's site at Stoke Heath and the reduction in size of the Rivendell Unit at New Hall and Cookham Wood.

Plans to abolish the YJB and move responsibility for young people in the criminal justice system to the Ministry of Justice did not proceed, and in March 2012, the YJB and Ministry of Justice published their development plans for the secure estate for children and young people until 2015.<sup>3</sup> The plans reflected the changed circumstances of those held. It aimed to ensure that the provision of secure places more closely reflected where young people in custody were from and make effective provision for those with special or complex needs.

The surveys demonstrate wide variations in young people's perceptions in different establishments that reflect, in part, differences in their size and functions. Generalisations should therefore be treated with caution. Nevertheless, it might have been expected that reductions in the number of young people held and changes to the custodial estate would have led to changes of similar significance to young people's perceptions of their experience in custody. In fact, it is striking how little has changed and that may cast doubt on the assumption that, as the population decreased, it would include a greater concentration of young people with a serious offence background and major problems.

Nevertheless, there have been some important changes. Of most concern is the increase, from 27% to 32%, in the number of young people who had felt unsafe at some time. This is a statistically significant increase that is unlikely to be caused by chance. It may be linked to the increase in the number of young people who say they have been adjudicated (a formal hearing to consider allegations of serious poor behaviour) and the increase in the number of young people who say they have been restrained.

After rising for two successive years, the proportion of young people from black and minority ethnic communities has stabilised at around 42%. However, the proportion of black and minority ethnic young people who had been in trouble in their establishment had increased from the previous year and their perceptions of their relationships with staff had deteriorated.

<sup>1</sup> Unpublished Youth Justice statistics.

<sup>2</sup> *Ibid.*

<sup>3</sup> Youth Justice Board (2012) *Developing the secure estate for children and young people in England and Wales – Plans until 2015*. London: YJB.



Conversely, the increase in the proportion of young men who described themselves as Muslims had accelerated – from 13% in 2009–10, to 16% in 2010–11, and to 21% in 2011–12. The perceptions of young Muslim men had improved. They were less likely to say they had felt unsafe and more likely to say they were treated with respect than in previous years. Despite this improvement, in some areas the perceptions of young Muslim men were significantly worse than those who were not Muslims. They reported that they were more likely to have been restrained, were more likely to be victimised by staff and found it more difficult to stay in touch with friends and families.

The number of young women held is very small and they are detained in small units often a long way from home. In these circumstances, it is not surprising that their perceptions of their relationships with staff and keeping in touch with friends and families have deteriorated.

Almost a third of the young people surveyed (30%) said they had been looked after by a local authority at some point. This is a depressingly high and consistent figure that reflects the over-representation of looked-after children in almost every indicator of disadvantage for decades. They make the transition to a new establishment more easily than their counterparts but thereafter express a higher level of need and vulnerability: less likely to feel safe, more likely to feel victimised by other young people and staff, less likely to have a member of staff they can turn to with a problem, more likely to have emotional and mental health needs, more likely to report practical problems with accommodation, money and so on when they arrived in custody – and more likely to feel they would still have big problems when they left.

About half the young people, a similar proportion to last year, said they had a training plan and were involved in its development. There is plenty of scope and reason to improve this. Nine out of 10 young people wanted to stop offending after they left custody. They seemed pretty realistic about what would help them achieve that: having a job and having something to occupy them other than crime, staying off drugs and having a partner. There was still some way to go to help them achieve this. Most young men continue to be involved in education, training or work but many had doubts about whether it would help them get a job on release. Fewer said they were getting help with drug and alcohol problems than in the past, and less than half said it was easy for friends and families to visit them.

Young people's own perceptions of their experience in custody, their hopes and concerns should be an important part of the evidence that shapes the future of the youth justice custody estate and youth justice policy. These annual surveys provide an important resource for tracking these perceptions and identifying progress made and work still to be done. The voice that comes through these statistics is largely realistic but hopeful – and should not be ignored.

**Nick Hardwick**  
**HM Chief Inspector of Prisons**

## Main findings

The following section provides an overview of the key findings from all analyses conducted for the 2011–12 reporting period. The overview discusses experiences of young people that differ significantly from the relevant comparator groups, for example, responses from young people in 2011–12 compared with responses in 2010–11, or responses from black and minority ethnic young men compared with white young men. Findings that may not be significantly different from the comparator group but are key to a young person's experience in custody are also outlined.

### Young men – demographic findings

Of the young men surveyed in 2011–12, over half (58%) said they were 17 years old and just under a quarter (23%) told us they were 16. Twelve per cent said that they were aged 18 and 7% said they were 15. After a notable increase between 2009–10 and 2010–11, the proportion of young men surveyed who said they were from a black and minority ethnic background remained steady during the current reporting year, at approximately two-fifths (42%) of all young men surveyed, similar to the 39% who reported this in 2010–11. The number of young men who told us that they were Muslim rose for the second consecutive year. Between 2009–10 and 2010–11, the proportion of young men identifying themselves as Muslim rose from 13% to 16%; in 2011–12 this figure had risen to 21% of all young men surveyed.

Five per cent of young men told us they were foreign nationals and 5% considered themselves to be a Gypsy/Romany/Traveller; both of these proportions were similar to those found in 2010–11. Eleven per cent of young men surveyed considered themselves to have a disability, once again similar to the 9% who reported this in 2010–11. Twelve per cent of young men told us that they had children. The proportion of young men who reported having spent time in local authority care was 30%.

Three-quarters (75%) of young men reported that they were sentenced and just over a third (36%) said that they were sentenced to 12 months or less; approximately half (53%) of young men told us that it was their first time in custody.

### Experiences of young men in 2011–12 compared with 2010–11

Appendix A shows a comparison of the experiences reported by young men in 2011–12 and 2010–11; it describes the significant changes in perceptions of young men in custody between 2011–12 and 2010–11 and sets out other notable findings from the reporting year.

#### Safety

Over a quarter (26%) of young men surveyed reported they had travelled with an adult or someone of a different gender and only half (50%) said that they were treated well or very well by the escort staff. Two-thirds (64%) of young men felt they were treated well or very well in reception and 79% felt that when they were searched, this was carried out in an understanding way.

On arrival at their establishment, almost a quarter (23%) of young men surveyed reported having problems letting family and friends know where they were. However, 59% of young men surveyed said they were asked by staff if they needed any help with this. Over three-quarters (78%) of young men reported feeling safe on their first night at their establishment and almost all young men (94%) said they had been on an induction course.

More young men in 2011–12 reported having felt unsafe in their establishment, compared with 2010–11 (32% and 27% respectively). A quarter (25%) of young men said they had been victimised by another young person at their establishment and 23% said they had been victimised by a member of staff. Only 56% of young men felt that they would be able to tell someone about victimisation they were experiencing and only 28% felt that reported victimisation would be taken seriously.

The number of young men who reported having had an adjudication at their establishment rose to 60% in 2011–12, from 53% in 2010–11. Similarly, the proportion of young men who said they had been physically restrained by staff in the six months prior to the survey had also risen (37% compared with 33% in 2010–11). Of those young men who said they had spent a night in the care and separation unit, only 38% reported having been treated well or very well by staff, lower than the 49% of young men who reported this in 2010–11.

Over a third (36%) of young men reported having a drug problem on arrival at their establishment; however, fewer young men than in 2010–11 said that they had received help for this problem (58% compared with 66% in 2010–11). Similarly, although 13% of young men said they had an alcohol problem on arrival into custody, only 42% said they had received help for this; lower than the 63% who reported this in 2010–11.

### **Respect**

Only 37% of young men reported that their cell bell was answered within five minutes. Just two-thirds (66%) of young men said that they had a member of staff they could turn to with a problem and a similar proportion (64%) felt that most staff treated them with respect. Only a third (35%) of young men said that a member of staff had checked on them personally within the last week. Most young men (83%) told us they had a personal officer but only 60% of those young men said they saw their personal officer at least once a week and the same proportion felt that their personal officer had helped them.

Just over half (57%) of young men felt that their religious beliefs were respected and a similar proportion (56%) said that it was easy or very easy to access religious services.

Two-thirds (62%) of young men said that the quality of health services at their establishment was good or very good. The proportion of young men who said they had emotional or mental health problems had risen to 27% in 2011–12, from 21% in 2010–11. Only half (50%) of these young men said they were being helped with these problems.

### **Purposeful activity**

Of all young men surveyed in 2011–12, 89% told us that they were involved in some form of purposeful activity at the time of the survey, which may have been education, a job, vocational or skills training, or offending behaviour programmes; this was similar to the 90% who reported being involved in some sort of activity in 2010–11.

The proportion of young men who told us they were involved in education had risen to 80% in 2011–12, an improvement on the 74% who reported this in 2010–11. Of the young men who had taken part in education at some point, only 63% felt it would help them on release.

Of those young men who had been involved in a job at some point in their establishment, the proportion who said this would help them on release had dropped to 50% in 2011–12, down from 56% in 2010–11. The same was also true of young men who had been involved in vocational or skills training: only 51% felt that this would help them on release, worse than the 56% who reported this in 2010–11.

Less than half of all young men said that they could go outside for exercise every day and only 69% said that they could have association every day.

### Resettlement

Only two-thirds (67%) of young men reported being able to use the telephone every day and less than half (42%) said that it was easy for friends and family to visit them at their establishment. Only a third (35%) of young men said that they received one or more visits per week.

Half (49%) of all young men reported having a training plan; 54% of these said they felt involved in the development of their plan and 66% that they understood the targets set out in their plan.

Thirty-nine per cent of young men reported having had a say in what would happen to them on release. Fewer young men than in 2010–11 said they were going to school or college on release (56% compared with 60%); more young men than in 2010–11 said that they felt they would have problems getting into school or college on release (30% compared with 26%). Over one-quarter (26%) of young men anticipated having problems finding accommodation once released.

### Experiences of young men in 2011–12 by establishment

Appendix B shows a breakdown across establishments of the experiences reported by all young men surveyed. It is important to note that where the overall analysis of young men's experiences provides an average across responses from the secure estate, there is often considerable variation between establishments and, moreover, differences between specialist and non-specialist units. Differences between specialist and non-specialist units are particularly visible when reporting the two extremes. This section will outline examples of instances where there are more substantial discrepancies in the experiences of young men between establishments, across the four healthy prison tests.

Perceptions of safety tended to vary substantially between establishments. Although 32% of young men overall reported feeling unsafe in their establishment, this was as high as 46% at a non-specialist unit, and as low as 19% at a specialist unit. Similarly, 25% of young men reported having been victimised by another young person, but the proportion of young men reporting this ranged from 11% to 54% across the specialist units, and from 15% to 28% in the non-specialist units. Twenty-three per cent of young men told us they had been victimised by staff; this ranged from 15% through to 35%. Young men who felt they could tell someone about victimisation they were experiencing stood at 56% overall; this ranged from 44% to 71%.

One of the key areas in which there was variation in responses relates to young men's daily life on the unit. Seventy-one per cent of young men overall told us they could have a shower every day, but this was as low as 31% at a non-specialist unit and 100% at a specialist unit. The same was true of responses relating to cell call bells: 37% of young men said that their call bell was answered within five minutes but this was higher at the specialist units (ranging from 74% to 60%) and generally lower at the non-specialist units (17% to 51%).

Young men's perceptions of relationships with staff again showed substantial variation. Overall 66% of young men said that there was a member of staff they could turn to with a problem; responses were more positive at the specialist units (ranging from 74% to 100%) and less positive at the non-specialist units (ranging from 58% to 74%). While, overall, 63% of young men said that most staff treated them with respect, this ranged from 57% to 94% across establishments.

The proportion of young men taking part in education at the time of the survey ranged from 64% to 100%, and averaged at 80%. Similarly, although 64% of young men said that the education they had taken part in while at their establishment would help them on release, this was as low as 44% at one establishment and as high as 94% at another. The average number of young men with a job at the time of the survey was 31%, but this ranged from 12% to 53%. Once again, the proportion of young men who said a job they had been involved in would help them on release, ranged from 34% to 77%. The range of responses from young men who said they could go outside for exercise each day was particularly startling: while on average 42% of young men reported this, this was as high as 94% at one specialist unit and dropped to just 2% at a non-specialist unit.

Sixty-seven per cent of young men said they were able to use the telephone every day but this dropped to just 18% at one establishment and rose to 98% at another. Almost half (49%) of young men said they had a training, sentence or remand plan but this ranged from 26% to 57% at the non-specialist units and from 57% to 78% at the specialist units.

## Experiences of black and minority ethnic young men

Appendix C shows a comparison of the experiences reported by black and minority ethnic young men and white young men in 2011–12, which differed significantly in several areas. Responses from black and minority ethnic young men and white young men were previously compared in 2010–11; any differences in the two comparisons are commented on below. Only differences that are statistically significant are included.

Overall, the perceptions of black and minority ethnic young men had worsened in some key areas compared with white young men. Where there had been no significant difference in how black and minority ethnic young men and white young men reported experiences of discipline and good order in 2010–11, these were now significantly poorer for black and minority ethnic young men. More black and minority ethnic than white young men said that they had had an adjudication (65% compared with 56%) but fewer said the process had been clearly explained to them (81% compared with 87%). Almost half (44%) of all black and minority ethnic young men said they had been physically restrained by staff, compared with 32% of white young men.

While fewer black and minority ethnic young men reported having been victimised by another young person (21% compared with 27% of white young men), more said that they had been victimised by staff (27% compared with 20%). Black and minority ethnic young men were also less likely than white young men to say that reported victimisation would be taken seriously (21% compared with 33%).

Perceptions among black and minority ethnic young men regarding relationships with staff were unremittingly poorer than those of white young men. Fewer black and minority ethnic young men felt that most staff treated them with respect (61% compared with 67% of white young men) and fewer reported having a member of staff they could turn to with a problem (59% compared with 72%). Perceptions in these areas were similarly poor during the 2010–11 reporting period.

Perceptions had deteriorated in some areas: just 28% of black and minority ethnic young men said that a member of staff had checked on them personally within the last week, compared with 41% of white young men. Furthermore, only 55% of black and minority ethnic young men said that they saw their personal officer at least once a week, compared with 63% of white young men, and only 55%, compared with 63%, said their personal officer had helped them.

However, perceptions of access to religious activity by black and minority ethnic young men were, as in 2010–11, more positive than those of white young men, with black and minority ethnic young men more likely to say their religious beliefs were respected, that it was easy for them to attend religious services and that they could speak to a religious leader in private.

Black and minority ethnic young men were less likely to say they had emotional or mental health problems (22% compared with 30% of white young men), but of those who did report such problems, black and minority ethnic young men were less likely than white young men to say they were receiving help for these (38% compared with 58%).

Compared with white young men, fewer black and minority ethnic young men said that they were involved in a job at the time of the survey (25% compared with 35%) or taking part in offending behaviour programmes (22% compared with 27%). Across all types of activity we ask about (education, job in the establishment, vocational or skills training and offending behaviour programmes), black and minority ethnic young men were less likely than white young men to say that involvement in these would help them on release.

For the second reporting period in a row, black and minority ethnic young men reported poorer experiences in keeping in touch with family and friends: they were less likely than white young men to say it was easy for their family and friends to visit (35% compared with 48%) or that they received one or more visits per week (31% compared with 39%).

Perceptions around resettlement were similar to those reported in 2010–11; fewer black and minority ethnic young men knew how to contact their YOT worker compared with white young men and fewer said that their YOT worker had been in touch. Black and minority ethnic young men were less likely to say that they had a training, sentence or remand plan. However, black and minority ethnic young men were more likely than white young men to say that they were going to school or college on release (66% compared with 49%).

## Experiences of Muslim young men

Appendix D shows a comparison of the experiences reported by Muslim young men and non-Muslim young men in 2011–12. Responses from Muslim and non-Muslim young men were previously compared in 2010–11; any differences in the two comparisons are commented on below. Only differences that are statistically significant are included.

Overall, the perceptions of Muslim young men had changed considerably since the 2010–11 reporting period, with many areas seeing an improvement in perceptions. However, some questions continued to provoke a more negative response from Muslim than non-Muslim young men.

For the second reporting period in a row, Muslim young men were more likely than non-Muslim young men to say they had been physically restrained by staff (44% compared with 36%).

Perceptions of safety had improved among Muslim young men: in 2010–11, more Muslim than non-Muslim young men reported having felt unsafe in their establishment. However, the proportion of Muslim young men reporting this in 2011–12 had dropped and was now no longer significantly different to the proportion of non-Muslim young men who reported this (30% compared with 33%). Muslim young men were more likely than non-Muslim young men to say that they had been victimised by staff (29% compared with 21%) but were less likely to say they had been victimised by other young people (19% compared with 26%).



In 2010–11, less than half (49%) of all Muslim young men said they were treated with respect by staff, significantly fewer than the 66% of non-Muslim young men who reported this. Positively, in 2011–12 the proportion of Muslim young men reporting this had risen to 64% and was no longer significantly different to the perceptions of non-Muslim young men. However, as had been reported in 2010–11, Muslim young men were less likely to say they had a member of staff they could turn to with a problem (60% compared with 68% of non-Muslim young men).

As was seen in 2010–11, Muslim young men reported more positively than non-Muslim young men on access to religious services, including feeling that their religious beliefs were respected, saying that it was easy to access religious services and that they could have access to a religious leader.

Compared with non-Muslim young men, Muslim young men were less likely to say that they were involved in education, work or vocational training at the time of the survey, and were also less likely to say that education or vocational training would help them on release.

Disappointingly, while there had been only one question relating to keeping in touch with family and friends in 2010–11 that produced significantly worse perceptions for Muslim young men, responses to all questions were significantly worse than in 2011–12. Muslim young men were less likely than non-Muslim young men to say that it was easy for their family to visit them (31% compared with 46%), that they received one or more visits per week (30% compared with 37%) and that their visits started on time (30% compared with 45%).

In all areas of resettlement, Muslim young men were less likely than non-Muslim young men to say that they knew who to contact for help. While Muslim young men were less likely than non-Muslim young men to say that they had a job to go to on release (15% compared with 22%), they were more likely to say that they had plans to go to school or college on release (65% compared with 54%).

## Experiences of young men who considered themselves to have a disability

Appendix E shows a comparison of the responses from young men who considered themselves to have a disability and those who did not consider themselves to have a disability. Where comparator figures are provided, these refer to differences in responses that are statistically significant between these two groups. Where stand-alone percentages are reported, these do not differ significantly from the comparator group.

Perceptions of safety among young men who considered themselves to have a disability were notably poorer than for young men who did not consider themselves to have a disability. Young men who considered themselves to have a disability were less likely to report feeling safe on their first night (65% compared with 79% of young men who did not consider themselves to have a disability), and half said that had felt unsafe at some point within their establishment (50% compared with 29%). Young men who considered themselves to have a disability were more likely to report victimisation by other young people (41% compared with 22% of young men who did not consider themselves to have a disability) and victimisation by staff (32% compared with 22%); they were also less likely to say they would be able to tell someone about any victimisation they were experiencing (45% compared with 57%).

Fewer young men who considered themselves to have a disability said that they were able to have a shower every day (63% compared with 71% of those who did not consider themselves to have a disability). Half (50%) of all young men who considered themselves to have a disability reported having emotional or mental health problems (compared with 24% of young men who did not consider themselves to have a disability).

Young men who considered themselves to have a disability were more likely to say they were involved in vocational or skills training (31% compared with 19% of young men who did not consider themselves to have a disability) but were less likely to say they were involved in a job within their establishment (23% compared with 32%).

Fewer young men who considered themselves to have a disability said they were going to school or college on release compared with young men who did not consider themselves to have a disability (45% compared with 58%) and were also less likely to say that they knew who to contact in their establishment for help with this issue (35% compared with 45%).

## Experiences of young men who said they had been in care

Appendix F shows a comparison of the experiences reported by young men who said they had been in care and those who said they had not. Only differences that are statistically significant are included below.

Young men who said they had been in care were more likely than those who said they had not been in care to report problems on arrival into custody, including problems with accommodation (21% compared with 12%), money worries (25% compared with 17%) and letting family know where they were (27% compared with 22%).

Perceptions of safety and victimisation were more negative among young men who said they had been in care: 36% reported that they had felt unsafe at some point, compared with 30% of young men who said they had not been in care. Thirty-three per cent of young men who said they had been in care reported that they had been victimised by another young person (compared with 22% of young men who said they had not been in care) and 27% reported having been victimised by a member of staff (compared with 21%).

Less than two-thirds (62%) of young men who said they had been in care felt there was a member of staff they could turn to with a problem, compared with 68% of young men who said they had not been in care. However, more reported that a member of staff had checked on them personally in the last week (40% compared with 33%).

Young men who said they had been in care reported a higher rate of emotional or mental health problems than those who said they had not been in care (32% compared with 25%).

More young men who said they had been in care reported that they had a sentence plan (56% compared with 46%) and more reported knowing how to get in touch with their YOT worker (63% compared with 54%). Across all areas of resettlement, young men who said they had been in care were more likely than those who said they had not been in care to know who to contact for help towards preparation for release. However, more also anticipated having problems in six of the eight areas of resettlement we ask about, including finding accommodation and help with finances.

## Experiences of young women in 2011–12 compared with 2010–11

Appendix G shows a comparison of the perceptions of young women in 2011–12, compared with perceptions in 2010–11.

### Safety

On arrival at their establishment, almost half (48%, n=11) of young women said that they had problems with feeling low, upset or needed someone to talk to. Only 62% (n=15) said that staff had asked them if they needed help with this and less than one-third (31%, n=7) reported having access to a peer mentor, Listener or the Samaritans in their first 24 hours. Only 58% (n=13) said that they were offered a free phone call to family and friends on their arrival, which was significantly worse than the 86% (n=34) who reported this in 2010–11.

Around a fifth (22%, n=5) of young women reported having felt unsafe at their establishment and almost a third (30%, n=7) reported having been victimised by another young person. Notably, the proportion of young women who said they had experienced victimisation by staff had increased significantly since 2010–11: 36% (n=8) of young women reported this in 2011–12, compared with 11% (n=4) in 2010–11. The nature of victimisation by staff was reported to be insulting remarks by 24% (n=5) of the sample. Only around a third (35%, n=8) felt that staff would take victimisation seriously if it were reported.

### Respect

Only around two-thirds (65%, n=15) of young women said that they had a member of staff they could turn to with a problem and only half (n=11) said that most staff members treated them with respect. Thirty-nine per cent (n=9) of young women reported having emotional or mental health problems, of whom 80% (n=7) said they were receiving help for them.

### Purposeful activity

Almost all (92%, n=22) young women were taking part in education at the time of the survey and nearly half (46%, n=11) were taking part in offending behaviour programmes. Only 19% (n=5) of young women were involved in vocational or skills training. Overall, only one young woman (4%) said she was not involved in any type of activity at the time of the survey. Fewer young women than in 2010–11 said that they usually went to the gym more than five times a week (15%, n=4 compared with 44%, n=17) and fewer said they could access outside exercise every day (62%, n=15 compared with 88%, n=33).

### Resettlement

It was concerning how few young women said they could access visits. Only 19% (n=5) said that it was easy for their family and friends to visit them and only 12% (n=3) said that they usually got one or more visits a week. Less than half (46%, n=11) of young women told us they had a training, sentence or remand plan; half (58%, n=14) said they were going to school or college on release but just 12% (n=3) said they had a job to go to.

## Section 1 Introduction

### 1.1 Background to children and young people in custody

Recent years have seen a sustained decline in the number of children and young people held in custody across England and Wales. Over the last four years, the total number of 15–18-year-olds in young offender institutions (YOIs) has fallen from 2,365 in March 2009<sup>4</sup> to 1,543 (1,515 young men and 28 young women)<sup>5</sup> in March 2012,<sup>6</sup> a decrease of over a third (35%) of the population. This has included a 14% decrease from the 1,768 15–18-year-olds held in custody in March 2011.<sup>7</sup>

To reflect the changing demands placed on the secure estate, the Youth Justice Board (YJB) decommissioned 983 YOI places between April 2009 and March 2012, representing approximately a third of the total estate.<sup>8</sup> In 2010–11, we reported that the YJB had decommissioned 710 places across the secure estate.<sup>9</sup> The custodial estate has continued to reduce in size across this reporting year and the YJB has decommissioned a further 231 places, closing a male split-site establishment (Stoke Heath) and reducing the operational capacity at Cookham Wood and the Rivendell Unit.<sup>10</sup>

This reporting period also saw the occurrence of the widespread public disorder in August 2011. As a consequence, many prisons and YOIs had an influx of new arrivals, while other establishments experienced an increasingly transient population as individuals were moved around the secure estate to make room for new detainees in the areas most immediately affected by the public disorder. However, despite the widely reported impact of this, the proportion of young men in our survey who reported that they were in custody for the first time remained relatively stable at around 75%, similar to the proportion that reported this in 2010–11. Also, despite a temporary increase in the numbers of children and young people detained in YOIs, the overall number of young people in custody across the reporting years fell markedly, as described above.

However, given the associated reduction in the size of the estate, it is likely that a growing number of young people will continue to be held further from their homes, a trend that has been increasingly apparent over recent years. In March 2010, 24% of young people were held over 50 miles from their home, including 7% who were held over 100 miles away. In March 2011, this figure had risen to 30% of young people held more than 50 miles from their home, including 10% held over 100 miles away. The issue of distance from home is particularly pronounced in London and the South East, where demand far outstrips provision. The YJB plans to tackle this by increasing capacity at Cookham Wood in Kent, with an additional 77 places available by autumn 2013. However, this proposed extension will be reviewed prior to these places becoming available.<sup>11</sup>

<sup>4</sup> Youth Justice Board (2010) *Youth Justice Board annual workload statistics 2008/09, England and Wales – workload tables*. London: YJB.

<sup>5</sup> Young women's units hold those aged 17 years old. Young women aged 15 and 16 remain held in secure training centres (STCs) and young women aged 18 move across into the adult estate.

<sup>6</sup> Unpublished Youth Justice statistics.

<sup>7</sup> *Ibid.*

<sup>8</sup> Youth Justice Board (2012) *Developing the secure estate for children and young people in England and Wales – Plans until 2015*. London: YJB.

<sup>9</sup> Summerfield, A. (2011) *Children and young people in custody 2010–11*. London: HMIP.

<sup>10</sup> Youth Justice Board (2011) *Youth Justice Board for England and Wales, annual report and accounts 2010/11*. London: YJB.

<sup>11</sup> Youth Justice Board (2012) *op.cit.*

Prisoner escort and custody services (PECS) were reallocated in the year. From August 2011, PECS contracts were awarded to two providers, with Serco Wincanton overseeing escorts in London and the South East (covering Cookham Wood, Feltham, including the Heron Unit, and the Josephine Butler Unit) and GEOAmev managing provision across the rest of England and Wales (covering Ashfield, Hindley, Parc, Warren Hill, including the Carlford Unit, Werrington, Wetherby, including the Keppel Unit, the Mary Carpenter Unit and the Rivendell Unit).<sup>12</sup> Under these new contracts, young people are permitted to be transferred in the same vehicles as adult men and women.

A recent report by the YJB showed that, of the figures currently available, the rate of reoffending following a period in secure custody for children and young people has declined over recent years.<sup>13</sup> In 2006–07, reoffending following release from custody was around 75%; by 2009–10 this figure had fallen to 69.7%, the lowest it has been in over a decade.<sup>14</sup>

## 1.2 Background to the report

Since September 2001, in collaboration with the YJB, a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in prison custody. Each establishment holding children and young people is now surveyed annually. This report sets out the survey responses between 1 April 2011 and 31 March 2012. 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 YJB. As well as being published in this report, the data collected can be 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 eighth report to be published. The evidence has been collected from eight male establishments and three female establishments. This included 14 separate survey samples, as specialist units within establishments are sampled separately. In total, 951 responses have been analysed, with responses from 926 young men and 25 young women.

## 1.3 Scope of the report

This report contains information on young people's perceptions of their conditions and treatment in custody. Outlined in section 2 is a description of all the establishments in the children and young people's estate where a survey was conducted (see methodology below). Section 3 provides the demographic details of the young men and young women who completed our survey.

Within sections 4–7, young people's perceptions and experiences are described under each of the Inspectorate's healthy prison areas: safety, respect, purposeful activity and resettlement. Under each of these healthy prison areas, the report outlines what the Inspectorate expects from an establishment.<sup>15</sup> Each expectation is followed by an amalgamated response from all the young men or young women in custody to each survey question. The highest and lowest responses across the male estate are also included. Due to the small numbers of young women in prison custody, a best and worst analysis was not conducted for the female estate.

<sup>12</sup> HC Col 884W, 15 December 2011.

<sup>13</sup> Youth Justice Board (2012) *YJBulletin, Secure Estate: Issue 67, 15 March 2012*.

<sup>14</sup> *Ibid.*

<sup>15</sup> The Inspectorate inspects YOIs against a set of inspection criteria known as *Expectations*. Throughout this report the *Expectations* referred to are those that were in use from July 2009 to June 2012 (*Her Majesty's Inspectorate of Prisons: Expectations for children and young people in prison custody*). Revised *Expectations* (*Her Majesty's Inspectorate of Prisons Expectations: criteria for assessing the treatment of children and young people and conditions in prisons*) have been in use since they were published in June 2012.

In addition to the main analysis, responses from young men and young women have been compared to the last reporting period (1 April 2010 to 31 March 2011). The findings are outlined in section 8.

The responses of young men from black and minority ethnic backgrounds compared with white young men, as well as Muslim young men compared with non-Muslim young men, young men who considered themselves to have a disability compared with those who do not, and young men who said they had been in care compared with those who said they had not, are also analysed in the report. The findings are discussed in section 9. The numbers were not high enough to conduct any other diversity analyses, for example of foreign national young people or young people from a Gypsy/Romany/Traveller background, and there were not enough young women in custody to conduct any diversity analysis for the female estate.

Additional analyses comparing the responses of sentenced young men and young men on remand and the responses of young men reporting that it was their first time in custody against those who said they had been in custody before have been conducted and, where relevant, are included within the main sections of the report.

Only differences that are statistically significant are mentioned throughout the text.<sup>16</sup>

## 1.4 Methodology

Surveys are conducted intermittently across the reporting year (between April 2011 and March 2012). At each establishment, researchers distributed questionnaires to a randomly selected sample of young people. Every effort was made to speak to each person individually in order to explain the purpose and confidentiality of the survey and to make participants aware of the independence of the Inspectorate. Interviews were conducted with those who said they would have problems completing the survey due to literacy or language difficulties. All completed questionnaires were placed in sealed envelopes and collected by Inspectorate staff. 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 formula<sup>17</sup> 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 2: this ranged from 41% to 100% across the whole estate. The samples were designed to be a general reflection of the establishments from which they were taken 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 whole establishment. All the figures in the comparator tables are weighted data.

<sup>16</sup> Statistical difference is used to indicate whether there is a real difference between the figures, i.e. the difference is not due to chance alone.

<sup>17</sup> The formula was provided by a Ministry of Justice statistician and has a 95% confidence level with a standard error margin of 3% either way.



The exceptions to this are the demographic details included in sections 3.2.1 to 3.2.6 and 3.4.1 to 3.4.6. 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. This means that percentages may have been calculated from different totals where there are different response rates across questions.

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

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

## Section 2

### The children and young people's estate

#### 2.1 Establishments holding young men

During the 12-month survey period, young men were held in the following types of establishment:

- dedicated site – holding young people only (15–18 years old)
- split site – holding young people and young adults (18–21 years old)
- mixed site – holding young people, young adults and adults (over 21 years old)
- specialist unit – small unit within an establishment holding young people convicted of serious offences and/or those who are considered to be vulnerable. There is also an enhanced resettlement unit.

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. The certified normal accommodation (CNA)<sup>18</sup> for Ashfield is 407 although it has an operational capacity<sup>19</sup> for 383. It holds both sentenced young men and young men on remand.

##### **Carlford Unit – specialist unit**

The Carlford Unit was a specialist unit attached to HMYOI Warren Hill (see below) with an operational capacity for 30 young people. It held long-term sentenced young people and those serving sentences for public protection, and managed them towards release or transition to other establishments to serve the rest of their sentence. The Carlford Unit ceased to operate as a facility in February 2012, at which point a 40-bed specialist unit, the Waveney Unit (on the site of Warren Hill), was opened; this new unit will serve a similar role to the Carlford Unit.

##### **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 May 2008. It has a CNA and operational capacity for 143 young men. It holds both sentenced young men and young men on remand.

##### **Feltham – split site**

Feltham, in Middlesex, serves mainly the London area. It opened in 1983 and began holding young people from 1988. The young people's side has a CNA and an operational capacity of 240 (including the specialist Heron Unit). It holds sentenced, but mainly unsentenced young people and has the largest population of young men on remand.

<sup>18</sup> CNA is the Prison Service's own measure of accommodation. CNA represents the good, decent standard of accommodation that the Service aspires to provide all prisoners.

<sup>19</sup> The operational capacity of an establishment is the total number of prisoners that an establishment can hold taking into account control, security and the proper operation of the planned regime. It is determined by area managers on the basis of operational judgement and experience.

**Heron Unit – specialist unit**

The Heron Unit opened in November 2009 as a specialist enhanced resettlement unit within HMYOI Feltham. The 30-bed unit aims to improve the resettlement opportunities for young people from designated London boroughs.

**Hindley – dedicated site**

Hindley, near Wigan, opened in 1961. Previously a split site, it became a dedicated site for unsentenced and sentenced children and young people in April 2009 and is now the largest establishment in the country holding 15–18-year-olds, with a CNA and operational capacity of 506. Hindley has a complex needs unit for young people requiring more intensive interventions.

**Keppel Unit – specialist unit**

The 48-bed Keppel Unit at HMYOI Wetherby opened in 2008 and is a national resource for very vulnerable young people and those who find it difficult to engage in the regime in larger establishments.

**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 G4S. The young people's unit has an operational capacity of 64 and holds sentenced young men and young men on remand.

**Warren Hill – dedicated site**

Warren Hill, in Suffolk, opened in 1982. It has a CNA and an operational capacity of 192 (including the specialist Carlford Unit that was operational until February 2012 when it was replaced by the Waveney Unit). It became an establishment exclusively for young people in October 2000 and holds sentenced young men and young men on remand.

**Werrington – dedicated site**

Werrington, near Stoke-on-Trent, opened in 1895 and has held young people since 1988. It is one of the oldest establishments for young people and has a CNA and operational capacity of 160.

**Wetherby – dedicated site**

Wetherby, in North Yorkshire, opened in 1958, but only began holding young people in 1983. It has a CNA and operational capacity of 396 (including the specialist unit, Keppel). In April 2000 it became a dedicated establishment for sentenced and unsentenced young people.

**2.1.1 Changes in the male estate since the 2010–11 reporting period**

Stoke Heath is not included in this reporting period as the establishment has been re-roled and no longer accommodates children and young people, although survey data for last year remain in the comparator. The Anson Unit at Wetherby was not surveyed as a discrete unit this year.

## 2.2 Establishments holding young women

### **Josephine Butler Unit**

The Josephine Butler Unit is in the grounds of HMP and YOI Downview, a closed women's prison in Surrey. The 16-bed unit opened in December 2004 and holds sentenced young women and those on remand.

### **Mary Carpenter Unit**

The Mary Carpenter Unit is a discrete unit in the grounds of HMP and YOI Eastwood Park, a local closed women's prison in Gloucestershire. The 17-bed unit opened in 2007 and holds sentenced young women and those on remand.

### **Rivendell Unit**

Located in Wakefield, West Yorkshire, the Rivendell Unit is in the grounds of a closed women's local prison, HMP and YOI New Hall. Opened in December 2005, this was the largest unit for young women, with an operational capacity of 28. However, this reduced to nine in January 2011.

## Section 3

### Young people in custody

#### 3.1 Introduction

This report summarises the survey responses from all eight young men's establishments, three specialist units and three young women's establishments visited during the year. In total, 926 young men and 25 young women took part in the survey. Survey information for each establishment across the male and female estate is shown in Tables 1 and 2 respectively.

**Table 1: Samples from the male estate**

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	NUMBER OF RETURNED SURVEYS (RESPONSE RATE)	% OF POPULATION SAMPLED
Warren Hill	4 May 2011	92	88 (96%)	96%
Carlford Unit	4 May 2011	23	16 (70%)	70%
Feltham	12 July 2011	181	110 (92%)	61%
Heron Unit	12 July 2011	30	28 (93%)	93%
Parc	19 July 2011	53	44 (83%)	83%
Hindley	1 August 2011	323	144 (89%)	45%
Ashfield	19 September 2011	326	135 (83%)	41%
Cookham Wood	11 October 2011	120	100 (83%)	83%
Wetherby	10 January 2012	277	115 (78%)	42%
Keppel Unit	10 January 2012	37	33 (89%)	89%
Werrington	15 February 2012	133	113 (85%)	85%
<b>Total</b>		<b>1,595</b>	<b>926</b>	<b>58%</b>

**Table 2: Samples from the female estate**

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	NUMBER OF RETURNED SURVEYS (RESPONSE RATE)	% OF POPULATION SAMPLED
New Hall: Rivendell Unit	19 May 2011	6	6 (100%)	100%
Downview: Josephine Butler Unit	18 August 2011	12	12 (100%)	100%
Eastwood Park: Mary Carpenter Unit	30 November 2011	9	7 (78%)	78%
<b>Total</b>		<b>27</b>	<b>25</b>	<b>93%</b>

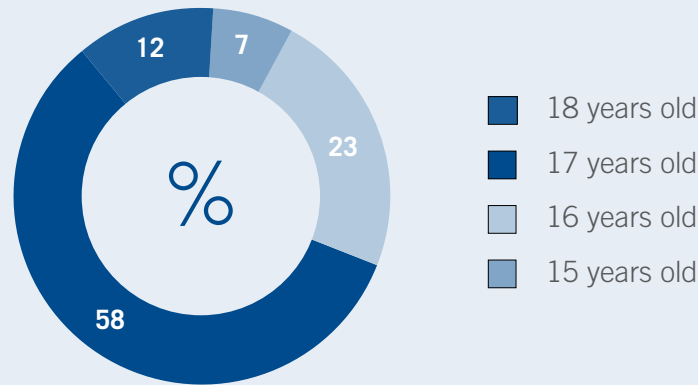
#### 3.2 Profile of young men surveyed

All the young men surveyed were asked to give some basic background and demographic information. Information from 3.2.1 to 3.2.6 is not weighted; it directly reflects the demographic of our sample in this reporting period and is not adjusted to mimic the total population at each establishment.

### 3.2.1 Age

Over half of all young men surveyed reported that they were 17 years old (58%) and just under a quarter stated that they were 16 (23%). Twelve per cent said that they were aged 18 and 7% said they were 15 (see Figure 1).

**Figure 1: Age of young men sampled**



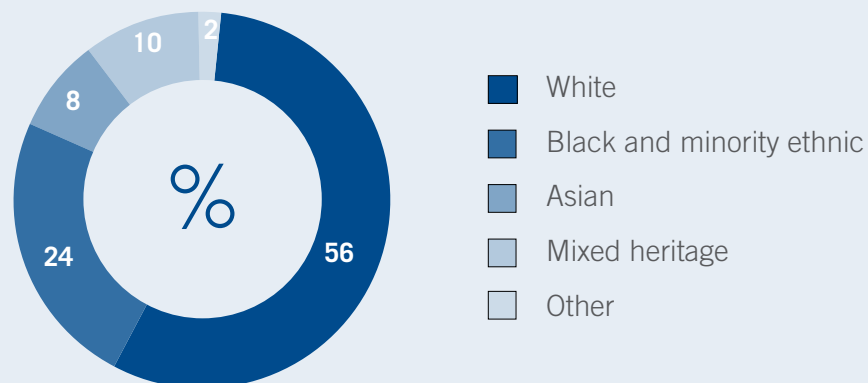
### 3.2.2 Nationality and language

The majority of young men reported that they were British nationals (95%). This ranged from 100% of the young men at the Carlford and Keppel units, closely followed by Parc and Warren Hill (98%), to 90% of the young men at Ashfield. Overall, 88% of young men stated that English was their first language. This was highest at the Keppel Unit and Parc where 100% and 98% of young men respectively said that English was their first language, and lowest at Feltham (75%).

### 3.2.3 Ethnicity

In total, 56% of young men reported that they were from a white background and 44% from a black or minority ethnic background. Almost a quarter of young men surveyed reported that they were black (24%), 8% said they were Asian and 10% said they were from a mixed heritage background (see Figure 2). The full breakdown within these categories is shown in Table 3.

**Figure 2: Ethnicity of young men sampled**





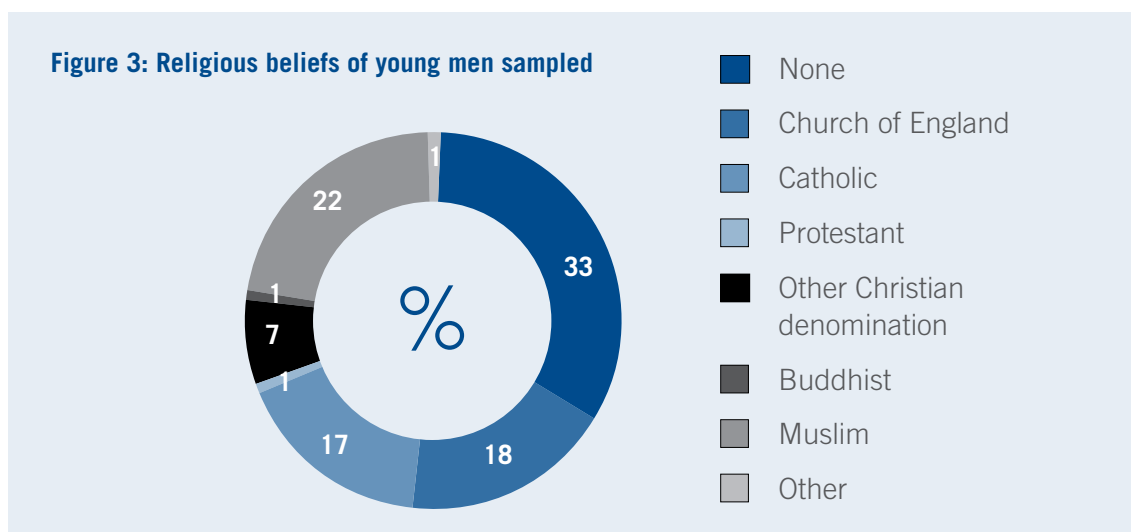
**Table 3: Breakdown of ethnic groups of young men sampled**

WHITE	BLACK	ASIAN	MIXED HERITAGE	OTHER ETHNIC GROUP
White British 50.8%	Caribbean 12.7%	Pakistani 3%	White and Caribbean 6.3%	Chinese 0.2%
White Irish 1.7%	African 10.5%	Indian 0.8%	White and African 1.2%	Other ethnic group 2%
White other 3.4%	Black other 0.7%	Bangladeshi 3.2%	White and Asian 1.3%	
		Asian other 0.7%	Other mixed heritage group 1.5%	
<b>55.9%</b>	<b>23.9%</b>	<b>7.7%</b>	<b>10.3%</b>	<b>2.2%</b>

As in equivalent reports since 2008–09, Feltham had the greatest proportion of young men who reported that they were from a black or minority ethnic background (83%). Parc and the Keppel Unit had the smallest proportions (17% and 7%) respectively.

### 3.2.4 Religion

Sixty-six per cent of young men reported that they had a religion. A similar number of young men reported being Church of England (18%) or Catholic (17%). Twenty-two per cent of young men said that they were Muslim. A full breakdown of young men's religions is provided in Figure 3.



### 3.2.5 Gypsy, Romany or Traveller

In total, 5% of young men surveyed reported that they were a Gypsy, Romany or Traveller, 91% stated that they were not and 5% said they did not know. The largest proportion of young men who considered themselves to be a Gypsy, Romany or Traveller were at Parc (8%), the smallest proportions were at Feltham (3%) and the Carlford and Heron units, where no young men reported that they were a Gypsy, Romany or Traveller.

### 3.2.6 Disability

Eleven per cent of young men considered themselves to have a disability. For specialist units this was highest at the Keppel Unit (27%) and lowest at the Heron Unit (7%). For non-specialist units this was highest at Werrington (15%) and lowest at Ashfield and Hindley (9%).

### 3.2.7 Are you sentenced?

Of the young men surveyed, three-quarters said that they were sentenced (75%). The highest proportions of young men who said they were sentenced were found at the Carlford

and Heron units (100%), followed by Wetherby (86%). The lowest proportion was at Feltham where just over a third (35%) reported being sentenced.

Of the young men who said they were sentenced, almost half (49%) reported that they were serving a sentence of 12 months or less. Two per cent reported that they were serving an indeterminate sentence for public protection.

### 3.2.8 Have you been in custody before?

Over half (53%) of young men reported that it was their first time in a young offender institution, secure training centre or secure children's home.

In total, three-quarters (75%) of young men stated that they had been in their establishment for less than six months; 58% said that they had been in between one and six months and 17% for less than one month.

### 3.2.9 Looked after children

Overall, 30% of all young men surveyed stated that they had spent time in local authority care. This was highest at the Keppel Unit where almost half of all young men reported having been in local authority care (47%), followed by 43% at Parc, and lowest at Feltham (17%) and the Heron Unit (14%).

### 3.2.10 Do you have any children?

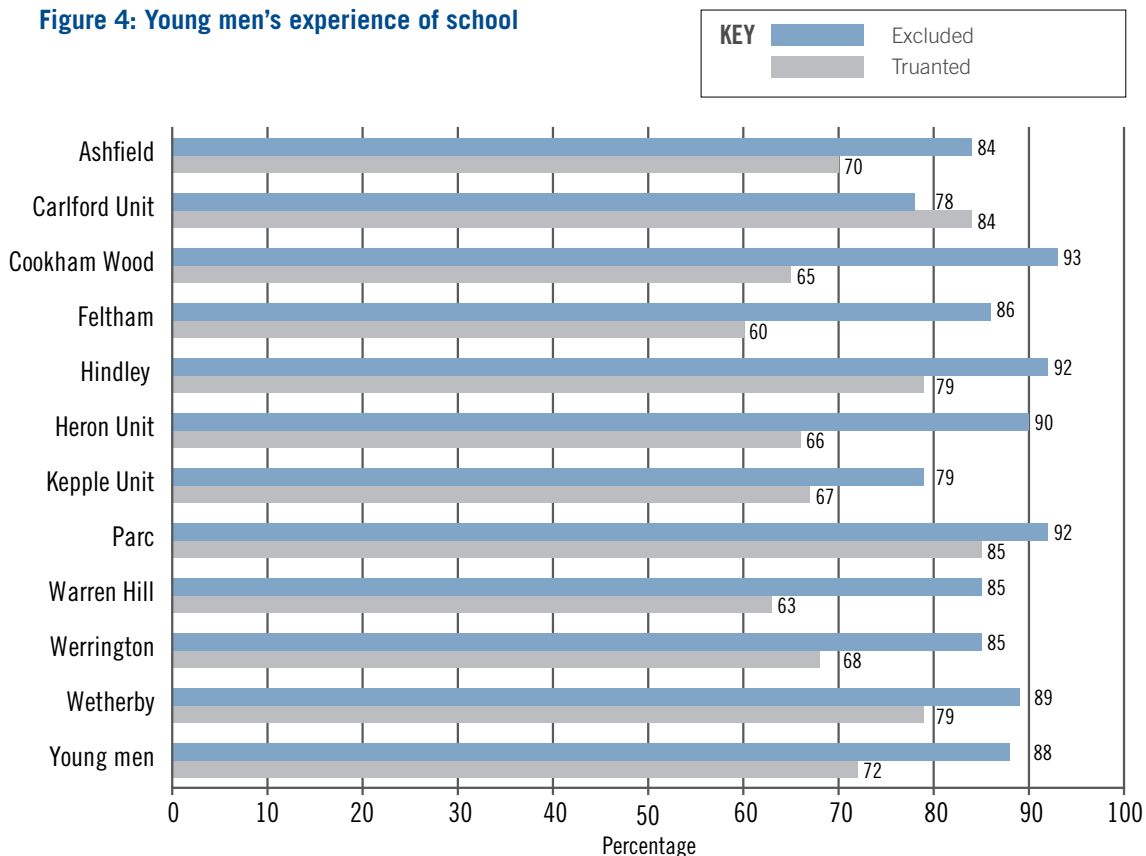
Of all young men surveyed, 12% said that they had one or more children. This figure was highest at Hindley and Parc, where 16% of all young men said that they had children, and lowest at Warren Hill and Wetherby (8%), the Carlford Unit (6%) and the Keppel Unit (5%).

### 3.2.11 Educational background

Over a third (36%) of young men stated that they were 14 years old or under when they last attended school.

The majority (88%) of young men said that they had been excluded from school at some point and 72% said they had truanted. For a breakdown by establishment, see Figure 4.

**Figure 4: Young men's experience of school**



### 3.3 How has the profile of young men changed since 2010–11?

These data are weighted to mimic the whole population at each establishment and for comparator purposes. Only demographic data that are significantly different from those reported in 2010–11 are included below.

- In 2010–11, the proportion of young men who stated English was their first language was 91%; in 2011–12 this figure had dropped to 88%.
- Sixteen per cent of young men reported that they were Muslim in 2010–11. In 2011–12 this figure had risen to 21%.
- The proportion of young men who reported that they had been in their current establishment for less than one month was 21% in 2010–11. This figure had dropped to 17% in 2011–12.

### 3.4 Profile of young women surveyed

The 25 young women surveyed were also asked to provide demographic information. Information from 3.4.1 to 3.4.6 is not weighted, so that it directly reflects the demographic of our sample in this reporting period. The number of young women at each of the units was very small and therefore the percentages quoted may represent a small number of young women or a small number of respondents for that question (even though responses were received from nearly all young women at each unit). Therefore, the actual numbers have been included alongside percentages for young women.

#### 3.4.1 Age

All young women surveyed in 2011–12 said that they were 17 years old.

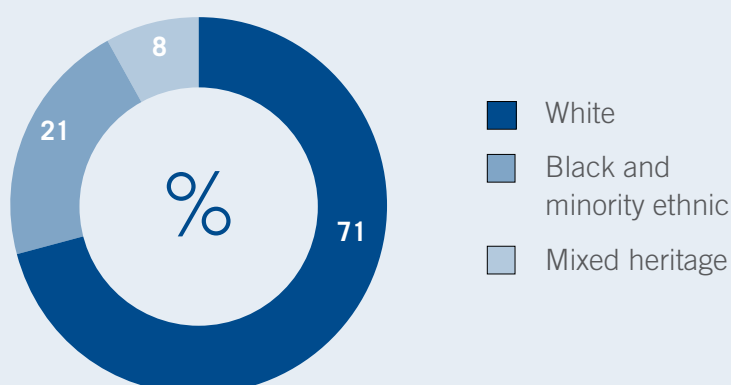
#### 3.4.2 Nationality and language

All young women reported that they were British nationals and that English was their first language.

#### 3.4.3 Ethnicity

In total, 71% (n=17) of young women said that they were from a white background and 29% (n=7) reported being from a black or minority ethnic background (see Figure 5). The breakdown within these ethnic groups can be seen in Table 4.

**Figure 5: Ethnicity of young women sampled**

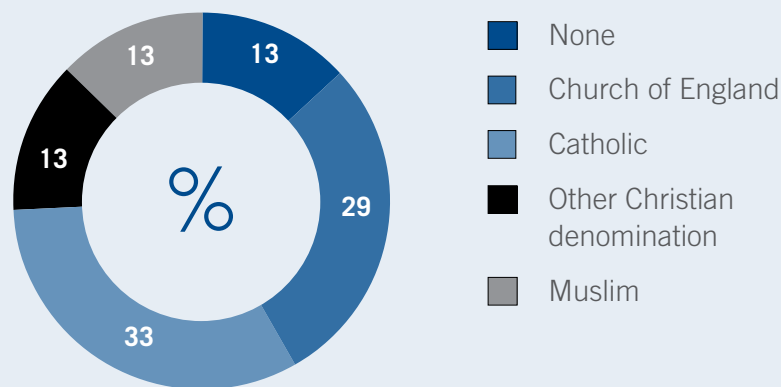


**Table 4: Breakdown of ethnic groups of young women sampled**

WHITE	BLACK	MIXED HERITAGE
White British 58.3% (n=14)	Caribbean 12.5% (n=3)	White and Caribbean 8.3% (n=2)
White Irish 8.3% (n=2)	African 4.2% (n=1)	
White other 4.2% (n=1)	Other 4.2% (n=1)	
<b>70.8% (n=17)</b>	<b>20.9% (n=5)</b>	<b>8.3% (n=2)</b>

### 3.4.4 Religion

Of the young women surveyed, 13% (n=3) reported that they had no religion. Thirty-three per cent (n=8) of young women identified themselves as Catholic and 29% (n=7) reported that they were Church of England. A full breakdown of young women's religious beliefs can be found in Figure 6.

**Figure 6: Religious beliefs of young women sampled**

### 3.4.5 Gypsy, Romany or Traveller

Of the young women surveyed, 17% (n=4) reported being a Gypsy, Romany or Traveller.

### 3.4.6 Disability

Eight per cent (n=2) of young women considered themselves to have a disability.

### 3.4.7 Are you sentenced?

Nearly two-thirds (63%, n=15) of the young women surveyed stated that they were sentenced.

Of all the young women surveyed, just over a third (37%, n=9) were serving sentences of less than 12 months; 22% (n=5) were serving sentences of more than two years and 4% (n=1) were serving an indeterminate sentence for public protection.

### 3.4.8 Have you been in custody before?

Half (52%, n=13) of young women reported that this was their first time in a young offender institution, a secure training centre or a secure children's home.

### 3.4.9 Looked after children

Forty-four per cent (n=11) of young women told us that they had been in local authority care.

**3.4.10 Do you have any children?**

Fifteen per cent (n=3) of young women reported having children.

**3.4.11 Educational background**

Forty-one per cent (n=10) of young women said that they were 14 years old or younger when they last went to school. Seventy-four per cent (n=19) of young women reported having been excluded from school at some point and 84% (n=19) said that they had truanted from school.

**3.5 How has the profile of young women changed since 2010–11?**

There were no significant changes in the profile of young women surveyed in 2010–11 and those surveyed in 2011–12.

## Section 4

### Safety

**Children and young people, particularly the most vulnerable, are held safely.**

#### 4.1 Courts, transfers and escorts

*Expectation: Children and young people travel in safe, decent conditions and in a timely way to and from court and between establishments. During travel the individual needs of young people are recognised and given proper attention. Children and young people travel separately from adults.*

##### 4.1.1 What was your most recent transfer like?

In 2011–12, 74% of young men reported that they had been told which establishment they were going to prior to arriving at their establishment; this was lower than in 2010–11 (79%). Compared with those who were sentenced, more young men on remand knew which establishment they were being taken to (79% compared with 73%).

More young men in 2011–12 (11%) reported having received written information about the establishment they were going to than in 2010–11 (3%). In 2011–12, this figure was highest at Ashfield where 18% of young men stated that they had received written information, and lowest at Parc and Werrington (4%), and the Carlford Unit (0%). Compared with young men who had been in custody before, more young men who were in custody for the first time reported having received written information about the establishment they were travelling to (13% compared with 9%).

Of the young women surveyed, 67% (n=17) reported having been told which establishment they were going to before arriving into custody and 11% (n=3) stated that they had received written information about the establishment they were going to.

When asked about their most recent journey, 9% of young men in 2011–12 said that they had spent more than four hours in the van, compared with 7% in 2010–11. At Cookham Wood, 17% of young men reported having spent over four hours in the van, whereas no young men at Feltham or the Heron Unit said that this was the case.

Of those young men who reported having spent more than two hours in the van, 14% stated that they had been offered a toilet break and 33% said they were offered something to eat or drink. Young men at the Heron Unit and Parc reported the worst experiences of toilet breaks, (0% and 8% respectively); those at Warren Hill were most positive with 20% reporting that they had been offered a toilet break.

Of those who had spent more than two hours in the van, 77% of young men at the Carlford Unit and 51% at Warren Hill reported that they were offered something to eat or drink, but this figure was just 17% for young men at Feltham.

Of the young women surveyed who had spent more than two hours in the van during their most recent journey, half said that they were offered something to eat or drink (50%, n=9) and a quarter said they were offered a toilet break (25%, n=4).

Forty-three per cent of young men said that the van they travelled in on their most recent journey was clean. Young men at the Carlford Unit gave the most positive response, with 61% reporting that the van was clean, followed by those at Warren Hill (56%). Young men at Hindley reported the worst experience in this area (32%).

For young women, 67% (n=17) of those surveyed said that the van they travelled in was clean.



In total, 81% of young men stated that they felt safe on their most recent journey. The poorest responses came from Parc and Werrington, where 76% of young men reported feeling safe, compared with 84% at Hindley and Warren Hill, 87% at the Heron Unit and 89% at the Keppel Unit.

Twenty-six per cent of young men reported having travelled with someone over the age of 18 or of a different gender. This figure was highest at the Keppel Unit (43%), followed by the Carlford Unit and Werrington (39%), and lowest at Hindley and Parc (16%). More young men who were in custody for the first time, compared with those who had been in custody before, reported having travelled with someone over 18 or of a different gender (29% compared with 23%). The same trend was apparent for young men who were on remand, compared with those who were sentenced (31% compared with 25%).

Sixty-seven per cent (n=17) of young women reported feeling safe on their most recent journey but over half (56%, n=13) stated that they had travelled with someone over the age of 18 or of a different gender.

Overall, half (50%) of all young men felt they were treated well or very well by the escort staff, with responses from the Carlford Unit and Warren Hill emerging as the most positive (70% and 68% respectively). Perceptions were poorest at Cookham Wood, where fewer than half (42%) of all young men reported that they were treated well or very well by the escort staff.

Just under two-thirds (59%, n=14) of young women reported being treated well or very well by the escort staff on their most recent journey.

## 4.2 First days in custody

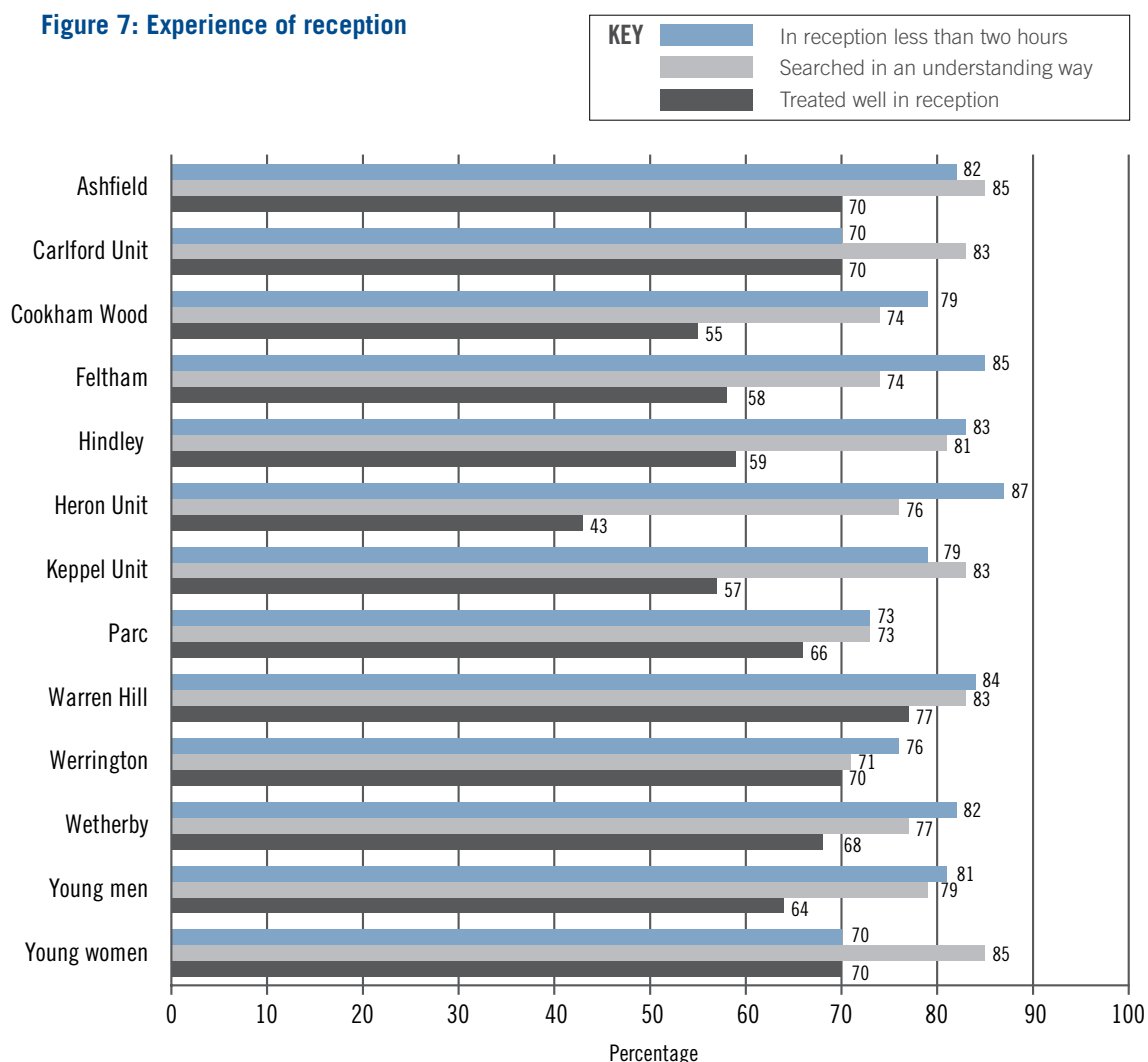
*Expectation: Children and young people feel and are safe on their reception and introduction to the establishment. Their individual needs, both during and on release from custody, are identified and effective plans developed to meet these needs. During induction into the establishment young people are helped to understand establishment routines, are told how to access available services, are given a clear idea of what is expected of them and are helped to cope with imprisonment.*

### 4.2.1 What was your experience of reception?

Of all young men surveyed in 2011–12, 81% reported that they spent less than two hours in reception, an improvement on the 2010–11 figure of 77%. Young men at the Heron Unit were the most likely to report that they had spent less than two hours in reception (87%), followed by those at Feltham (85%) compared with 73% of young men at Parc and 70% at the Carlford Unit.

Seventy-nine per cent of young men reported that were searched in an understanding way, ranging from 85% of young men at Ashfield to 71% at Werrington.

Overall, two-thirds (64%) of young men said that they felt they were treated well or very well in reception. Perceptions regarding treatment in reception were most positive at Warren Hill (77%) and least positive at Cookham Wood (55%) and the Heron Unit (43%). A breakdown of young people's experiences in reception, by establishment, is shown in Figure 7.

**Figure 7: Experience of reception**

Of young women surveyed, 70% (n=17) said they were in reception for less than two hours, and 85% (n=21) said they were searched in an understanding way. Overall, 70% (n=18) of young women felt that they were treated well or very well in reception.

#### 4.2.2 Did you have any problems when you first arrived?

Three-quarters (74%) of young men reported having problems on arrival into custody; of the non-specialist units this figure was lowest at Hindley and Werrington (70%) and highest at Cookham Wood (80%). For specialist units the difference was more marked with just over half (56%) of young men at the Carlford Unit reporting problems on arrival, compared with 91% at the Keppel Unit. Young men on remand were more likely to report problems on arrival into custody compared with sentenced young men (81% and 72% respectively); this was similar for those in custody for the first time compared with those who had been in custody before (77% compared with 71%).

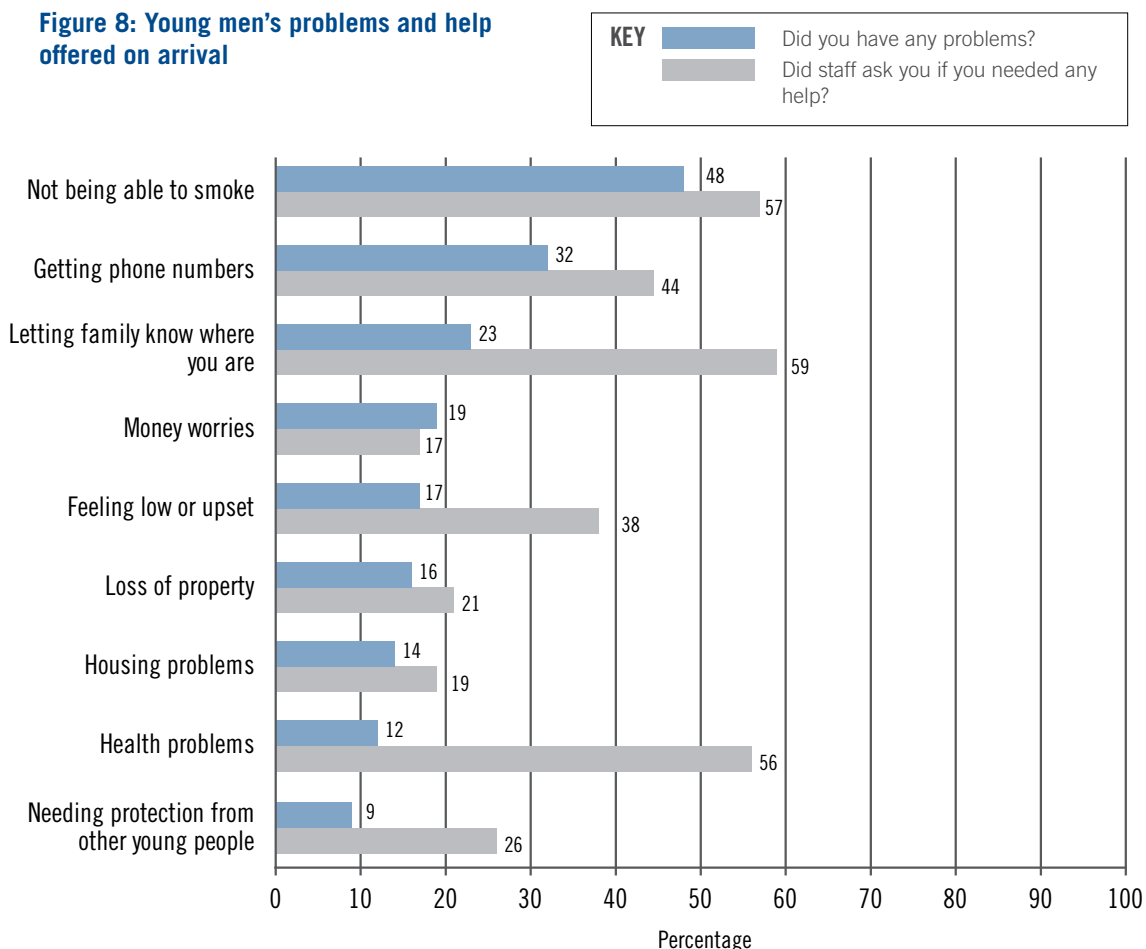
Young people were asked about problems they had on arrival into custody: the three most commonly reported by young men were not being able to smoke (48%),<sup>20</sup> having difficulty accessing phone numbers (32%) and letting family know where they were (23%). These have been the most commonly cited problems for young men across the last three reporting years.

<sup>20</sup> Due to the age of the population, young people in custody are legally not allowed to smoke.

Young men who were held on remand were more likely than sentenced young men to say that they had problems in several areas: getting phone numbers (42% compared with 29%), money worries (24% compared with 17%), feeling low or upset or needing someone to talk to (21% compared with 15%), loss of property (21% compared with 14%) and needing protection from other prisoners (14% compared with 7%).

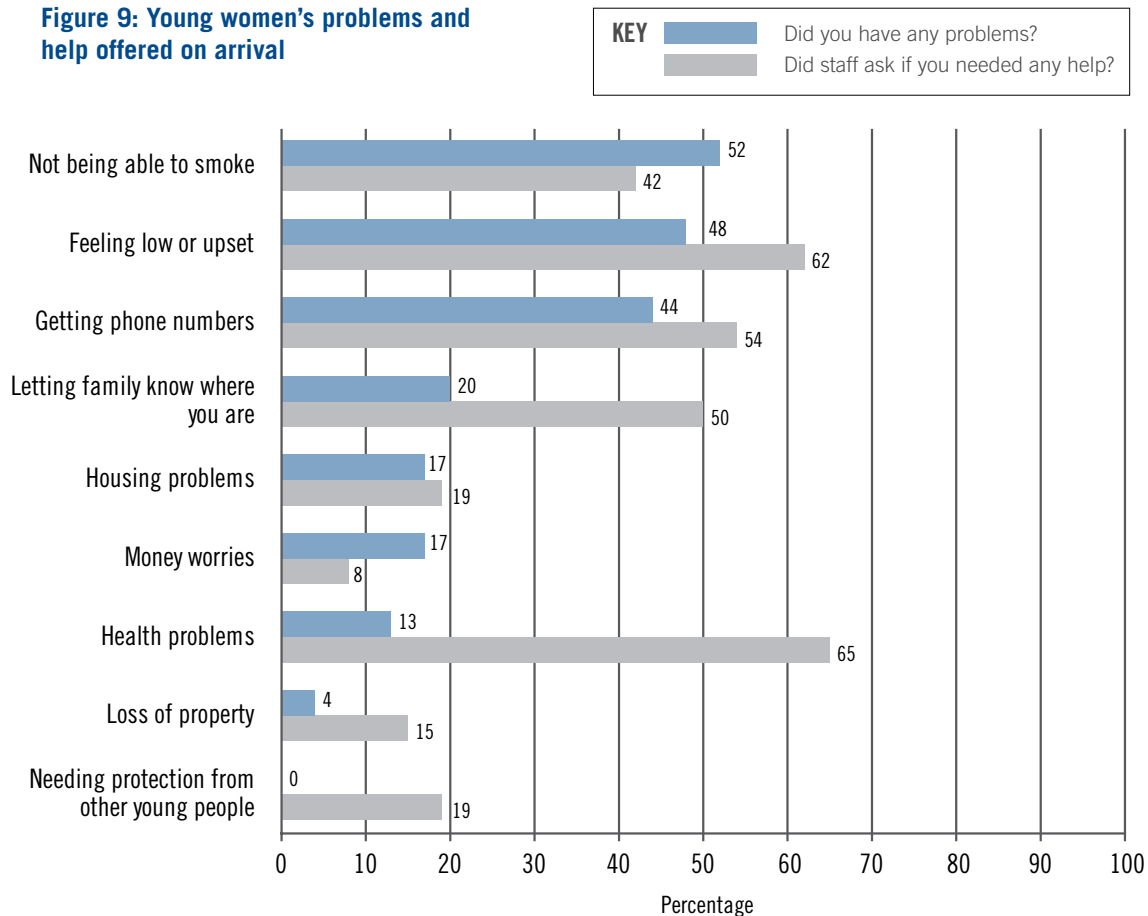
Young people were asked if they had been asked on arrival whether they required help or support with a range of issues. Overall, young men most commonly reported being asked if they needed help with letting family know where they were (59%), not being able to smoke (57%; an improvement on the 52% reported in 2010–11) and health problems (56%). Problems reported by young men on arrival, and whether they were asked if they needed help, are displayed in Figure 8.

**Figure 8: Young men's problems and help offered on arrival**



Seventy-nine per cent (n=18) of young women reported having problems on arrival into custody. The most common problems cited by young women in 2011–12 were not being able to smoke (52%, n=12), feeling low or upset or needing someone to talk to (48%, n=11) and getting phone numbers (44%, n=10).

Young women reported that on arrival into custody, staff most commonly asked if they needed any help with health problems (65%, n=16), if they were feeling low or upset or needing someone to talk to (62%, n=15), getting phone numbers (54%, n=13) and letting family know where they were (50%, n=12). Significantly fewer young women in 2011–12 than in 2010–11 reported being asked if they needed help with not being able to smoke (42%, n=10 and 71%, n=28 respectively). Problems reported by young women on arrival, and whether they were asked if they needed help, are displayed in Figure 9.

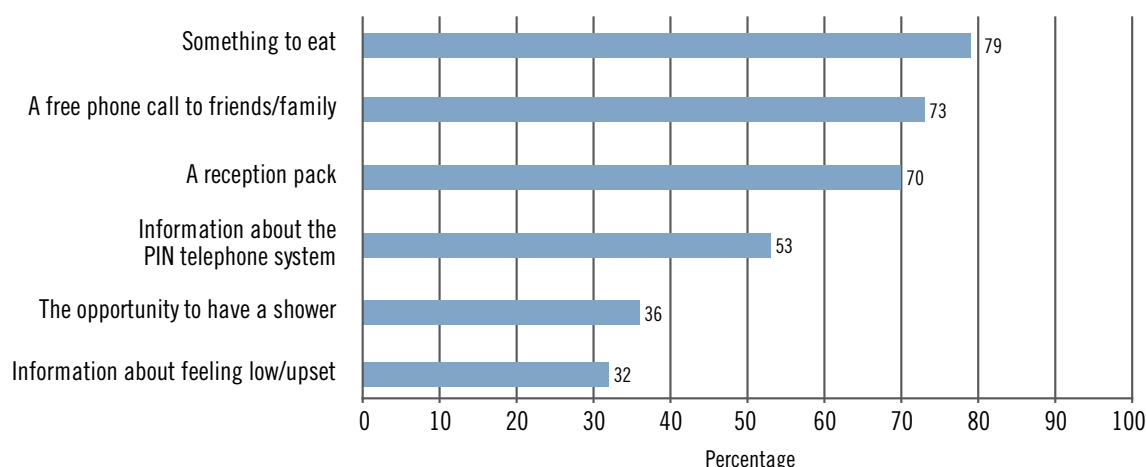
**Figure 9: Young women's problems and help offered on arrival**

#### 4.2.3 Were you offered anything on arrival?

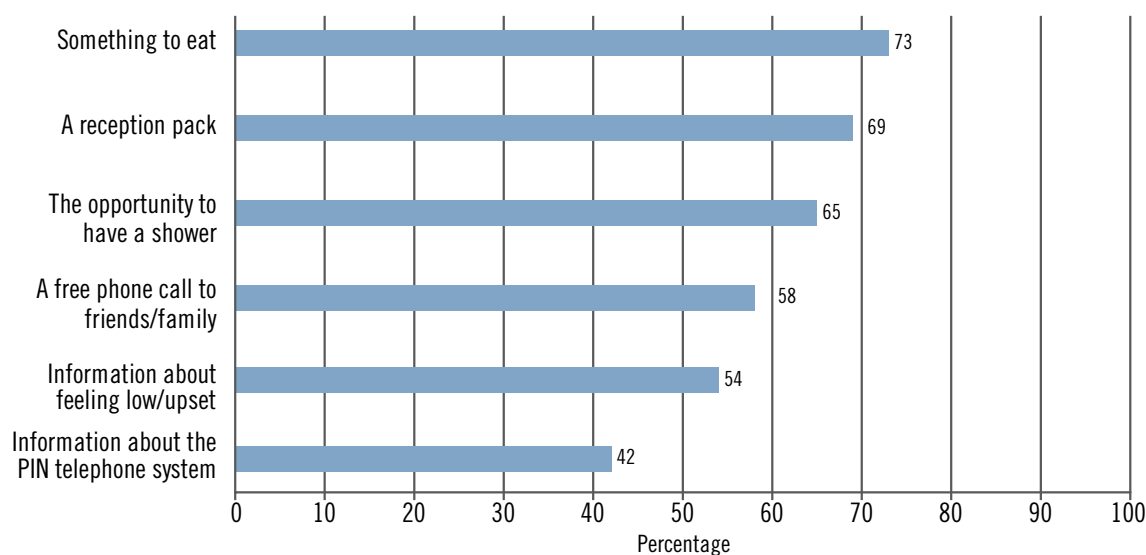
When asked about what they had received on arrival into custody, a large proportion of young men told us that they had been given something to eat (79%), received a free phone call (73%) and had been given a reception pack (70%). Just over half (53%) of young men reported receiving information about the PIN telephone system, a decrease from 2010–11 when 59% of young men said they received this information. Thirty-six per cent of young men told us that they were offered a shower on arrival and 32% said they were offered information about feeling low or upset.

Of those young men who were in custody for the first time, fewer reported having the opportunity to have a shower compared with young men who had been in custody before (32% and 40% respectively) and fewer reported having received something to eat (76% compared with 82%).

There were stark variations between establishments with regards to what young men reported receiving on arrival: 70% of young men at Hindley said they were offered a shower compared with just 11% at Feltham, and 85% of young men at Werrington were offered a free phone call to friends and family compared with only 55% of young men at Cookham Wood. Figure 10 shows the facilities young men told us they were offered on arrival at their establishment.

**Figure 10: Facilities offered to young men on arrival**

For young women arriving into custody, just under three-quarters (73%, n=18) said they were offered something to eat and 65% (n=16) said they were offered a shower. Sixty-nine per cent (n=16) of young women told us they were offered a reception pack which was a deterioration from the 91% (n=36) of young women who reported this in 2010–11. Similarly, 58% (n=13) said they were given a free phone call to friends or family, which was a lower proportion than in 2010–11 (86%, n=34). Over half (54%, n=13) of all young women were given information about feeling low or upset and 42% (n=10) were given information about the PIN telephone system. Figure 11 shows the facilities offered to young women on arrival.

**Figure 11: Facilities offered to young women on arrival**

### 4.3 First night

When asked about the services that they had access to on their first night, 69% of young men said that they saw a member of health services staff. This ranged from 81% at Warren Hill to 44% of all young men surveyed at Parc. Significantly fewer young men who were in custody for the first time reported having access to health services before they were locked up on the first night, compared with young men who had been in custody before (62% compared with 76%).

Within the first 24 hours in custody, 43% of young men said they had access to a chaplain or religious leader; 62% of young men at Parc reported access compared with 22% at Werrington. Young men in custody for the first time were less likely to report having access to a religious leader compared with young men who had been in custody before (39% and 47% respectively).

Of those surveyed, 22% of young men told us they had access to a Listener, peer mentor or the Samaritans in the first 24 hours. The highest proportion of young men reporting access to these services came from the Keppel Unit (36%) and Hindley (31%), with the lowest proportion from Werrington (15%) and the Heron Unit (11%).

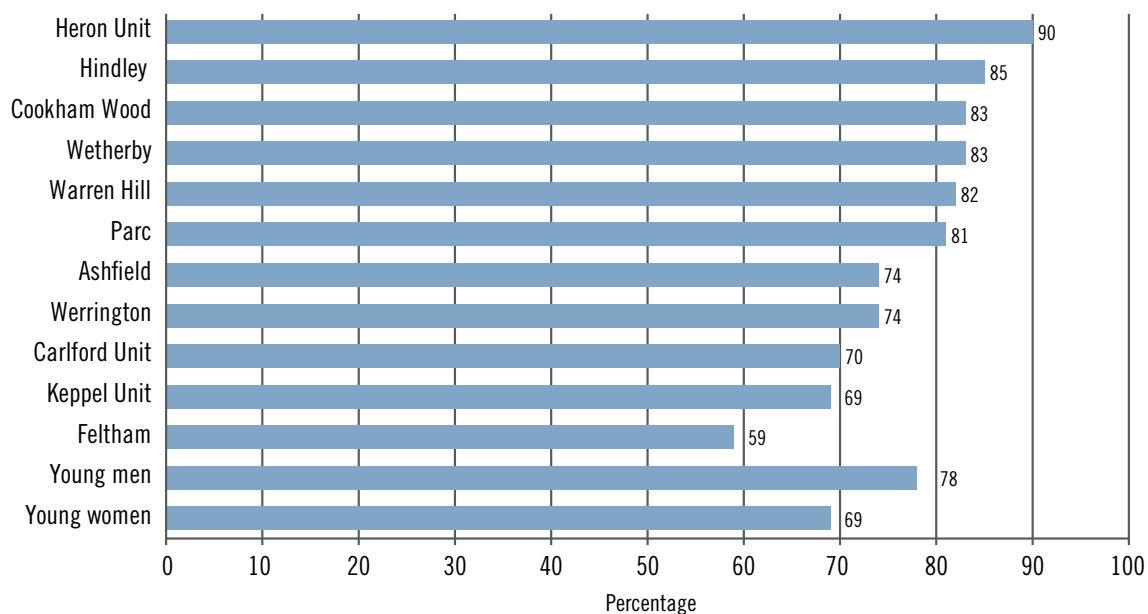
Fifteen per cent of young men said they had access to the prison shop/canteen on their first night; this ranged from almost a third (29%) of young men at Ashfield to just 5% of young men at Werrington.

Of the young women surveyed, 86% (n=21) reported having been seen by a member of health service staff before being locked up on their first night. Within the first 24 hours, 58% (n=14) of young women told us they had access to a chaplain or religious leader, 31% (n=7) had access to a Listener, peer mentor or the Samaritans and only 12% (n=3) had access to the prison shop/canteen.

Overall, 78% of young men surveyed told us they had felt safe on the first night in their establishment. Perceptions were most positive at the Heron Unit, where 90% of young men said they felt safe on their first night, followed by 85% of young men at Hindley. They were least positive at Feltham (59%). Significantly fewer young men who were in custody for the first time reported feeling safe on their first night compared with young men who had been in custody before (72% compared with 84%). Perceptions were also poorer for those young men who were on remand compared with those who were sentenced (69% and 81% respectively).

Sixty-nine per cent (n=17) of young women reported feeling safe on the first night in their establishment. Figure 12 shows the proportion of young people who said they felt safe on their first night at their establishment.

**Figure 12: Young people who said they felt safe on their first night**



## 4.4 Induction

Ninety-four per cent of young men said they had been on an induction course. Just under two-thirds (64%) of young men who had been on an induction course said they felt it covered everything they needed to know about the establishment. Perceptions of induction content were most positive at Parc, where 84% of young men who had received an induction said it covered everything they needed to know, and poorest at Feltham (45%).

Ninety-five per cent (n=23) of young women said they had been on an induction course. Only half (52%; n=12) of young women who had been on an induction course said they felt it covered everything they needed to know about the establishment.

## 4.5 Bullying and victimisation

*Expectation: There is an establishment culture that promotes mutual respect among staff and children and young people. Children and young people feel safe from bullying and victimisation.*

### 4.5.1 How safe do you feel here?

Almost a third (32%) of young men reported having felt unsafe in their establishment at some point, which was significantly worse than perceptions reported by young men in 2010–11 (27%). The number of young men reporting feeling unsafe at some point ranged from 46% of the young men at Feltham to 23% at Cookham Wood, 20% at the Heron Unit and 19% at the Carlford Unit. Young men in custody for the first time were more likely to report having felt unsafe at some point compared with young men who had been in custody before (37% compared with 27%), as were young men on remand when compared with those who were sentenced (38% compared with 30%).

Twenty-two per cent (n=5) of young women stated that they had felt unsafe in their establishment at some point. Figure 13 shows the proportion of young people at each establishment who told us they had felt unsafe at some point.

**Figure 13: Young people who told us they had felt unsafe in their establishment**

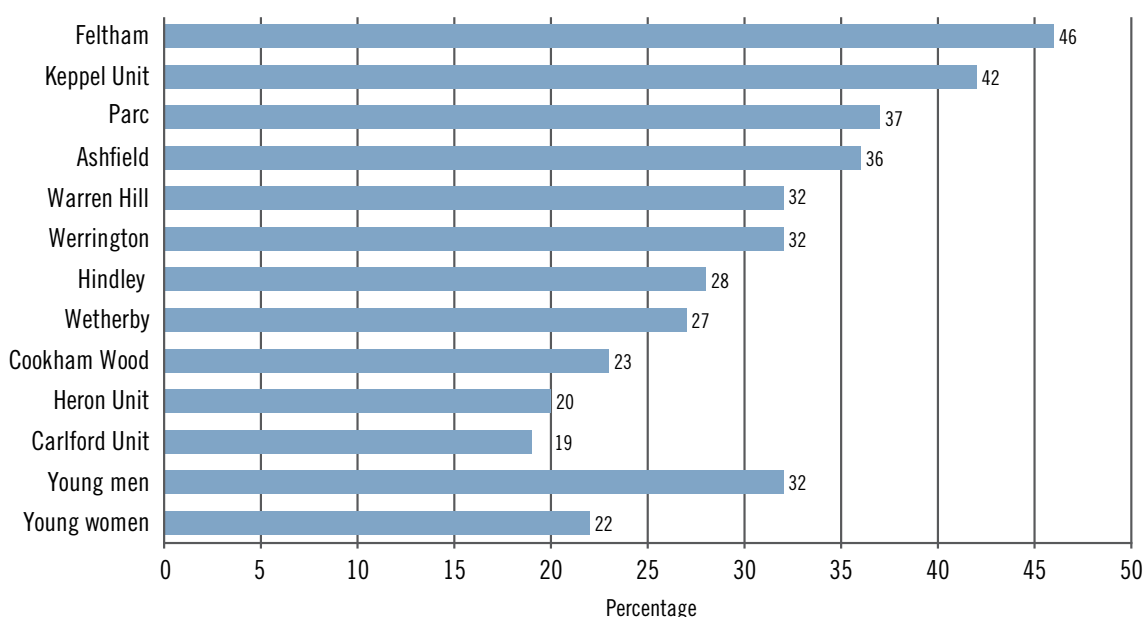
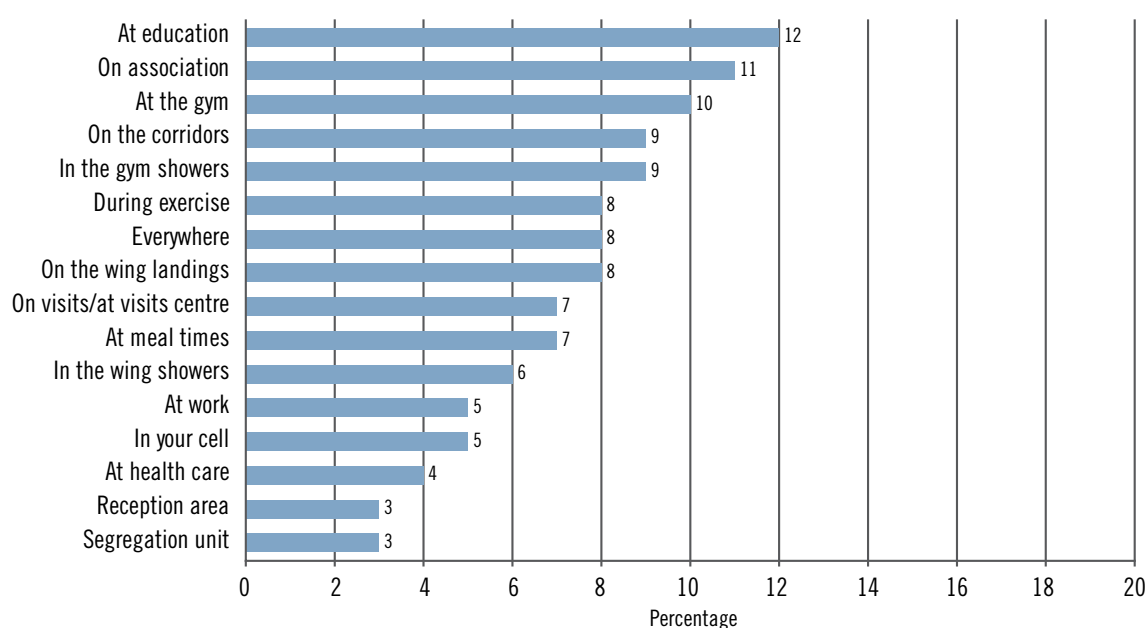


Figure 14 shows the areas in which young men reported having felt unsafe.

**Figure 14: Young men – in which areas have you ever felt unsafe?**

## 4.6 Have you been victimised in this establishment?

### 4.6.1 Have you been victimised by other young people?

A quarter (25%) of all young men surveyed in 2011–12 told us that they had been victimised by another young person or group of young people at their establishment. At the Keppel Unit, the number of young men reporting victimisation by their peers was over half (54%), followed by 30% at the Carlford Unit and 28% at Ashfield, Hindley and Werrington. At Cookham Wood and the Heron Unit, the proportions of young men reporting victimisation by other young men were much lower (15% and 11% respectively). Young men in custody for the first time were more likely than those who had been in before to report victimisation by another young person or group of young people (28% compared with 21%). The types of victimisation experienced by all young men can be seen in Table 5.

**Table 5: Types of victimisation by other young men**

	OVERALL PERCENTAGE OF YOUNG MEN WHO REPORTED EXPERIENCING DIFFERENT TYPES OF VICTIMISATION
Insulting remarks	16%
Physical abuse	10%
For being new	9%
Having property taken	6%
Gang related issues	5%
For being from a different part of the country	5%
Racial or ethnic abuse	4%
Because of their crime	3%
Because of religious beliefs	3%
Because of drugs	2%
Because of their disability	1%
Sexual abuse	1%



Overall, insulting remarks were the most common type of victimisation experienced by young men, with 16% of all young men reporting this. This was highest at the Keppel Unit, where over a third (35%) of all young men told us they had experienced insulting remarks, followed by 21% at Werrington, and lowest at Cookham Wood and the Heron Unit (both 7%).

Physical abuse by other young people was reported by almost a quarter (23%) of the young men at the Keppel Unit and 15% of the young men at Hindley and the Carlford Unit, compared with 7% of the young men at the Heron Unit and Cookham Wood.

The highest and lowest percentages reported for other types of victimisation were as follows:

- For being new: highs of 16% at Parc; lows ranging from 5% at Cookham Wood and Werrington to 0% at the Carlford Unit.
- Having property taken: highs of 15% at the Carlford Unit and 12% at Parc, followed by 11% at Warren Hill; lows of 2% at Wetherby and 0% at the Heron Unit.
- Gang related issues: highs of 11% at Feltham and 10% at Parc; lows of 0% at Warren Hill, the Carlford Unit and the Heron Unit.
- For being from a different part of the country: highs of 10% at Parc and 9% at the Keppel Unit; lows ranging from 2% at Cookham Wood and Werrington to 0% at the Carlford Unit.
- Racial or ethnic abuse: highs of 15% at the Carlford Unit, followed by 6% at Hindley and the Keppel Unit and 5% at Feltham; lows of 2% at Parc and Cookham Wood, and 0% at the Heron Unit.
- Because of their crime: highs of 12% at the Keppel Unit, followed by 4% at Hindley, Parc, Werrington and the Heron Unit; lows ranging from 1% at Cookham Wood and Warren Hill and 0% at the Carlford Unit.
- Because of religious beliefs: highs of 4% at Feltham, Parc and Werrington; lows of 0% at Cookham Wood, the Carlford Unit and the Heron Unit.
- Because of drugs: highs of 4% at Ashfield and Parc; lows of 0% at Cookham Wood, the Carlford Unit and the Heron Unit.
- Because of their disability: highs of 9% at the Keppel Unit and 2% at Parc; lows of 0% at Hindley, Werrington, the Carlford Unit and the Heron Unit.

Certain types of victimisation were more commonly reported by some young men than others. More young men who were in custody for the first time reported insulting remarks by other young people, compared with those who had been in custody before (18% compared with 13%) and more reported victimisation because they were new at the establishment (12% compared with 7%).

Similarly, young men on remand were more likely to report being victimised by other young people because they were new when compared with sentenced young men (13% compared with 8%) and more commonly reported victimisation because of gang related issues (7% compared with 4%).

Twenty-two per cent (n=5) of young women reported having felt unsafe at some point in their establishment and 30% (n=7) said that they had been victimised by another young person or group of young people. The most commonly reported forms of victimisation experienced by young women were insulting remarks (26%, n=6) and victimisation because of their offence or crime (15%, n=3). Four per cent (n=1) of young women reported victimisation because they were new at their establishment, because they were

from a different part of the country, or stated that they had experienced physical abuse. No young women we surveyed reported experiencing sexual abuse, racial or ethnic abuse, abuse related to religious beliefs or their disability, or victimisation related to drugs, gang related issues, or having their canteen or property taken.

#### 4.6.2 Have you been victimised by staff?

Just under a quarter (23%) of young men told us that they had been victimised by a member or group of staff at their current establishment. This was highest at Parc (35%), followed by the Keppel Unit (31%) and lowest at Feltham (17%) and the Carlford Unit (15%). Table 6 shows the number of young men overall who reported various types of victimisation by staff.

**Table 6: Types of victimisation by staff reported by young men**

	OVERALL PERCENTAGE OF YOUNG MEN WHO REPORTED EXPERIENCING DIFFERENT TYPES OF VICTIMISATION
Insulting remarks	13%
Racial or ethnic abuse	5%
Physical abuse	4%
For being new	4%
Because of their crime	3%
Having property taken	3%
For being from a different part of the country	3%
Because of religious beliefs	2%
Gang related issues	2%
Because of drugs	2%
Because of their disability	1%
Sexual abuse	1%

Insulting remarks by staff were the most common type of victimisation experienced, with 13% of all young men saying that they had experienced this. Across the estate this was most commonly reported at Parc, where 22% of young men told us they had been insulted by staff, and lowest at Ashfield and Wetherby (both 9%) and the Carlford Unit (5%). This was a reverse from 2010–11 where the young men at Parc were least likely to report insulting remarks from staff and the young men at Ashfield were most likely to (5% and 23% respectively).

The highest and lowest percentages across all establishments for other types of victimisation were:

- Racial or ethnic abuse: highest at Parc (8%); lowest at Warren Hill (1%) and the Carlford Unit and the Keppel Unit (0%).
- Physical abuse: high of 13% at Parc; lows ranging from 2% at Ashfield, Cookham Wood and Feltham to 0% at the Carlford Unit.
- For being new: highest at Cookham Wood (7%) and Warren Hill (6%); lowest at Hindley and Wetherby (both 3%) and the Keppel Unit (0%).
- Because of their crime: highs of 10% at Parc and 7% at the Heron Unit; lows of 1% at Ashfield and Feltham and 0% at the Carlford Unit.
- Having property taken: highs of 6% at the Keppel Unit and 5% at Hindley; lows of 1% at Feltham and 0% at the Carlford Unit.

- Being from a different part of the country: highest at Hindley (6%); lowest at Cookham Wood, Wetherby, the Carlford Unit and the Heron Unit (0%).
- Because of religious beliefs: highs of 6% at Ashfield; lows of 0% at Cookham Wood, Hindley, Werrington, the Carlford Unit, the Heron Unit and the Keppel Unit.
- Because of gang related issues: highs of 4% at Wetherby and the Heron Unit; lows of 0% at Ashfield, Feltham and the Carlford Unit.
- Because of drugs: highest at Parc (10%) and lowest at Cookham Wood, Wetherby, the Carlford Unit and the Heron Unit (0%).
- Because of their disability: highs ranging from 6% at the Keppel Unit and 4% at Parc; lows of 0% at Cookham Wood, Feltham, Warren Hill, Werrington, Wetherby, the Carlford Unit and the Heron Unit.

As with victimisation by other young people, certain groups of young men more commonly reported different types of victimisation by staff. Young men in custody for the first time were less likely to report being victimised by staff for gang related issues than young men who had been in custody before (1% compared with 2%) and were also less likely to report insulting remarks from staff (11% compared with 16%). However, those in custody for the first time were more likely to report being victimised by staff because they were new at the establishment (6% compared with 3%).

Young men on remand were less likely to report having been victimised by staff for their religious beliefs compared with sentenced young men (0% compared with 3%), but were more likely to report having been victimised because of their disability (2% compared with 1%).

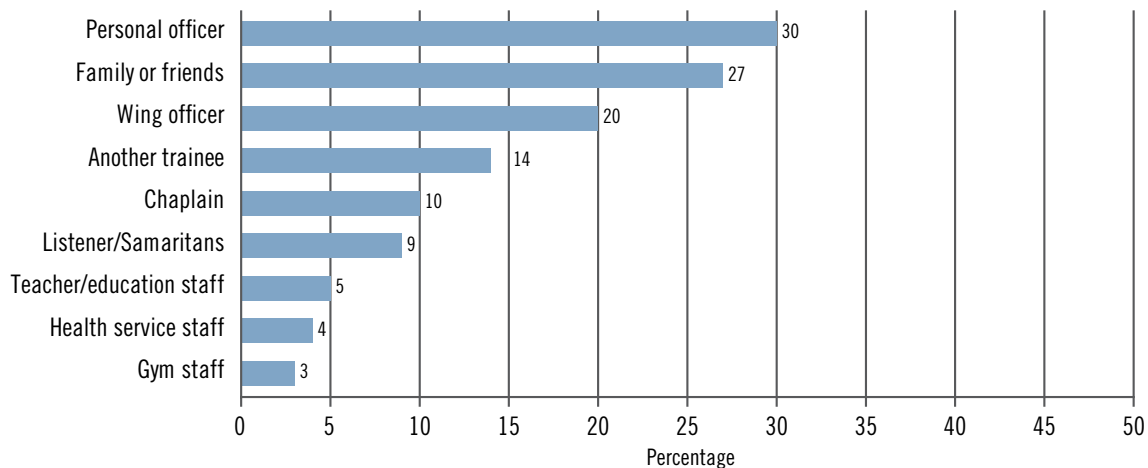
In 2011–12, 36% (n=8) of young women surveyed told us that they had experienced victimisation by staff; this was significantly worse than the 11% (n=4) who reported this in 2010–11. As with victimisation by other young people, the most common forms of victimisation cited by young women were insulting remarks by a member or group of staff (24%, n=5) and victimisation because of their offence or crime (16%, n=4). Four per cent (n=1) of young women reported victimisation by staff because of gang related issues or because they were new at the establishment. No young women we surveyed reported experiencing sexual abuse, racial or ethnic abuse or abuse related to religious beliefs or their disability. Similarly, no young women reported victimisation by staff related to drugs, having their canteen or property taken, or because they were from a different part of the country.

#### **4.6.3 Who would you tell if you were being victimised?**

Of all young men surveyed in 2011–12, 56% told us that they felt they would be able to tell someone about it if they were being victimised, which was the same proportion as in 2010–11. Despite having emerged as one of the worst establishments for reported victimisation by both staff and other young people, almost three-quarters (71%) of young men at Parc felt that they would be able to tell someone about the victimisation they were experiencing. Only half of all young men at Warren Hill felt they could tell someone about being victimised, and this fell to just 44% at the Heron Unit.

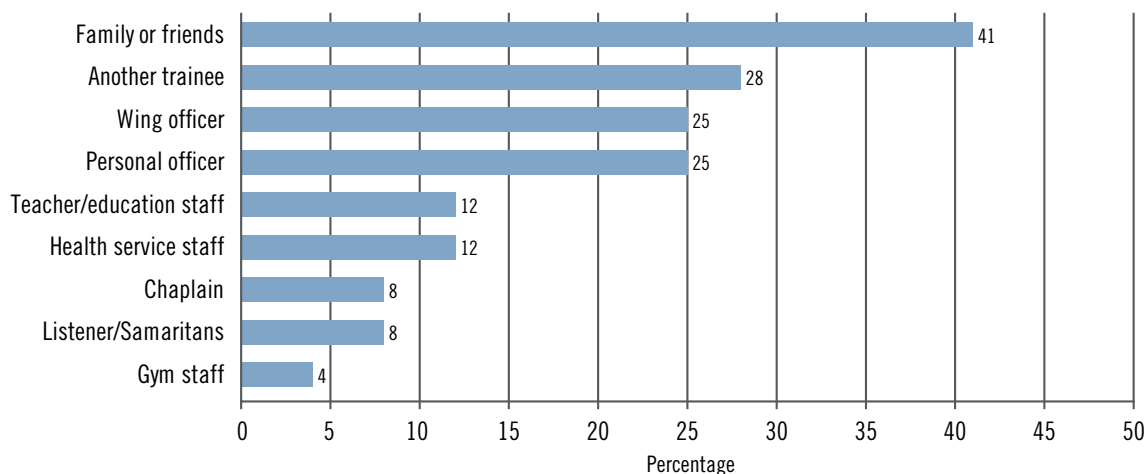
Sixty per cent of young men who were in custody for the first time told us that they would be able to tell someone about any victimisation, compared with 52% of young men who had been in custody before.

A list of the people young men told us they would be able to turn to in the event of victimisation is displayed in Figure 15.

**Figure 15: Young men – if you were being victimised who would you tell?**

Less than a third (28%) of young men across the estate told us that they felt they would be taken seriously if they reported victimisation to staff. For the specialist units, responses to this question were similar, ranging from 47% at the Carlford and Heron units to 50% at the Keppel Unit. For non-specialist units, 38% of young men at Parc felt they would be taken seriously but this fell to around one-fifth of the young men at Werrington and Feltham (22% and 21% respectively).

Two-thirds (65%, n=16) of young women surveyed said they felt they would be able to tell someone if they were being victimised; however, only a third (35%, n=8) felt reported victimisation would be taken seriously by staff. Figure 16 shows the people young women told us they would be able to turn to if they were experiencing victimisation.

**Figure 16: Young women – if you were being victimised, who would you tell?**

#### 4.6.4 Is shouting through the windows a problem?

Overall, 41% of young men felt shouting through the windows was a problem at their establishment. This ranged from 71% at the Keppel Unit and 53% at Werrington to 32% at Cookham Wood and 0% at the Carlford Unit.

One-third (33%, n=8) of young women felt shouting through the windows was a problem at their establishment.

## 4.7 Behaviour management

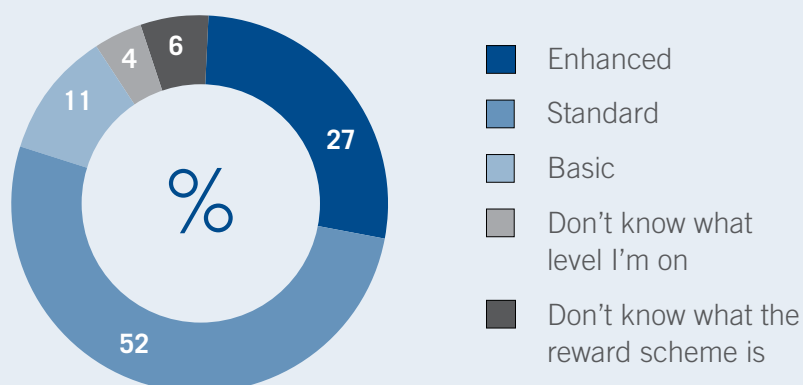
*Expectation: The primary method of maintaining a safe, well-ordered and constructive environment is the promotion and reward of good behaviour. Children and young people play an active part in developing and maintaining standards of conduct. Unacceptable behaviour is dealt with in an objective, fair and consistent manner as part of an establishment-wide behaviour management strategy which is underpinned by restorative justice principles and good relationships between staff and young people. The application of disciplinary procedures, the use of force and care and separation are applied fairly and for good reason with good governance arrangements.*

### 4.7.1 The rewards and sanctions scheme

In total, 27% of all young men surveyed reported being on the top (enhanced) level of the rewards scheme. The highest proportions of young men who stated they were on the top level were at the Carlford Unit (81%), the Heron Unit (47%), Cookham Wood and the Keppel Unit (both 35%), and the lowest proportion were at Parc (4%).

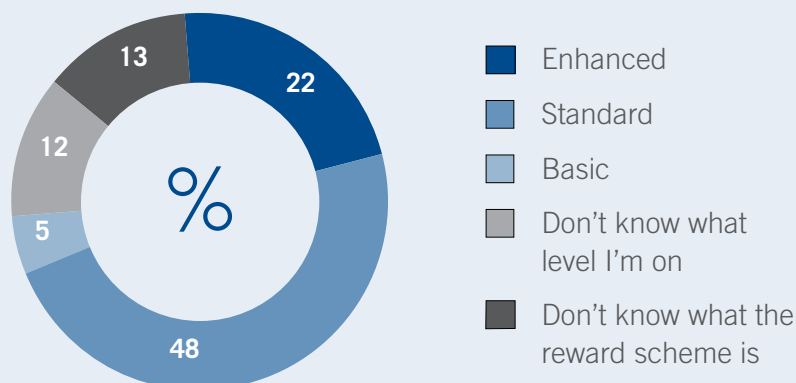
Figure 17 shows the overall proportion of young men who reported being on each level of the reward scheme.

**Figure 17: Young men's reward scheme levels**



Approximately one-fifth (22%, n=6) of young women were on the top level of the rewards and sanctions scheme (see Figure 18).

**Figure 18: Young women's reward scheme levels**



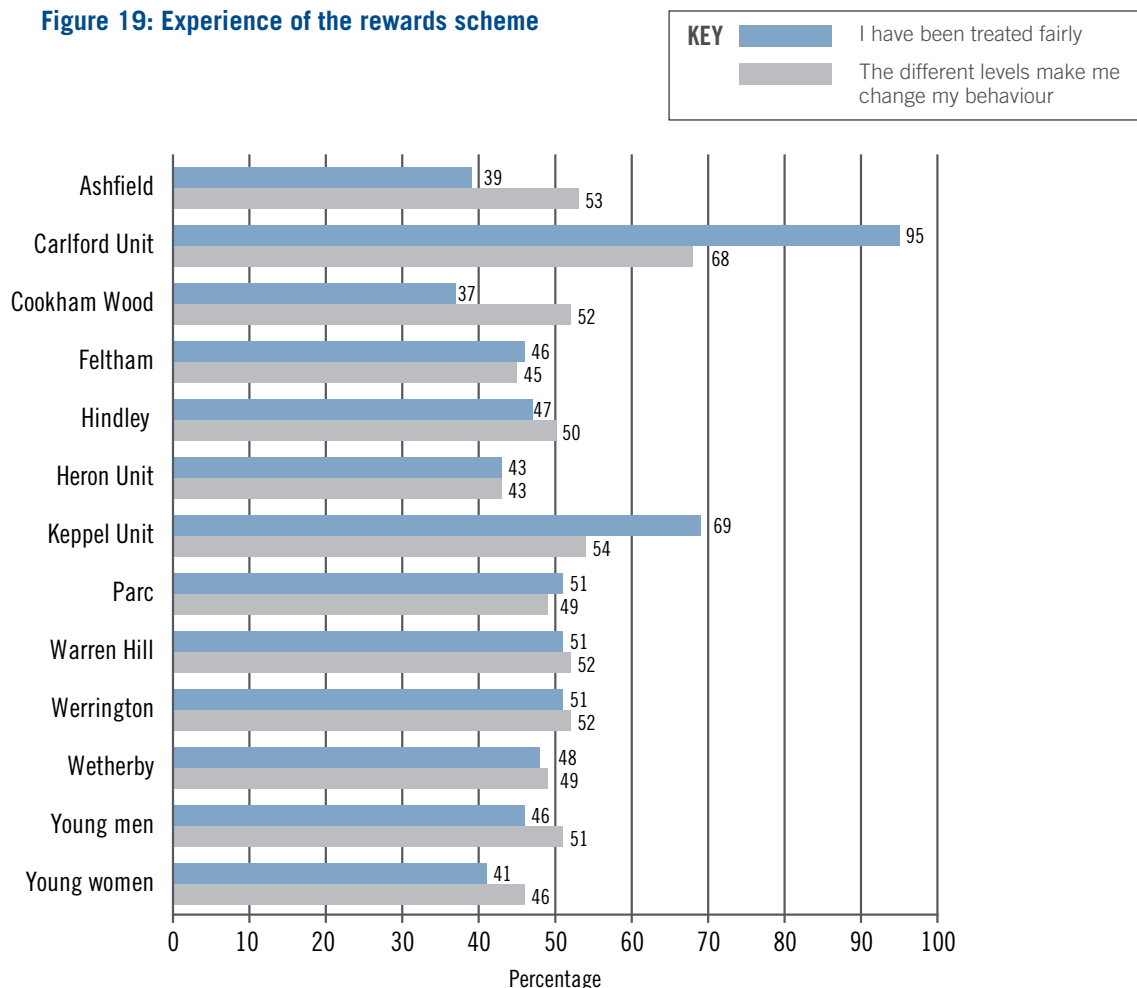
Overall, 46% of young men reported that they felt they had been treated fairly with regards to the rewards and sanctions scheme. Young people at the Carlford Unit reported most positively (95%), followed by 69% at the Keppel Unit and 51% at Parc, Warren Hill and Werrington; young people at Cookham Wood were the most negative with only 37% reporting that they felt they had been treated fairly in their experience of the rewards and sanctions scheme. Similarly, 68% of young men at the Carlford Unit felt that the different levels of the reward scheme made them change their behaviour, followed by 54% at the Keppel Unit and 53% at Ashfield, compared with 45% of those at Feltham and 43% of those at the Heron Unit.

Young men who were in custody for the first time were more likely to report being on the top level of the reward scheme when compared with young men who had been in before (32% compared with 22%). Young men who were in custody for the first time were also more likely than young men who had been in custody previously to say that the rewards and sanctions scheme encouraged them to change their behaviour (55% compared with 47%).

Conversely, young men on remand were less likely than sentenced young men to report that they were on the enhanced level of the rewards scheme (15% compared with 31%) and less likely to feel they had been treated fairly in the rewards scheme (39% compared with 49%).

Forty-one per cent (n=10) of young women felt they had been treated fairly in their experience of the scheme and just under half (46%, n=11) felt that the different levels encouraged them to change their behaviour (see Figure 19).

**Figure 19: Experience of the rewards scheme**



## 4.8 Discipline

Overall, 60% of young men in 2011–12 told us they had received an adjudication, significantly higher than in 2010–11 (53%). Adjudications were most frequently reported at Feltham, Warren Hill and the Carlford Unit where almost two-thirds of young men told us that they had received an adjudication since arriving at the establishment (65%). The lowest figures could be seen at Ashfield (56%) and the Heron Unit (33%).

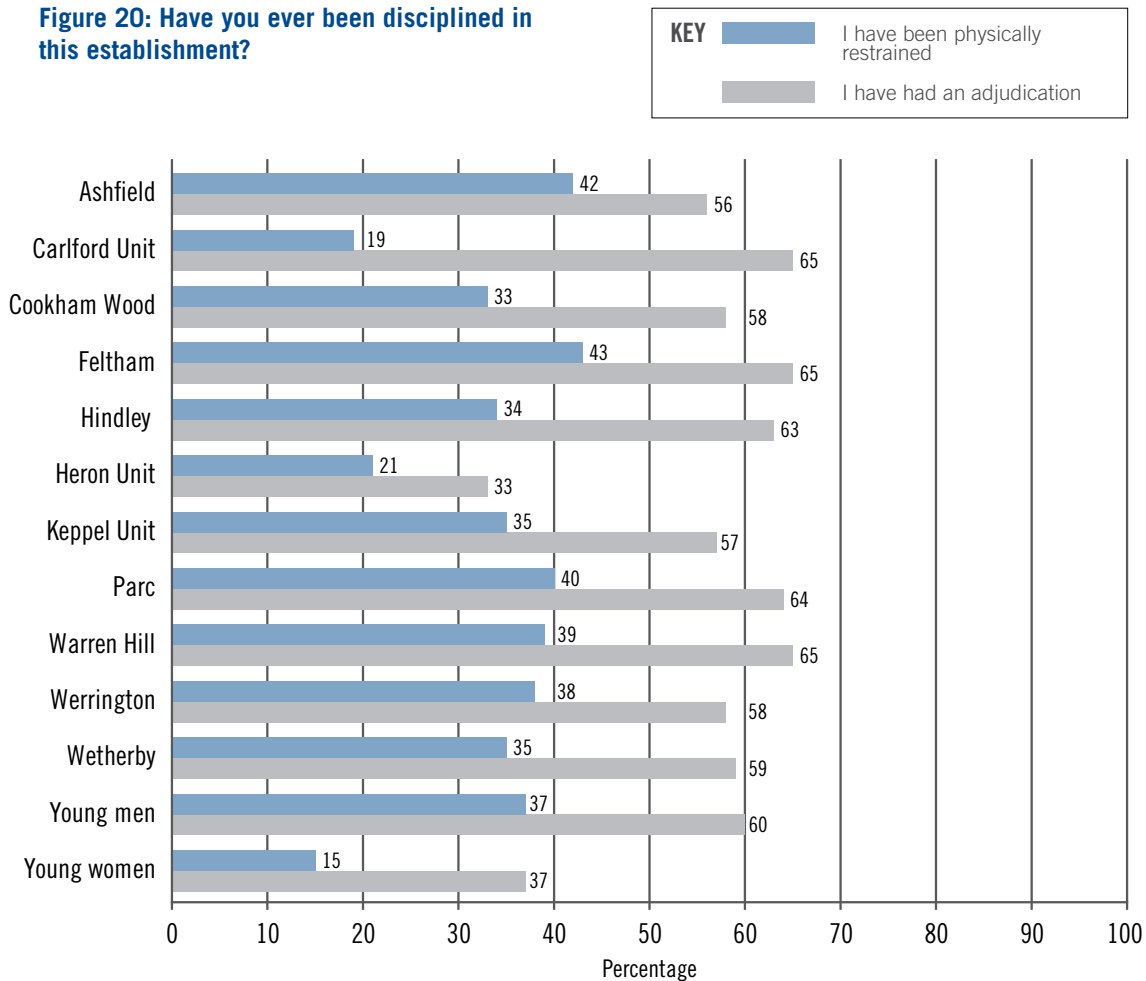
Of all the young men who had received an adjudication, 84% said that the process was explained to them clearly. This was highest at Parc (94%) and lowest at the Heron Unit (67%), where interestingly, the fewest young men told us they had received an adjudication. Conversely, of the non-specialist units, the lowest proportion of young men who felt their adjudication had been properly explained to them was at Warren Hill (79%), one of the establishments with the highest proportion of young men reporting that they had received an adjudication.

Young men who were in custody for the first time were less likely to report having received an adjudication than those who had been in custody before (55% compared with 65%), as were young men on remand compared with those who were sentenced (44% compared with 65%). However, those who were in custody for the first time were less likely to report having had the process clearly explained to them (80% compared with 88%).

Just over a third (37%, n=9) of young women told us that they had an adjudication since arriving at their establishment. Of those young women, two-thirds (67%, n=7) felt that the process had been clearly explained to them.

Over a third (37%) of young men in 2011–12 told us that they had been physically restrained by staff since arriving at the establishment, significantly higher than the 33% who reported this in 2010–11. For the non-specialist units, the highest self-reported incidence of physical restraint was found at Feltham (43%) and Ashfield (42%) and the lowest was at Wetherby (35%), Hindley (34%) and Cookham Wood (33%). Of the specialist units, the highest proportion of young men reporting physical restraint by staff was at the Keppel Unit, where over a third (35%) told us they had experienced this since arriving. The lowest proportion, not only for the specialist units, but also across the estate, was found at the Carlford Unit (19%). A breakdown by establishment of young people's experience of disciplinary procedures is shown in Figure 20.



**Figure 20: Have you ever been disciplined in this establishment?**

Fewer young men on remand told us that they had been physically restrained by a member of staff – 30% compared with 40% of young men who were sentenced.

Twenty-one per cent of young men reported having spent a night in the care and separation unit. Of those young men, 38% felt that they had been treated well or very well, a deterioration since 2010–11, when almost half (49%) of young men had reported this. The poorest perceptions of treatment in the care and separation unit came from Werrington where only 16% of young men felt they had been treated well or very well by staff and the Carlford Unit where no one felt they had been treated well or very well, while the most positive perceptions were found at the Keppel Unit (80%) and Warren Hill (56%).

Fifteen per cent (n=3) of young women told us that they had been physically restrained by a member of staff. Only two young women (9%) reported having been to the care and separation unit but of these, neither reported having been treated well or very well by staff.

## 4.9 Substance misuse

### 4.9.1 Alcohol and drug problems

Thirteen per cent of young men felt they had alcohol problems when they first arrived at their establishment; this ranged from 22% of young men at Parc to 4% at Cookham Wood and 3% of those at the Heron Unit. In total, 42% of the young men who reported having alcohol problems felt they had been helped while at their establishment, which was lower than in 2010–11 (63%). The proportion of individuals who felt they had been helped was highest at the Carlford and Keppel units (both 100%) and at Parc (64%), where there was also the largest number of young men reporting that they had alcohol problems. None of

the young men at Feltham or the Heron Unit felt they had been helped with their alcohol problems.

Just over a third (36%) of young men reported that they had drug problems on arrival at the establishment and 9% told us they felt they had drug problems at the time of the survey. The largest proportion of young men who said they had drug problems on arrival were at Parc (60%) followed by young men at the Keppel Unit (56%); the lowest proportion were at Feltham (18%) and the Heron Unit (0%). Of the young men who considered themselves to have drug problems now, the largest proportion were at Parc (21%) and the lowest were at Warren Hill (2%) and the Carlford Unit (0%).

Of those young men who reported drug problems, 58% told us they had received help for them while at their establishment, fewer than in 2010–11 (66%). In total, 100% of the young men at the Heron Unit who reported having drug problems said that they had received help for them, followed by 86% at the Carlford Unit and 73% at Parc and Warren Hill; only 30% of those at Wetherby who had a drug problem felt that they had been helped.

Fewer young men who were in custody for the first time felt they had drug problems at the time of the survey compared with those who had been in before (7% compared with 11%) and fewer felt they had been helped with their drug problems (54% compared with 63%). Young men on remand were more likely than sentenced young men to report having received help for their drug problems (62% compared with 42%).

Eighteen per cent of all young men reported that it was easy or very easy to get illegal drugs in their establishment. Parc, which had the highest proportion of young men who said that they had drugs problems, also had the most young men reporting that it was easy to obtain illegal drugs in their establishment (35%). The lowest proportion was at Cookham Wood (7%) and the Carlford Unit (0%). Fewer young men on remand said it was easy to get illegal drugs (11% compared with 20% of sentenced young men). This was similar for those who were in custody for the first time (14% compared with 21% of young men who had been in before).

Nineteen per cent (n=4) of young women told us they had alcohol problems on arrival and 80% (n=3) of these said they had received help for this problem. Nineteen per cent (n=4) also told us they had drug problems when they arrived and 7% (n=2) said they still had issues with drugs at the time of the survey. Of these young women, 60% (n=2) reported having received help. Eight per cent (n=2) felt it was easy to get illegal drugs at their establishment.

## Section 5

### Respect

**Children and young people are treated with respect for their human dignity.**

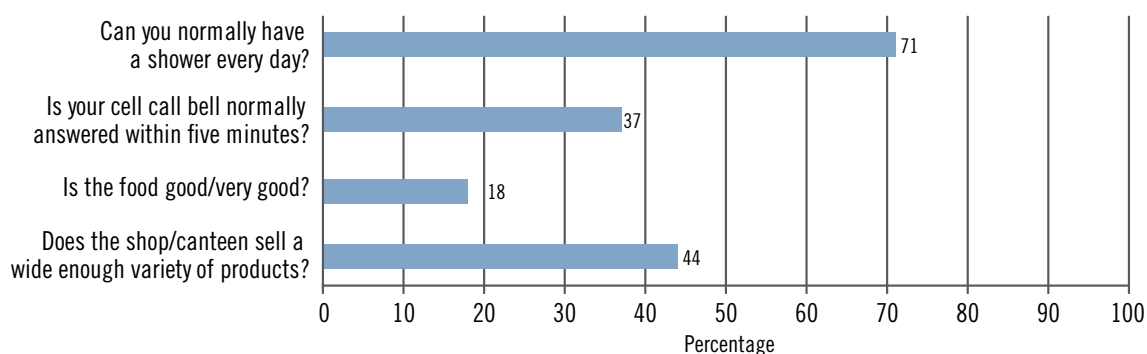
#### 5.1 Residential units

*Expectation: Children and young people live in a safe, clean, decent and stimulating environment within which they are encouraged to develop independent living skills and learn to live in, and participate positively to, the community.*

Young people were asked to tell us about their residential units. Overall, 71% of young men told us that they were able to have a shower every day; however, there was notable variation across the estate. The majority of young men in the specialist units reported having daily access to showers, ranging from 100% of those at the Carlford Unit to 93% of those at the Heron Unit. The non-specialist units were more variable: for the third year in a row, Wetherby had the lowest proportion of young men who said they could shower each day if they wanted to (31%) and for the second year in a row Parc had the highest proportion (96%).

Thirty-seven per cent of young men reported that their cell bell was answered within five minutes but, as above, the proportion of young men reporting this varied dramatically between establishments. Once again, the specialist units had, comparatively, the most positive perceptions, ranging from 74% of young men at the Carlford Unit to 60% of those at the Heron Unit. For the non-specialist units, just 18% of those at Warren Hill and 17% of those at Werrington said their cell bell was answered within five minutes, compared with just over half (51%) of all young men at Ashfield. Young men who were in custody for the first time were more likely than those who had been in custody before to say that their cell bell was answered within five minutes (40% compared with 33%), although this is still low.

Only 18% of all young men surveyed said that the food at their establishment was good or very good, ranging from just 5% at Cookham Wood to 38% at Ashfield. When asked whether the prison shop/canteen sold a wide enough variety of products, fewer than half (44%) of all young men said the selection was satisfactory. However, this varied from over two-thirds of young men at Parc (69%) to just 28% at Werrington and 21% at the Heron Unit. Figure 21 shows young men's perceptions of daily life.

**Figure 21: Young men's perception of daily life**

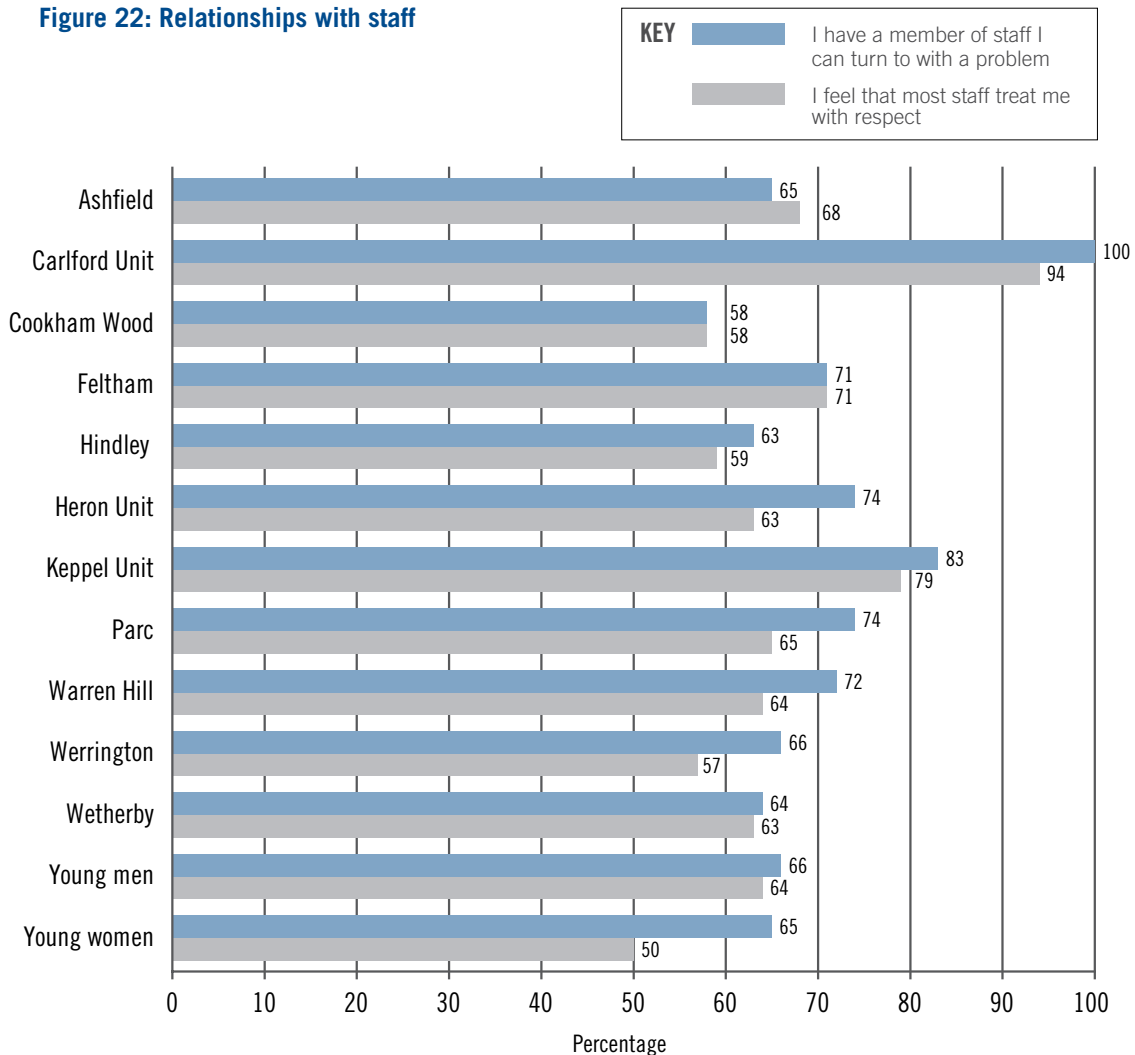
As was found in 2010–11, all (n=25) young women in 2011–12 said they were able to shower every day if they wanted to. Half (50%, n=12) said their cell bell was answered within five minutes and 19% (n=5) said the food at their establishment was good or very good. Over half (59%, n=15) of all young women said the shop/canteen sold a wide enough variety of products.

## 5.2 Relationships between staff and children and young people

*Expectations: Children and young people are treated with care and fairness by all staff, and are expected, encouraged and enabled to take responsibility for their own actions and decisions. Staff have high expectations of all children and young people and have a role in setting appropriate boundaries. They listen, give time and are genuine in their approach.*

Young people were asked about their relationships with staff at their establishment. In total, two-thirds (66%) of young men said they had a member of staff they could turn to if they had a problem. In the non-specialist units, this ranged from almost three-quarters of young men at Parc (74%) to 58% at Cookham Wood. Young men in the specialist units were more positive, with 100% of the young men at the Carlford Unit, 83% at the Keppel Unit and 74% of young men at the Heron Unit saying they had a member of staff to turn to. Overall, 64% said that they felt most staff at their establishment treated them with respect. The least positive responses came from Hindley (59%), Cookham Wood (58%) and Werrington (57%); the most positive responses came from young men at the Carlford Unit, where almost all young men said most staff treated them with respect (94%), and Feltham (71%).

When compared with those who had been sentenced, young men on remand were less likely to report having a member of staff they could turn to (62% compared with 68%). Young men who were in custody for the first time were more likely to report that staff treated them with respect compared with young men who had been in custody before (70% compared with 57%). Young people's perceptions of their relationships with staff at each establishment are shown in Figure 22.

**Figure 22: Relationships with staff**

Only around a third (35%) of young men reported having had a member of staff check on them personally within the last week. Responses ranged from just one-quarter (25%) of young men at Feltham to 80% at the Carlford Unit, 72% at the Keppel Unit and half (50%) of those at Parc.

Almost two-thirds (65%,  $n=15$ ) of young women surveyed said they had a member of staff they could turn to if they had a problem, but only half ( $n=11$ ) said they felt most staff treated them with respect. Sixty-seven per cent ( $n=17$ ) of young women said that a member of staff had checked on them personally in the last week.

### 5.3 Personal officers

*Expectation: A designated officer is the central point of contact and support for each child and young person. This officer takes responsibility for their care and wellbeing by engaging with the child or young person and their network regularly.*

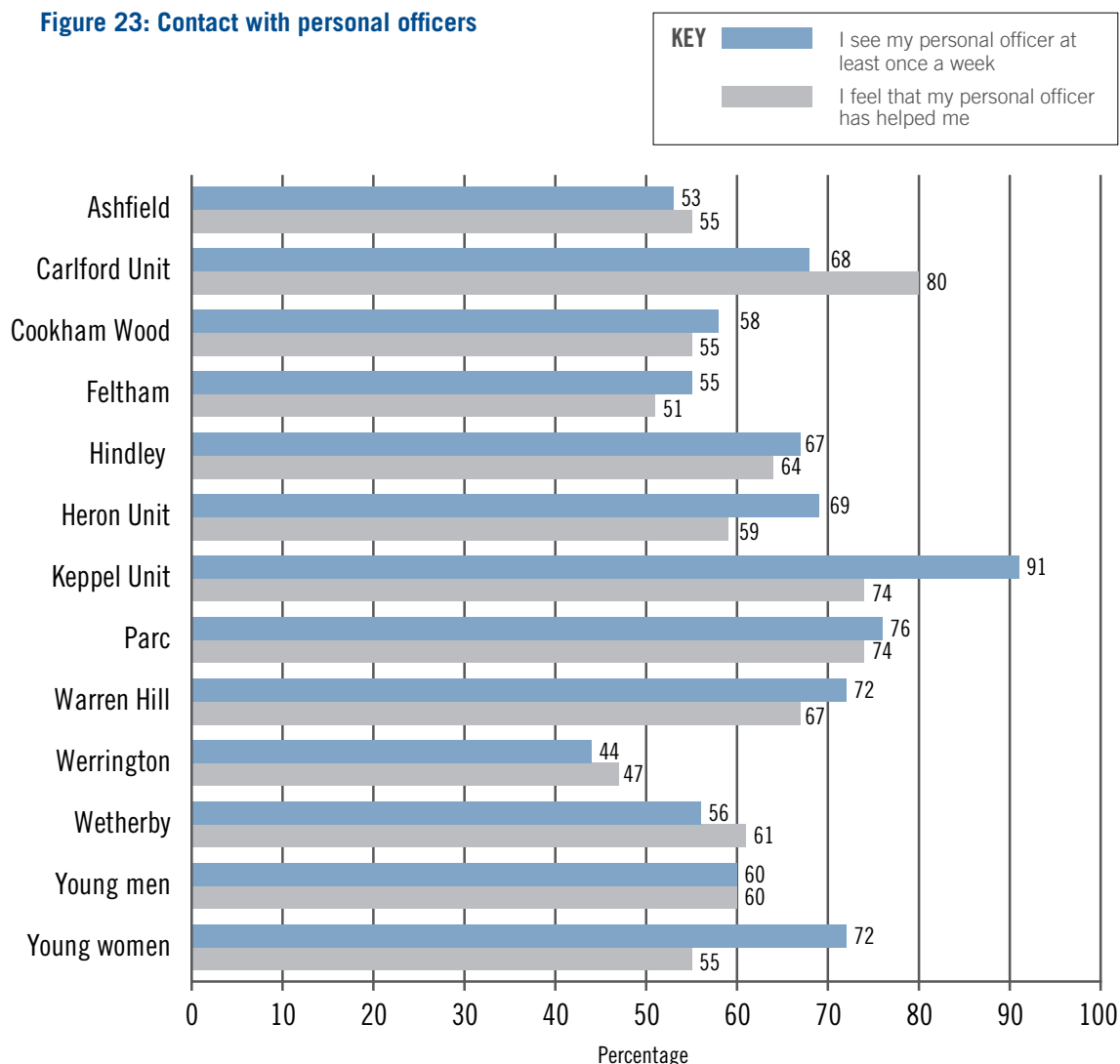
Eighty-three per cent of young men told us they had a personal officer. Of those young men who had met their personal officer, less than half (47%) said they had met them within their first week at the establishment. The highest responses, which were all from the specialist units, were the Keppel Unit (88%), the Heron Unit (69%), the Carlford Unit (67%), followed by Parc (60%) and the lowest response was from Cookham Wood (32%).

The same proportions of young men told us that they saw their personal officer at least once a week and that they felt their personal officer had helped them (both 60%). For the non-specialist units, young men at Werrington had the poorest perceptions on both counts (44% and 47% respectively). With regards to whether they saw their personal officer at least once a week, those at the Keppel Unit reported most positively (91%), followed by Warren Hill (72%), while 80% of young men at the Carlford Unit said that their personal officer had helped them, followed by the Keppel Unit (74%) and again by Warren Hill for the non-specialist units (67%).

Fewer young men who were in custody for the first time said they had met their personal officer within the first week, compared with those who had been in before (44% compared with 51%). Individuals who were unsentenced were less likely to say their personal officer had helped them – 53% compared with 61% of sentenced young men.

Eighty-five per cent (n=20) of young women said they knew who their personal officer was. Fifty-nine per cent (n=12) of young women said that they had met their personal officer within the first week. Almost three-quarters (72%, n=10) reported seeing their personal officer at least once a week, but only around half (55%, n=10) felt that they had been helped by their personal officer. Reported contact with personal officers is displayed in Figure 23.

**Figure 23: Contact with personal officers**



## 5.4 Faith and religious activity

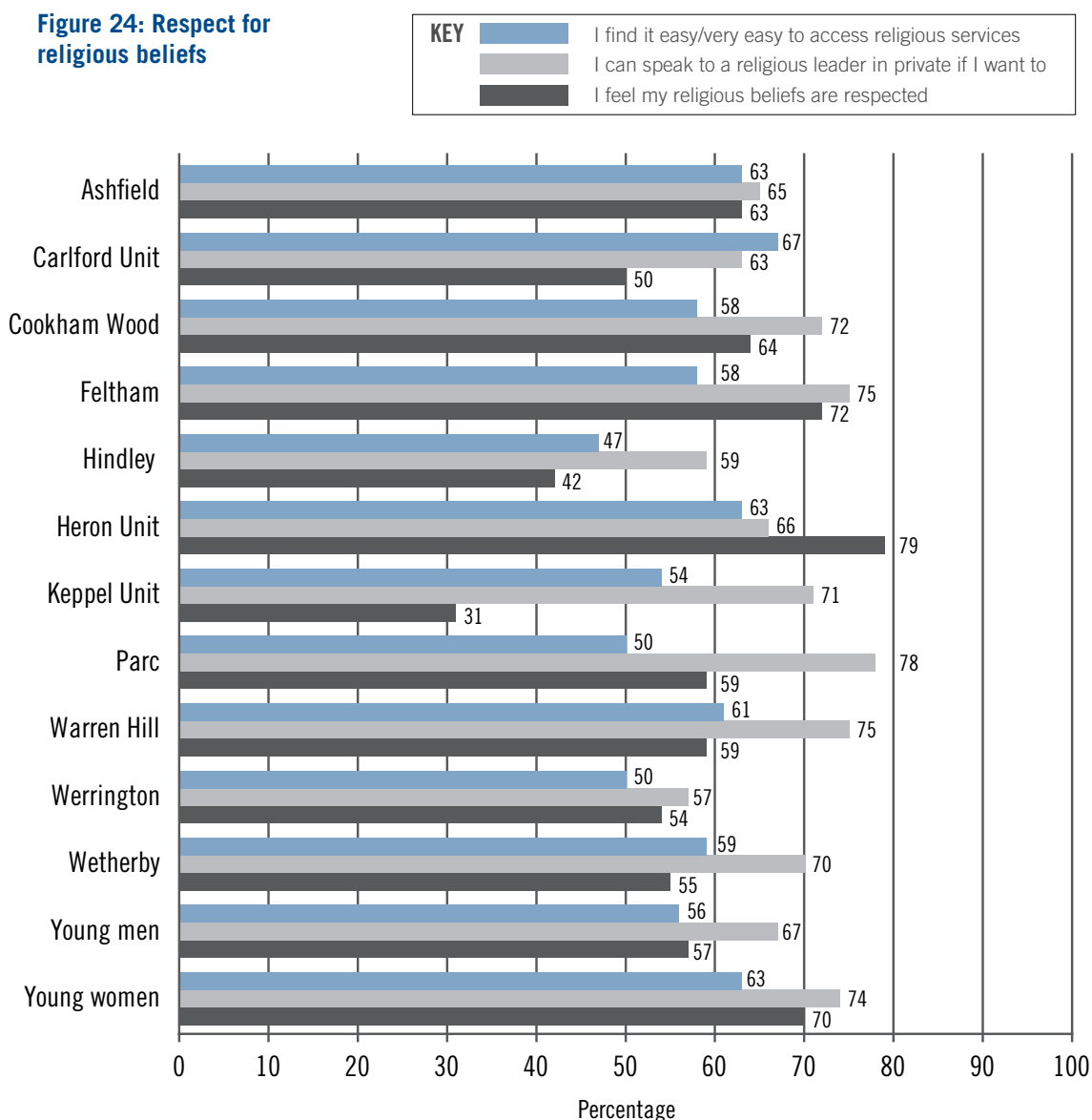
*Expectation: All children and young people are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to the overall care, support and resettlement of all children and young people regardless of faith, including those of no faith.*

Over half (56%) of all young men felt it was easy for them to attend religious services at their establishment. This was reported by just 47% at Hindley and rose to 67% at the Carlford Unit and 63% at Ashfield and the Heron Unit. Fifty-seven per cent of young men felt their religious beliefs were respected. Of the non-specialist units, this proportion was lowest at Hindley (42%) and highest at Feltham (72%). Responses from the specialist units were more extreme and ranged from just 31% at the Keppel Unit to 79% at the Heron Unit. Two-thirds (67%) of young men reported being able to speak with a religious leader in private if they wanted to. Young men at Parc were most likely to report this (78%) and young men at Werrington were least likely (57%).

Young men who were unsentenced were less likely than sentenced young men to report finding it easy or very easy to attend religious services (45% compared with 60%) and also less likely to report being able to speak to a religious leader in private (59% compared with 69%).

Overall, 63% (n=15) of young women told us that they found it easy or very easy to attend religious services and 70% (n=17) felt their religious beliefs were respected. Almost a quarter (74%, n=18) of young women reported being able to speak with a religious leader in private if they wanted to. Figure 24 shows young people's responses to questions surrounding religious beliefs at each establishment.



**Figure 24: Respect for religious beliefs**

## 5.5 Applications and complaints

*Expectation: Applications and complaints are taken seriously as demonstrated by the effective procedures that are in place, which are easy to access and use, with timely responses provided.*

### 5.5.1 Experience of the application system

The majority of young men (87%) knew how to make an application. However, whereas 100% of those at the Carlford Unit, and 94% of those at Cookham Wood, Hindley and Warren Hill knew how to make an application, only 69% of young men at Feltham said the same. Over three-quarters (77%) of young men said that it was easy to make an application, ranging from just 55% at Feltham, to 95% at the Carlford Unit and 89% at Hindley.

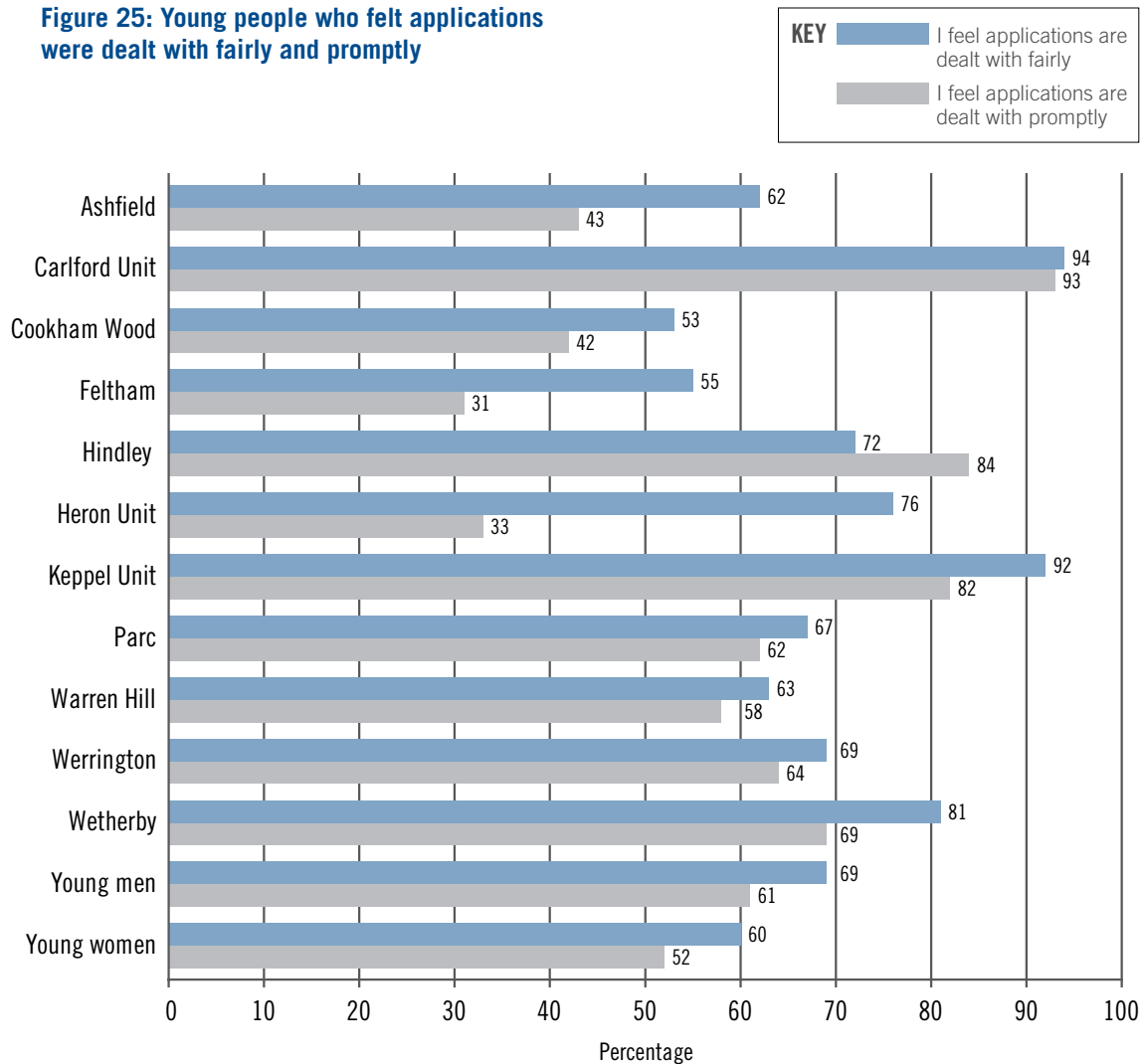
Of those young men who had made an application during their time at the establishment, just over two-thirds (69%) considered them to be dealt with fairly. Perceptions were most positive at the Carlford Unit (94%), the Keppel Unit (92%) and Wetherby (81%) and poorest at Cookham Wood (53%). Sixty-one per cent of all young men who had made an

application felt they were dealt with promptly. This was highest at the Carlford Unit (93%) and Hindley (84%) and lowest at Feltham (31%).

Perceptions of the application system were more negative for young men on remand and those who were in custody for the first time. Young men on remand were less likely than sentenced young men to say that they knew how to make an application (77% compared with 90%), less likely to say that it was easy to make an application (66% compared with 81%) and also less likely to report that applications were dealt with promptly (54% compared with 63%). Similarly, those who were in custody for the first time were less likely than those who had been in custody before to say that they knew how to make an application (83% compared with 91%) and less likely to say it was easy to do so (73% compared with 82%).

The majority (93%, n=23) of young women knew how to make an application and 81% (n=19) said it was easy to do so. Of those young women who had made an application, 60% (n=11) felt that they were dealt with fairly, but only a little over half (52%, n=9) said that they were dealt with promptly. A full breakdown can be seen in Figure 25.

**Figure 25: Young people who felt applications were dealt with fairly and promptly**



### 5.5.2 Experience of the complaints system

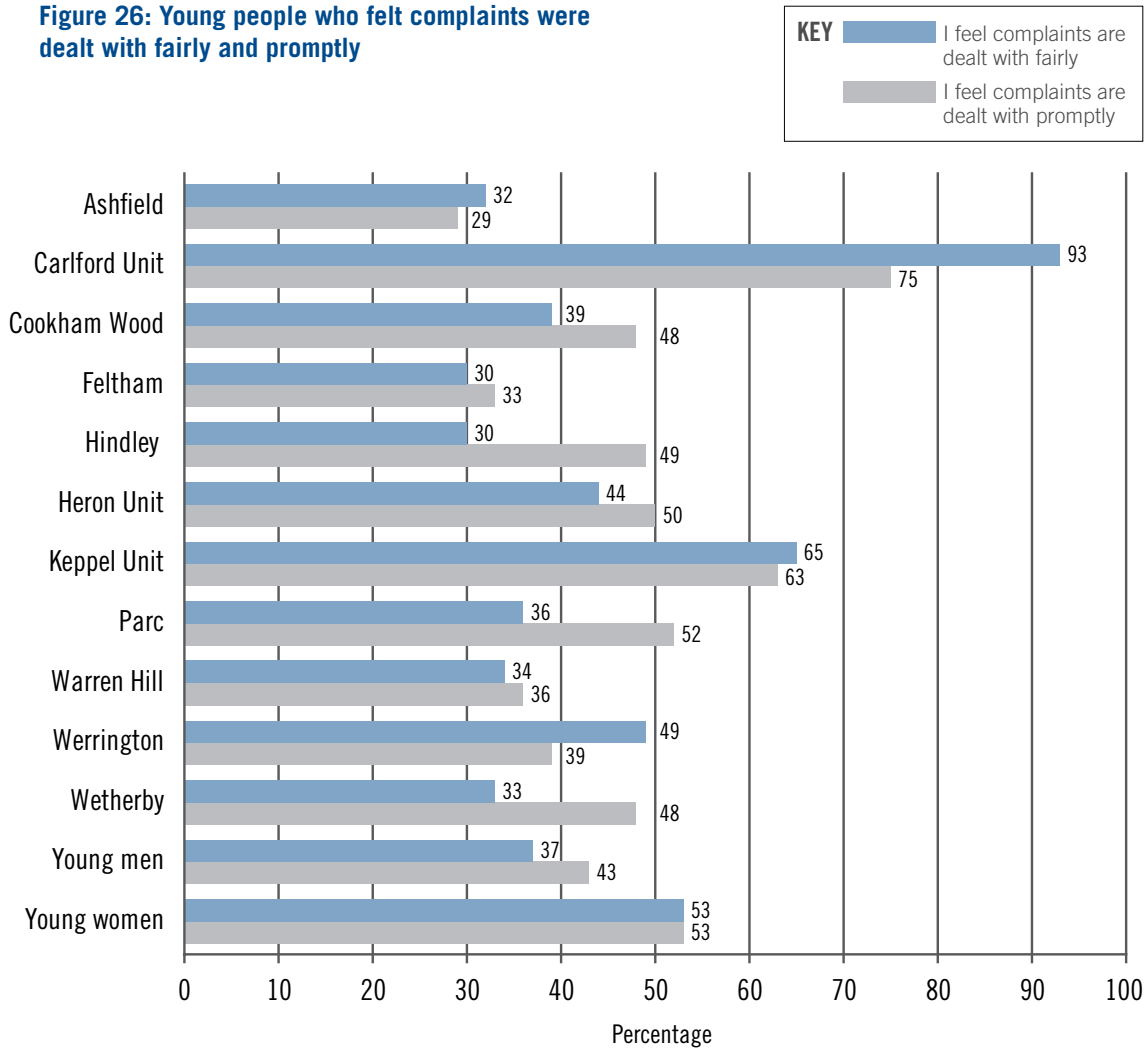
On complaints, 84% of all young men surveyed told us that they knew how to make a complaint, with almost all young men (96%) at Warren Hill reporting this, but only 77% at Feltham and 70% at the Heron Unit. Less than two-thirds (63%) of young men told us that it was easy to make a complaint. Although 80% of the young men at Parc and the Carlford Unit said that making a complaint was easy, this figure was only 53% at Feltham.

Of those who had made a complaint, only 37% felt that it had been dealt with fairly and only 43% that it was sorted out promptly. Although 93% of young men at the Carlford Unit and 65% at the Keppel Unit who had made a complaint felt it was dealt with fairly, when looking at all non-specialist units, this dropped to less than half (49%) of young men at Werrington and was as low as 30% at Feltham and Hindley. Three-quarters (75%) of young men at the Carlford Unit told us that complaints were responded to promptly, followed by 63% at the Keppel Unit and 52% at Parc; the figure was lowest at Ashfield where just 29% of young men reported that complaints were responded to promptly.

Almost a fifth (19%) of young men reported that they had been prevented from making a complaint when they wanted to. Over a quarter (28%) of young men at Werrington said that this was the case, but this was lower at Feltham (13%) and the Heron Unit (11%).

As with applications, those young men who had yet to be sentenced and those who were in custody for the first time reported poorer perceptions of the complaints system. Fewer young men on remand reported knowing how to make a complaint than their sentenced peers (74% compared with 87%) and fewer said that making a complaint was easy (49% compared with 68%). Similarly, those that were in custody for the first time were less likely to know how to make a complaint than those who had been in before (82% compared with 86%) and less likely to say that it was easy (59% compared with 69%).

Of the young women, most (92%, n=22) reported that they knew how to make a complaint and 85% (n=20) said that it was easy to do so. However, only around half (53%, n=8) said that complaints were dealt with fairly and a similar number reported that complaints were dealt with promptly (53%, n=9). Only one young woman (4%) felt that she had been prevented from making a complaint when she wanted to. Young people's perceptions of the complaints system is shown in Figure 26.

**Figure 26: Young people who felt complaints were dealt with fairly and promptly**

### 5.5.3 Access to other services

Young people were asked about whether they were able to speak to certain people when they needed to:

- 33% of young men said that they could speak to a peer mentor or Listener; this was highest at the Keppel Unit (79%), the Carlford Unit (50%) and Warren Hill (47%) and lowest at Feltham (21%).
- 25% of young men told us they could speak with a member of the Independent Monitoring Board (IMB) when they wanted to; this was fewer than in 2010–11 when 29% of young men told us they were able to do so. Across the estate, those at Warren Hill were most likely to report being able to access the IMB (51%) and those at Parc were the least likely (16%).
- 35% said they could talk to an advocate when they needed to. This was highest at the Keppel Unit (69%), the Carlford Unit (50%) and Parc (49%), and lowest at Feltham (15%) and the Heron Unit (13%).

Young men on remand were significantly less likely to report being able to access any of these people compared with those who were sentenced: only 26% reported that they could access a peer mentor or Listener (compared with 35% of sentenced young men), only 17% reported that they could access the IMB (compared with 28%) and just 28% told us they could speak to an advocate (compared with 37%).

A similar pattern was visible for young men who were in custody for the first time. Twenty-two per cent of those in for the first time told us they could speak to the IMB, compared with 30% of those who had been in before, and 31% reported that they could talk to an advocate, compared with 40% of those who had been in custody previously.

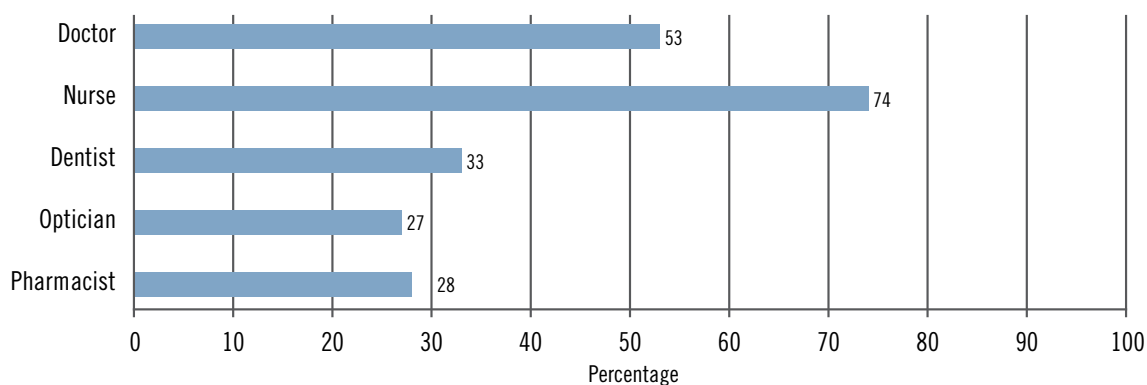
For young women, 44% (n=11) told us they could access a peer mentor or Listener, 26% (n=6) said they could speak to the IMB and 62% (n=15) reported that they could access an advocate.

## 5.6 Health services

*Expectation: Children and young people are cared for by a health service that assesses and meets their health needs while in custody and which promotes continuity of health and social care on release. The standard of health services provided is equivalent to that which children and young people could expect to receive in the community.*

When young men were asked about their access to health services, 63% reported that they had had a full health assessment on the day of their arrival. This ranged from three-quarters (75%) of young men reporting this at Cookham Wood to 46% of young men at Warren Hill and the Carlford Unit. Of those young men who had been to health services, 62% stated that the overall quality of health services at their establishment was good or very good. Young men were also asked about how easy they found it to access each different health service; the results are shown in Figure 27.

**Figure 27: Young men who found it easy to access health services**



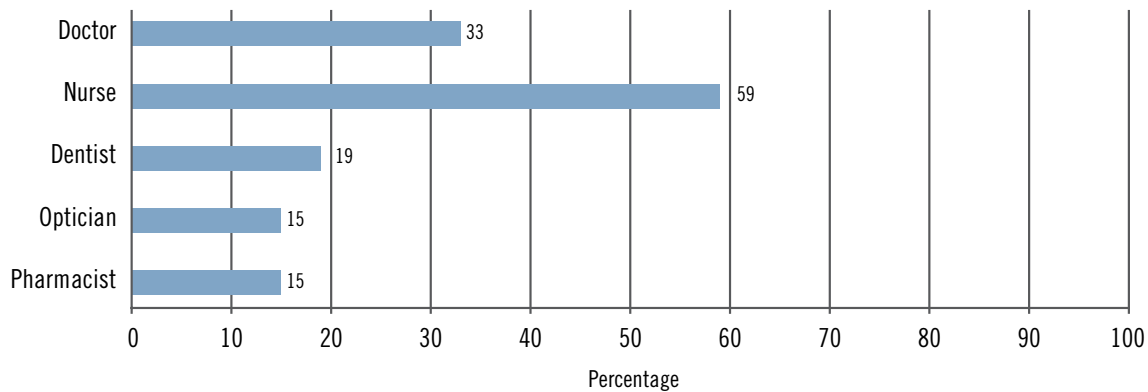
Fifty-five per cent of young men said they were taking medication at the time of the survey. Of the young men who said they were taking medication, 35% said they could retain possession of it in their cell, ranging from 70% at the Carlford Unit, 65% at the Keppel Unit and 51% at Warren Hill to 17% at Parc and 8% at the Heron Unit.

The perceptions of young men on remand were significantly poorer for each area of health services than those who were sentenced: fewer young men on remand said that it was easy or very easy to access the doctor, nurse, dentist, optician and pharmacist, compared with young men who were sentenced. Young men on remand were also less likely than sentenced young men to say that the health services in their establishment were good or very good (56% compared with 64%).

Only 59% (n=15) of young women said they had received a health assessment on the day of their arrival, a notable deterioration since 87% (n=33) of those reporting it in 2010–11. Sixty-three per cent (n=16) of young women who had been to health services thought the quality was good or very good. A third (33%, n=8) of young women rated it as easy or very

easy to access the doctor and 59% (n=15) said it was easy or very easy to see the nurse (less than the 85%, n=32 in 2010–11). The number of young women who found it easy to access the various branches of health services can be seen in Figure 28.

**Figure 28: Young women who found it easy to access health services**



Three-quarters (75%, n=19) of all young women told us that they were taking medication. Of these young women, 21% (n=4) told us they were allowed to keep this in their cell.

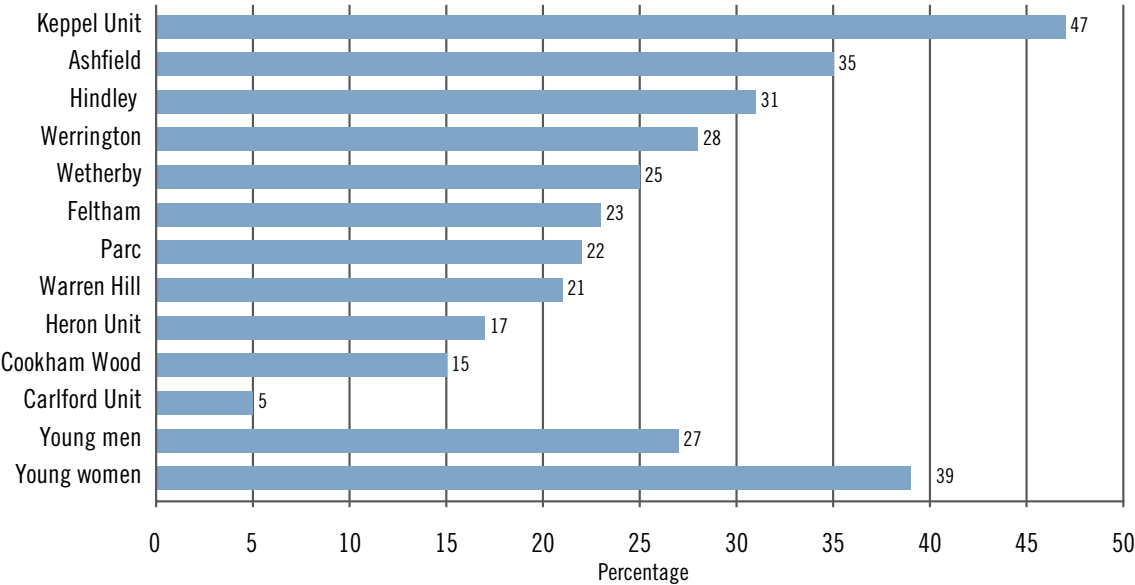
### 5.6.1 Mental health

Twenty-seven per cent of all young men stated that they felt they had emotional or mental health problems, significantly worse than in 2010–11 (21%). Of those who said they experienced mental health problems, half reported that they were being helped with them by someone in the establishment. In the specialist units, the number of those who reported having mental health problems was highest at the Keppel Unit (47%) and lowest at the Carlford Unit (5%). Similarly, the greatest proportion of young men who felt they were being helped was at the Keppel Unit (81%) and lowest at the Carlford Unit (0%). For the non-specialist units, self-reported incidence of mental health problems was highest at Ashfield (35%) and lowest at Cookham Wood (15%). Conversely, although Cookham Wood had the lowest proportion of young men reporting mental health problems, it had the largest proportion of young men who said they were being helped with them (65%). Feltham had the lowest proportion of young men who said they were being helped (36%).

Thirty-nine per cent (n=9) of young women felt that they had emotional or mental health problems and, of those, 80% (n=7) told us that they were receiving help with them.

The proportion of young people who reported having emotional or mental health issues is shown in Figure 29.

Figure 29: Young people who reported having emotional or mental health problems





## Section 6

### Purposeful activity

**Children and young people are able, and expected to, engage in activity that is likely to benefit them.**

#### 6.1 Learning and skills

*Expectation: Learning and skills are central to the regime of the establishment and all children and young people are engaged in good quality provision that meets their individual needs and enables them to achieve their full potential.*

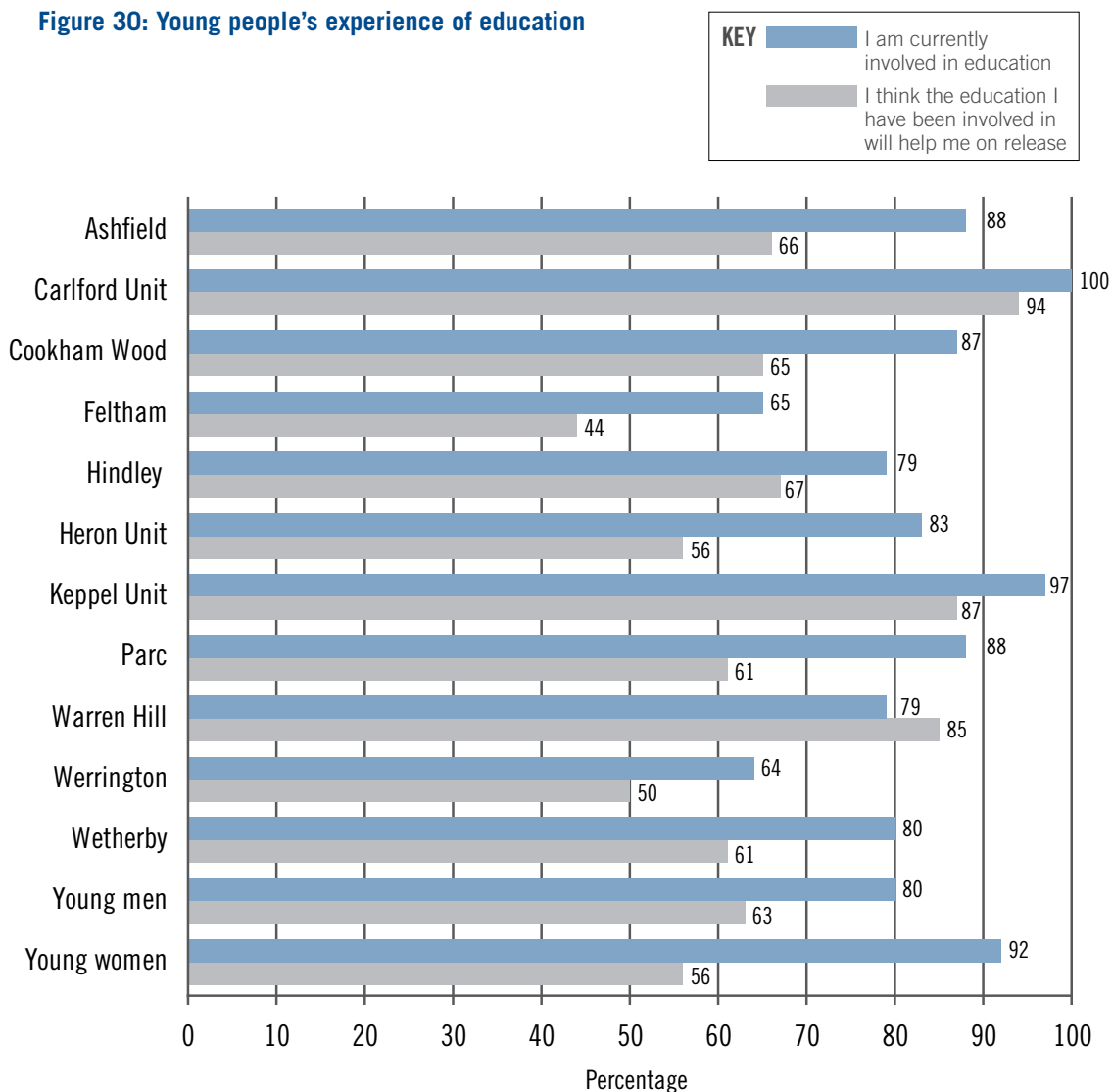
##### 6.1.1 Are you taking part in education?

At the time of the survey, 80% of all young men told us they were taking part in education; this was an improvement on 2010–11 (74%). Self-reported involvement levels for education were highest at the Carlford Unit (100%), followed by the Keppel Unit (97%), then Parc and Ashfield (both 88%). Levels were lowest at Werrington where only 64% of young men told us they were taking part in education.

Of the young men who reported that they had taken part in education at some point during their time at the establishment, only 63% felt it would help them when they were released. Perceptions were most positive at the Carlford Unit (94%), the Keppel Unit (87%) and Warren Hill (85%), and most negative at Feltham (44%). As in 2010–11, more young men who were in custody for the first time told us they were involved in education at the time of the survey, compared with young men who had been in custody before (83% compared with 76%); they were also more likely to say that they felt this education would help them on release (66% compared with 60%).

The majority of young women were involved in education at the time of the survey (92%, n=22), however, only 56% (n=13) of these young women felt that this would help them on release.

Figure 30 shows the proportion of individuals who were taking part in education and the proportion who felt it would help them on release.

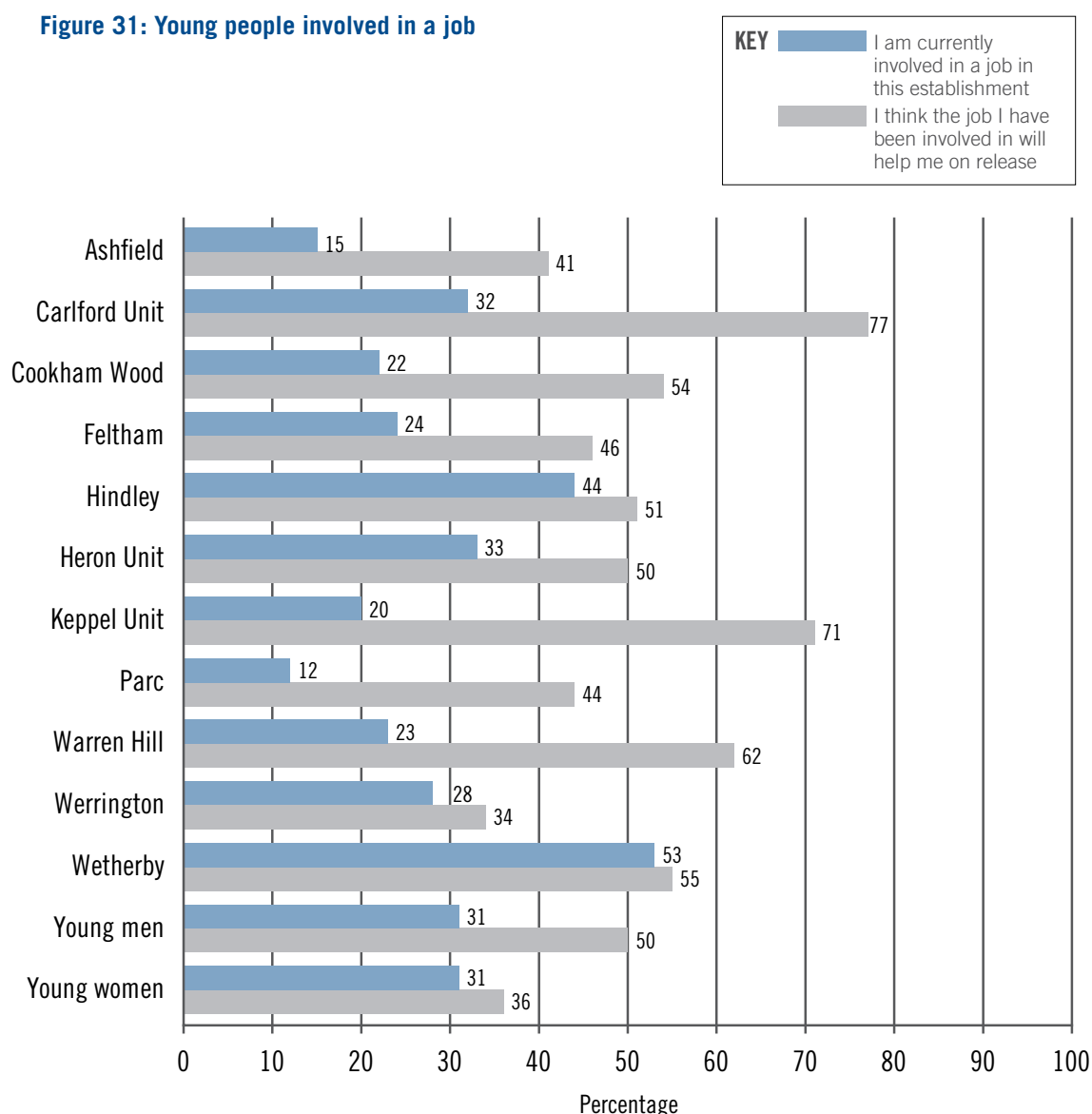
**Figure 30: Young people's experience of education**

### 6.1.2 Do you have a job here?

Thirty-one per cent of young men told us they had a job within the establishment at the time of the survey; this ranged from over half (53%) of the young men at Wetherby to just 12% at Parc. Only half of those who said they had been involved in a job at their establishment reported that this would help them upon release, worse than in 2010–11 (56%). Across the estate, young men at the Carlford Unit (77%), the Keppel Unit (71%) and Warren Hill (62%) were most likely to say that this would help them upon release, while young men at Werrington (34%) were the least likely. Young men on remand were less likely to report being involved in a job, 23% compared with 34% of sentenced young men.

Thirty-one per cent (n=7) of young women told us they were involved in a job in their establishment. Of those who had taken part in a job at some point, 36% (n=4) felt it would help them on release.

Figure 31 illustrates the proportion of young people who were involved in a job at the time of the survey and the proportion of those who said it would help them upon release.

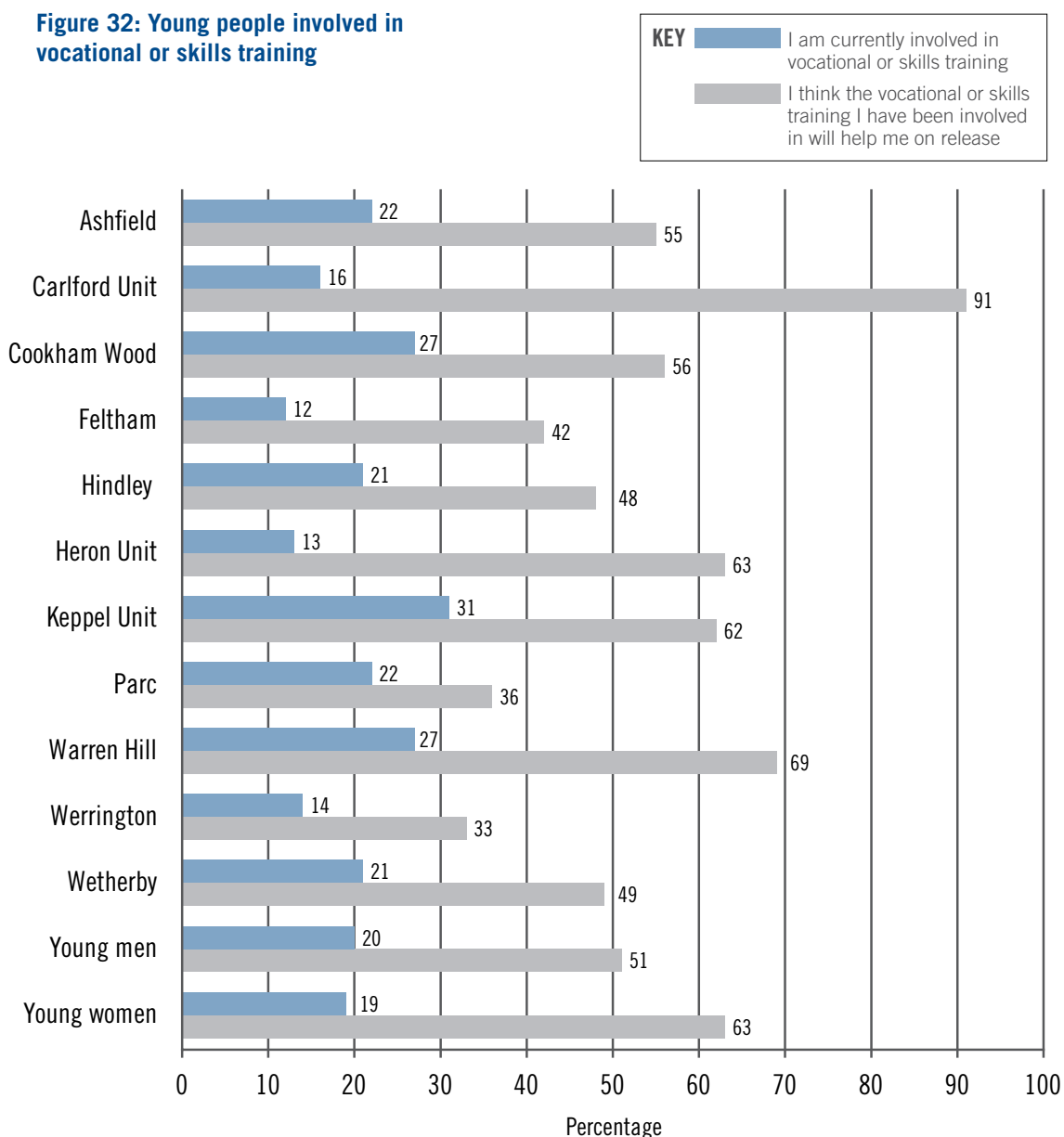
**Figure 31: Young people involved in a job**

### 6.1.3 Are you taking part in vocational or skills training?

When the survey was conducted, 20% of young men reported being involved in vocational or skills training. The largest proportions of young men reporting they were involved in vocational or skills training were at the Keppel Unit (31%) followed by Cookham Wood and Warren Hill (both 27%); the smallest proportion was at Feltham (12%). Half (51%) of all young men who had taken part in vocational or skills training at some point during their detention felt that it would help them on release, fewer than in 2010–11 (56%). This ranged from 91% at the Carlford Unit and 69% at Warren Hill, to 33% at Werrington. Young men on remand were less likely than those who were sentenced to say that they were involved in vocational skills or training (16% compared with 22%).

For young women, 19% (n=5) told us they were involved in vocational or skills training. Sixty-three (n=5) of those who had taken part in this training at some point during their detention felt it would help them on release.

The proportion of young people who reported that they were involved in vocational or skills training and the proportion who said this training would help on release is illustrated in Figure 32.

**Figure 32: Young people involved in vocational or skills training****6.1.4 Are you taking part in offending behaviour programmes?**

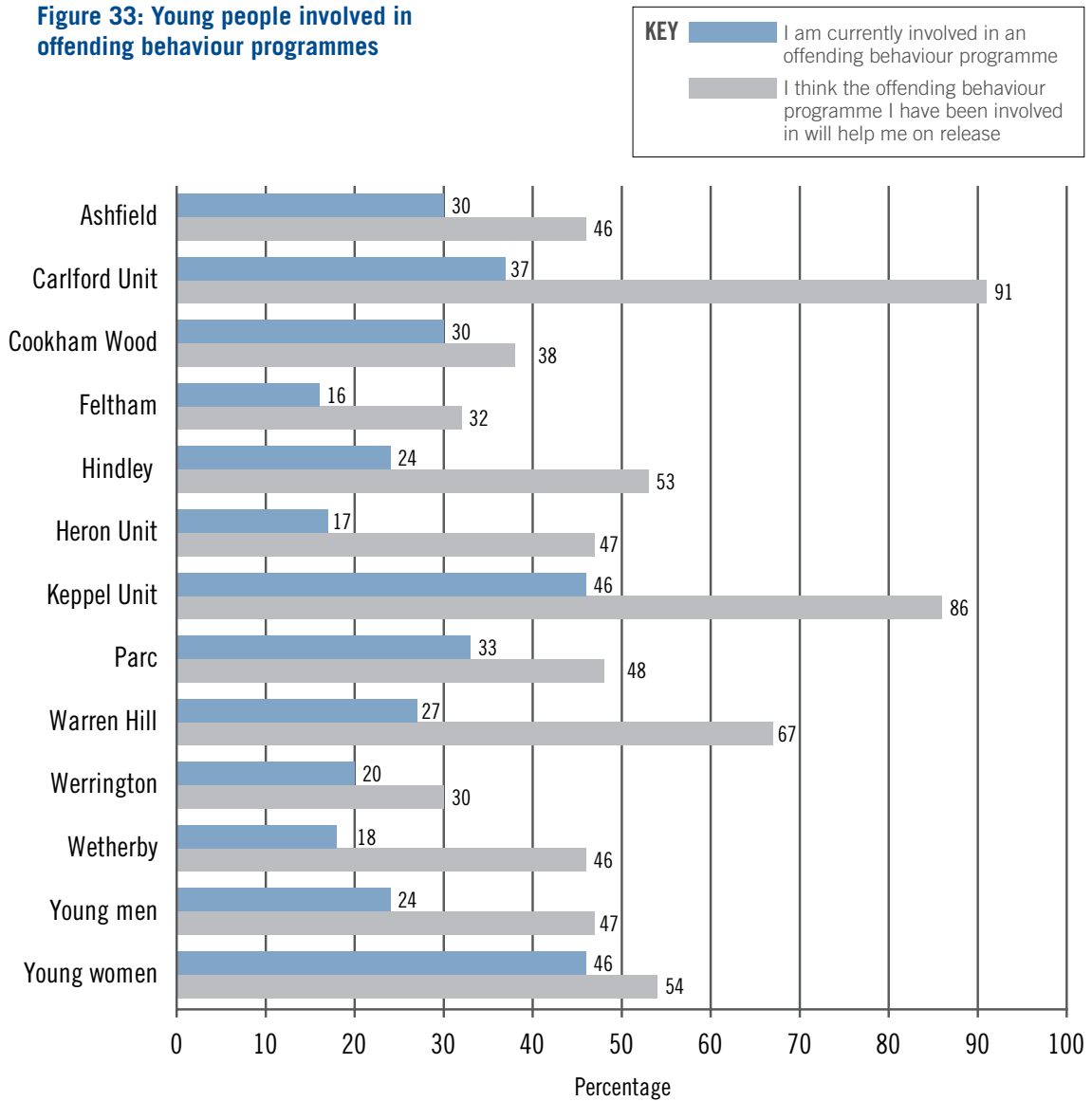
Almost a quarter (24%) of all young men said that they were taking part in an offending behaviour programme at the time of the survey. This ranged from 46% at the Keppel Unit, 37% at the Carlford Unit and 33% at Parc to 16% of the young men at Feltham. Of those who had taken part in offending behaviour programmes at some point during their detention, 47% said that these would be helpful upon release. Responses were most positive from young men at the Carlford Unit (91%), the Keppel Unit (86%) and Warren Hill (67%), and least positive at Werrington (30%).

As with the involvement in a job and vocational or skills training responses, fewer young men on remand said they were involved in offending behaviour programmes than sentenced young men (14% compared with 28%). Of those who had been involved in an offending behaviour programme at some point, fewer young men on remand said this would be helpful on release: 38% compared with 50% of those who were sentenced.

Forty-six per cent (n=11) of young women reported that they were involved in offending behaviour programmes at the time of the survey. Fifty-four per cent (n=6) of all young women who had taken part in an offending behaviour programme at their establishment

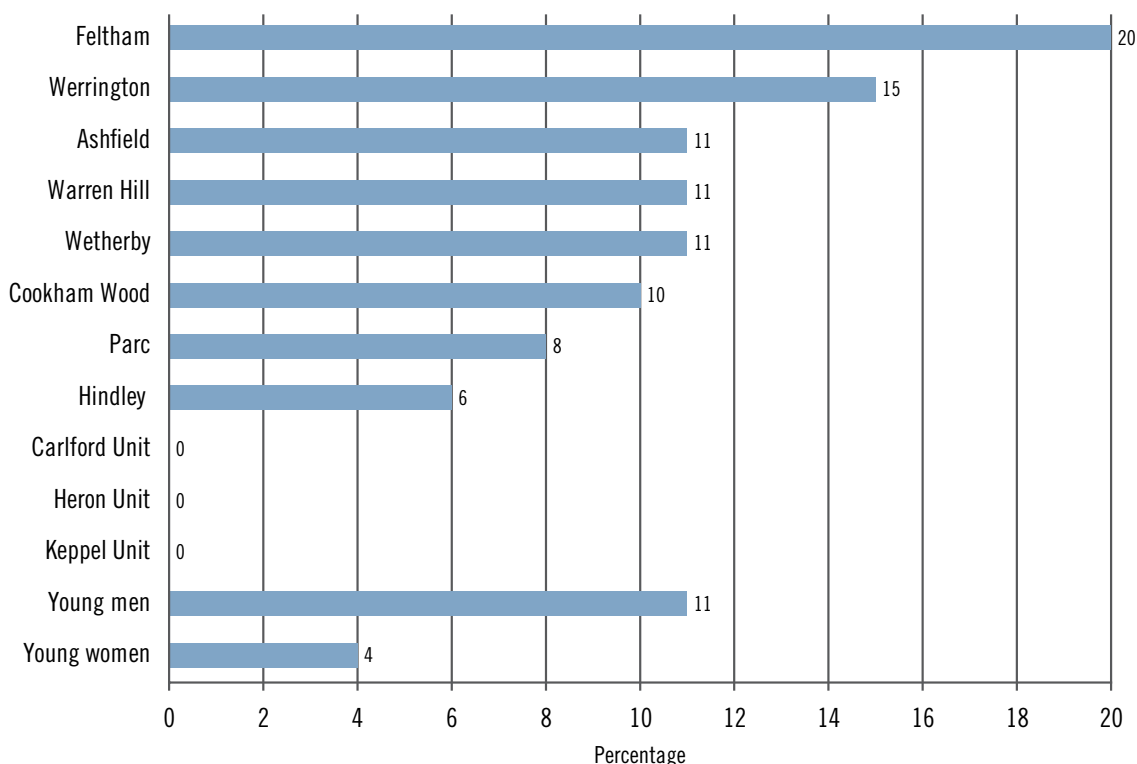
said that this would be useful on release. Figure 33 shows the proportion of young people involved in offending behaviour programmes and whether they thought these would be helpful on release.

**Figure 33: Young people involved in offending behaviour programmes**



#### 6.1.5 Are you taking part in any activity?

Eleven per cent of young men reported not being involved in a job at the time of the survey, or taking part in education, vocational or training skills or offending behaviour programmes. Just one young woman said that she was not involved in any of these activities at the time of the survey. Figure 34 shows the proportion of young people at each establishment who were not taking part in any form of activity at the time of the survey.

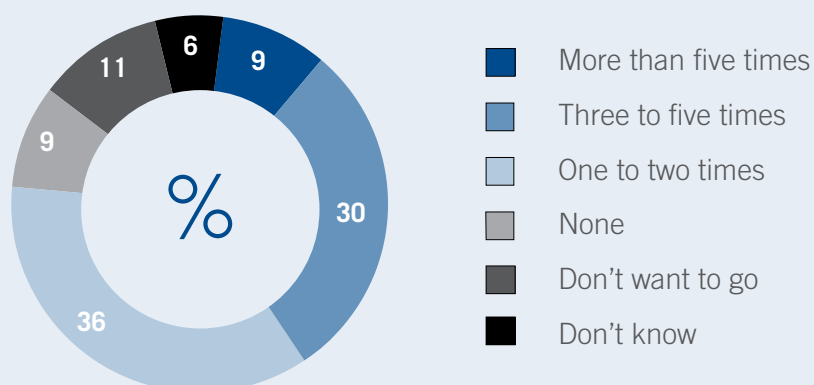
**Figure 34: Young people not involved in an activity at the time of the survey**

## 6.2 Physical education and health promotion

*Expectation: PE is central to helping children and young people to become confident individuals, maintain a healthy lifestyle, use spare time constructively, develop skills and gain qualifications while in custody and on release back into the community. PE is enjoyable and inclusive for all, regardless of ability or previous experience. Programmes contain a variety of activities to meet the needs and interests of all children and young people.*

### 6.2.1 How often do you go to the gym?

Overall, 9% of young men said they went to the gym more than five times a week. Responses varied across the estate, from 20% of young men at Hindley to none of those at Parc. A full breakdown of the number of times per week young men said they had access to the gym is provided in Figure 35.

**Figure 35: Young men – how many times do you go to the gym each week?**

Just 7% of young men who were in custody for the first time told us they went to the gym five or more times per week, compared with 11% of young men who had been in custody before.

Only 15% (n=4) of young women said they went to the gym five or more times each week, which was fewer than in 2010–11 when almost half of all young women reported this (44%, n=17).

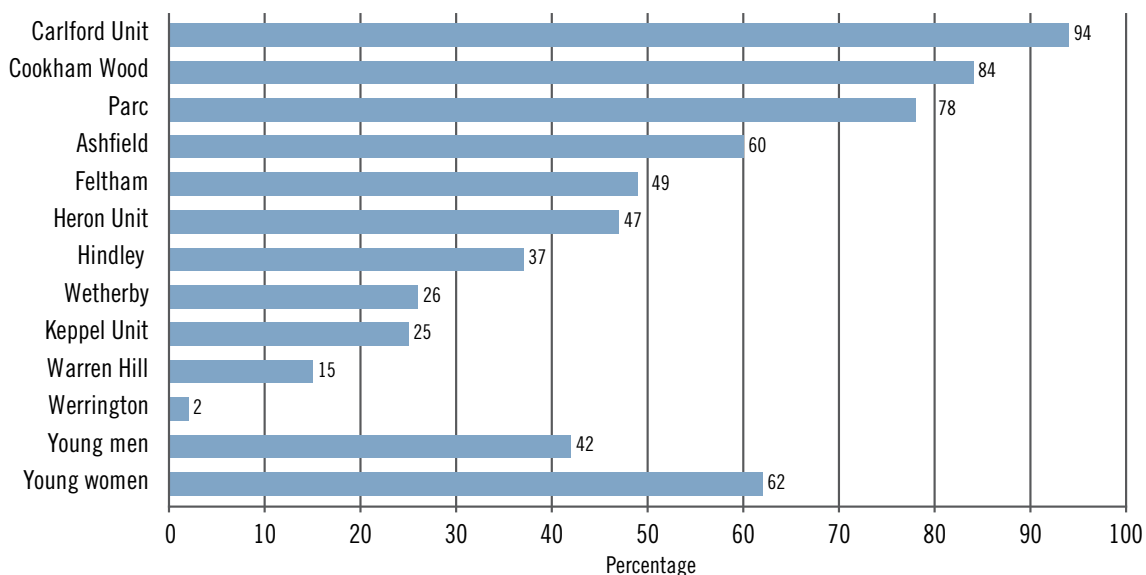
### 6.2.2 Can you go outside for exercise daily?

Forty-two per cent of young men told us that they could go outside for exercise each day, although the differences between establishments were marked: 94% of the young men at the Carlford Unit and 84% at Cookham Wood reported that they could usually go outside every day, compared with just 2% at Werrington.

Of the young women we surveyed in 2011–12, 62% (n=15) told us they could go outside for exercise each day, a deterioration since 2010–11 when 88% (n=33) reported this.

The different proportions of young people who reported that they could access outside exercise each day is illustrated in Figure 36.

**Figure 36: Young people who told us they could exercise outside daily**



## 6.3 Time out of cell

*Expectation: All children and young people are actively enabled and encouraged to engage in out of cell activities, and they are offered a timetable of regular and varied events.*

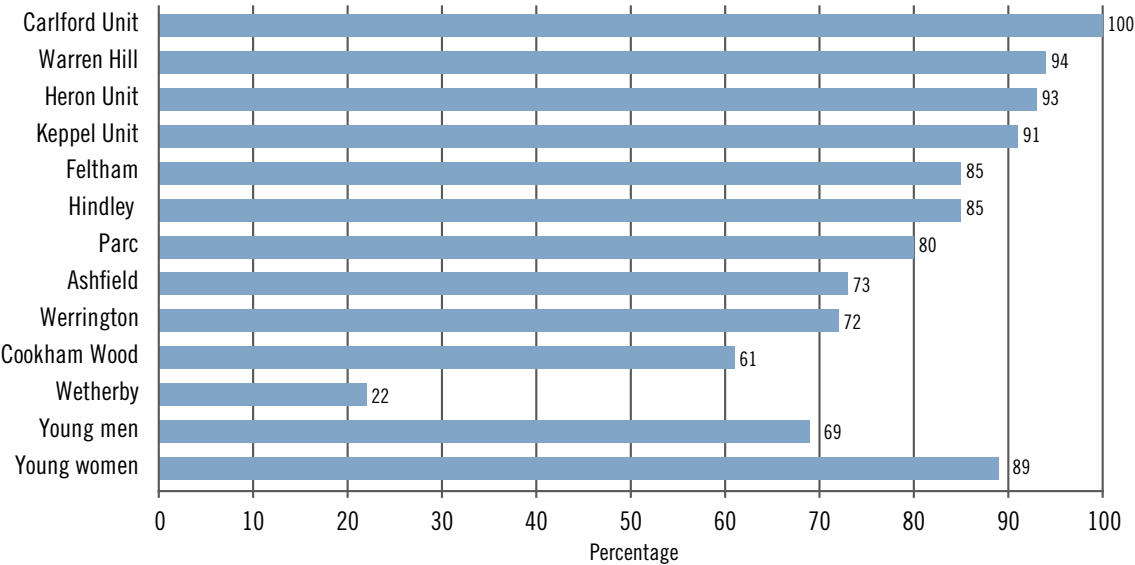
### 6.3.1 Association

Sixty-nine per cent of all young men surveyed reported being able to have association every day. Those in specialist units generally gave the highest responses, ranging from 100% at the Carlford Unit to 91% at the Keppel Unit. Young men surveyed in the non-specialist units showed greater variability but responses generally ranged from 94% at Warren Hill to 61% at Cookham Wood; the exception to the rule was Wetherby, where just 22% of young men said that they were able to have association every day.

Eighty-nine per cent (n=21) of young women said they usually had association every day.

For a breakdown by establishment, see Figure 37.

Figure 37: Young people who told us they had association every day





## Section 7 Resettlement

**Children and young people are prepared for their release into the community and helped to reduce the likelihood of reoffending.**

### 7.1 Contact with the outside world

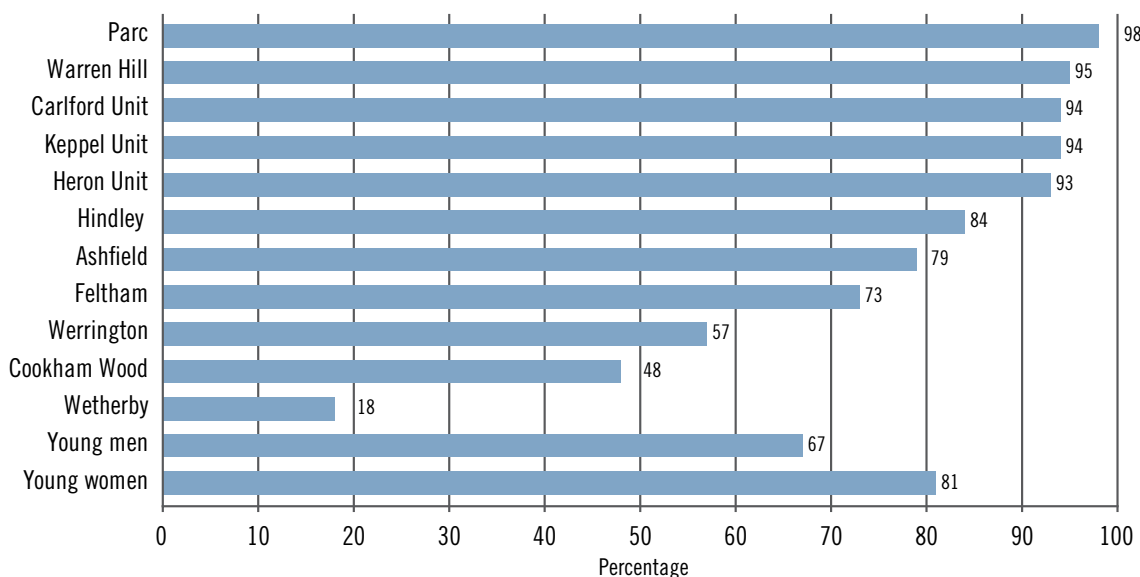
*Expectation: Children and young people are helped and encouraged to contact family and friends through regular access to mail, telephones and visits in order to develop, maintain and strengthen relationships.*

#### 7.1.1 Are you able to use the telephone daily?

Two-thirds (67%) of young men said they were able to use the telephone every day. As was found in the previous two reporting periods, Wetherby had the lowest proportion, with just 18% saying they could use the telephone each day and Parc had the largest proportion (98%). The proportion of young people at each establishment who said they were able to use the telephone each day is shown in Figure 38.

Of all young women surveyed, 81% (n=19) said they were able to use the telephone every day.

**Figure 38: Young people who said they could access the telephone every day**



#### 7.1.2 Have you had any problems with sending or receiving letters or parcels?

Overall, 43% of young men said they had experienced problems with sending or receiving letters or parcels. This issue was most prevalent at Cookham Wood, with 56% of young men saying they had experienced difficulty, and least prevalent at Hindley (37%).

Young men who were in custody for the first time were more likely to report having experienced problems in this area: 46% compared with 40% of young men who had been in before.

For young women, 42% (n=10) had experienced problems with sending or receiving mail.

#### 7.1.3 Is it easy for you to get visits here?

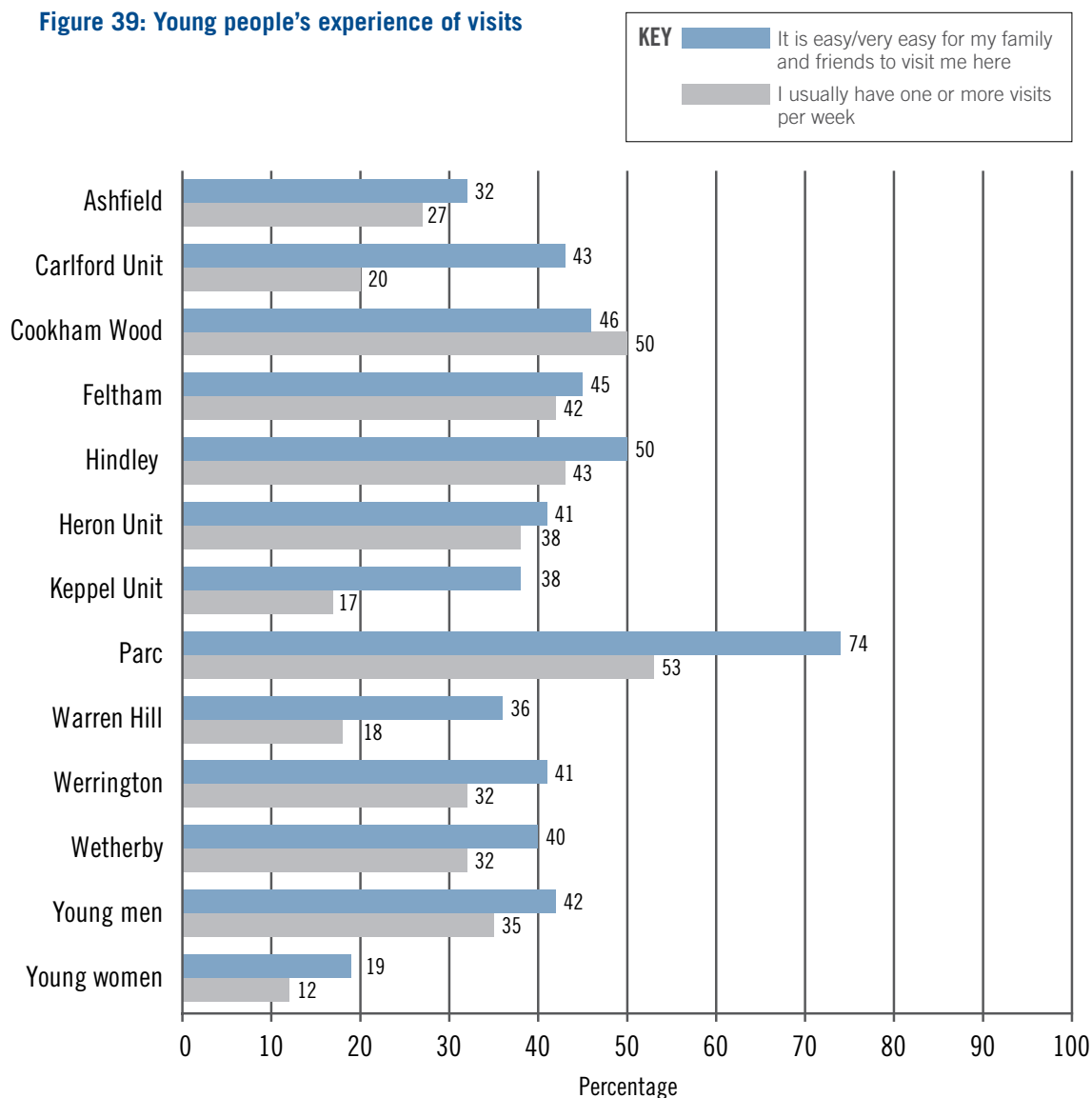
Forty-two per cent of young men said it was easy or very easy for their family to visit them at their current establishment, ranging from 74% at Parc to 32% at Ashfield. Just over a third (35%) of young men told us they usually had one or more visits from family or friends each

week. Once again, this was highest at Parc (53%) but lowest at Warren Hill (18%) and the Keppel Unit (17%). Overall, 42% of young men said that their visits usually started on time; this was highest at Parc (67%) and lowest at Werrington (25%). Overall, 43% of young men said they felt their visitors were treated well or very well by members of staff at their establishments, ranging from 85% at the Carlford Unit and 63% at Parc to just over a third at Warren Hill and Werrington (36%).

Only 19% (n=5) of young women across the estate said it was easy for their family to visit them and only 12% (n=3) told us that they usually received one or more visits per week. Just 12% (n=3) said that their visits normally started on time and only 16% (n=4) perceived that their visitors were treated well by staff, a deterioration from the 54% (n=20) who reported this in 2010–11.

Young people's experience of visits at their current establishment is shown in Figure 39.

**Figure 39: Young people's experience of visits**



Across the estate, 3% of young men said that they did not receive visits at all. Eight per cent (n=2) of young women said that they did not receive visits.

More young men in custody for the first time said they usually received one or more visits per week, 41% compared with 29% of young men who had been in before. They were also more likely to report that their family were treated well by visits staff (47% compared with 39%). Young men on remand were less likely than sentenced young men to say their visits started on time (35% compared with 44%).

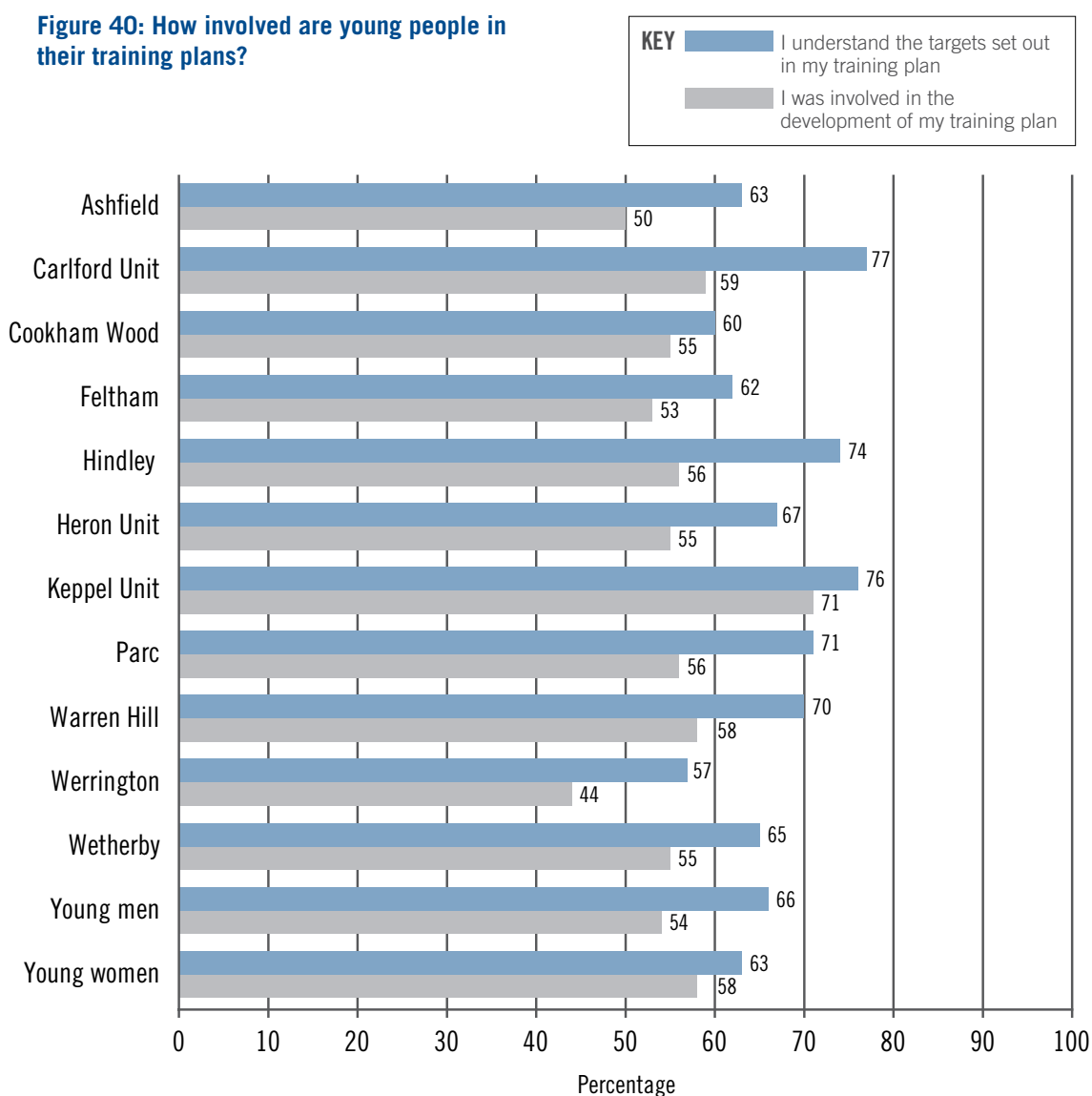
## 7.2 Training planning and remand management

*Expectation: Planning for a child or young person's release starts upon arrival. All children and young people contribute to the development of their own training or remand management plan, which is based on an individual assessment of risks and needs. The plan is a product of collaboration between the establishment, the young person, their parents or carers and their youth offending team. The plan is reviewed regularly and implemented throughout and after their time in custody to ensure a seamless transition to the community.*

In total, 49% of all young men told us that they had a training, sentence or remand plan. This ranged from 78% at the Keppel Unit, 73% at the Carlford Unit and 57% at the Heron Unit and Hindley to 26% of those at Feltham. Of those who said they had a training, sentence or remand plan, 54% felt that they had been involved in its development and two-thirds (66%) of young men said they understood the targets set out in their plan. Across the estate, the proportion of young men who said they had been involved in the development of their plan was highest at the Keppel Unit (71%), followed by the Carlford Unit (59%) and Warren Hill (58%), and lowest at Werrington (44%). Werrington also had the lowest number of young men who said they understood their targets (57%); Hindley (74%), the Keppel Unit (76%) and the Carlford Unit (77%) had the highest.

Young men who were in custody for the first time were more likely to report having felt involved in the development of their plan (58%), compared with only half (50%) of young men who had been in custody before. Young men on remand had significantly poorer perceptions of training planning than those who were sentenced. Remanded young men were far less likely to report that they had a training, sentence or remand plan (28% compared with 56% of sentenced young men), less likely to report feeling involved in its development (45% compared with 55%) and less likely to say they understood their targets (51% compared with 69%).

Less than half (46%, n=11) of all young women told us they had a training, sentence or remand plan and a further 33% (n=8) said they did not know. Fifty-eight per cent (n=10) said they were involved in the development of the plan and 63% (n=11) said they understood the targets that were set. For a breakdown by establishment, see Figure 40.

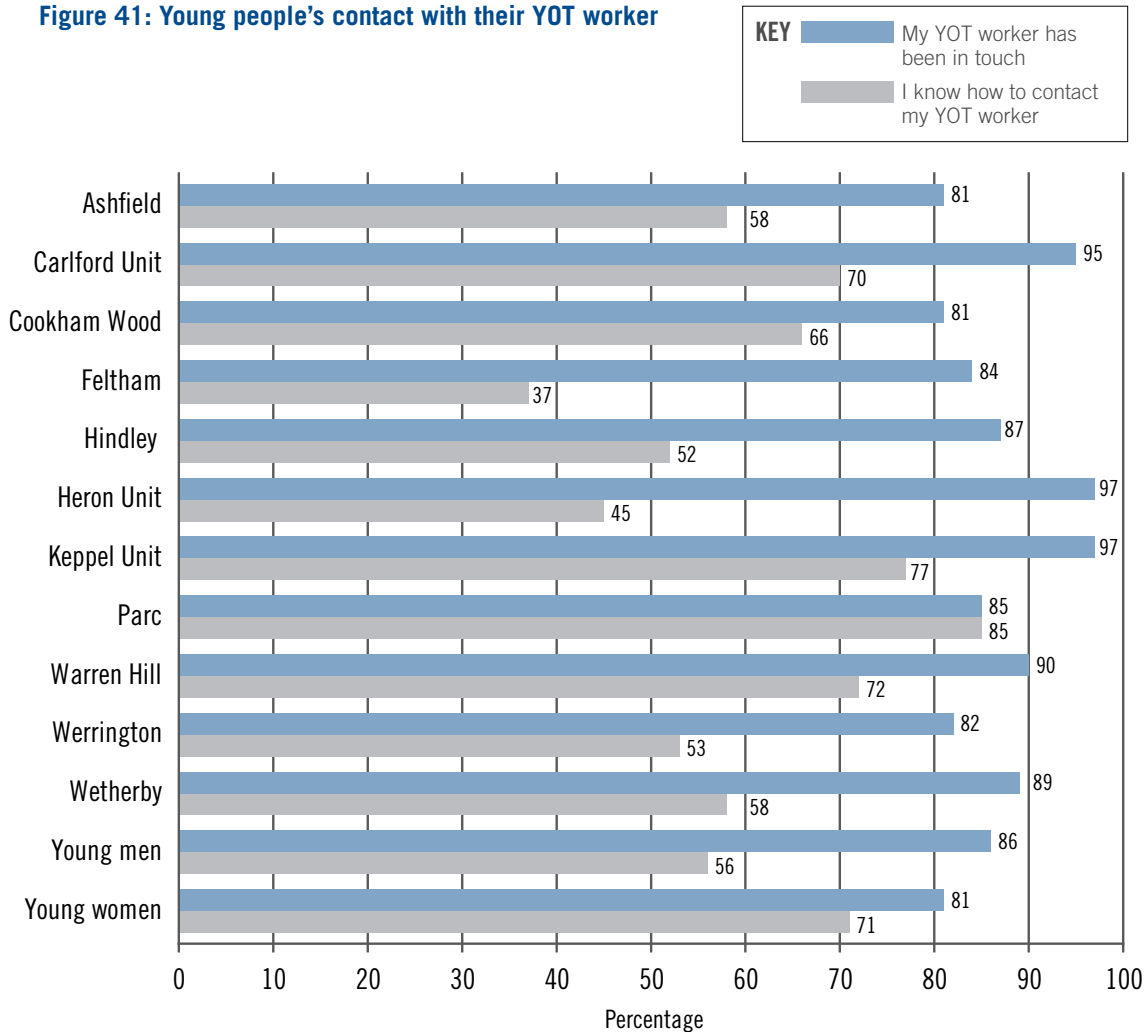
**Figure 40: How involved are young people in their training plans?**

### 7.2.1 Contact with YOT workers

We asked young men about contact with their YOT workers. In total, 56% said they knew how to get in touch with their YOT worker; responses ranged from 85% at Parc to just 37% of young men at Feltham. Eighty-six per cent of young men said that their YOT worker had been in touch since they arrived at their establishment. Responses from the specialist units were more positive than those from the non-specialist units, with 97% of those at the Heron Unit and the Keppel Unit saying their YOT worker had been in touch and 95% at the Carlford Unit. The next highest response was at Warren Hill (90%) and the lowest were at Ashfield (81%) and Cookham Wood (81%).

Young men on remand had poorer perceptions in this area of resettlement. Remanded young men were less likely than sentenced young men to know how to contact their YOT worker (47% compared with 60%) and less likely to have been in touch with their YOT worker since their arrival (80% compared with 87%). Fewer young men in custody for the first time knew how to get in touch with their YOT worker, 54% compared with 60% of young men who had been in before.

Seventy-one per cent (n=16) of young women knew how to get in touch with their YOT worker and 81% (n=19) said they had been in touch since their arrival at the establishment. Young people's contact with their YOT worker is shown in full in Figure 41.

**Figure 41: Young people's contact with their YOT worker**

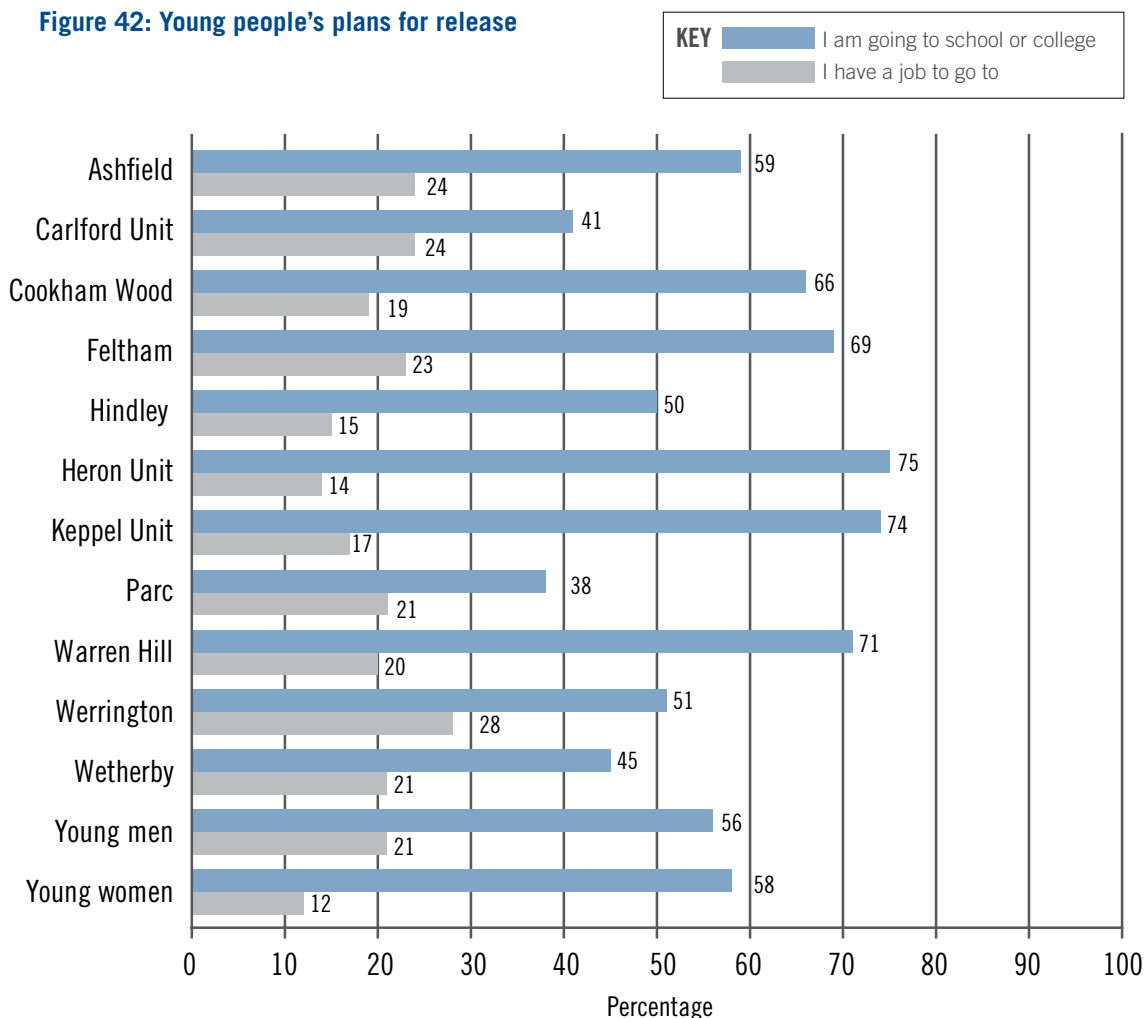
### 7.3 Plans for release

Overall, 39% of young men felt that they had had a say in what would happen to them when they were released from their establishment, with the largest proportion of young men reporting this at Parc (64%) and the lowest at Feltham (21%). Over half (56%) of all young men told us that they planned to go to school or college on release, ranging from 75% at the Heron Unit, 74% at the Keppel Unit and 71% at Warren Hill, to just 38% at Parc. Twenty-one per cent said they had a job to go to on release; responses were highest at Werrington (28%) and lowest at Hindley (15%) and the Heron Unit (14%).

Young men on remand were less likely than those who were sentenced to report that they had had a say in what would happen to them on their release (19% compared with 45%).

More young men who were in custody for their first time reported that they had a job to go to on release compared with those who had been in custody before (24% compared with 17%).

Of all young women surveyed, 46% (n=11) said they had had a say in what was going to happen to them on release. Over half (58%, n=14) said they were going to school or college on release, but just 12% (n=3) said they had a job to go to. Plans for release reported by young people are shown in Figure 42.

**Figure 42: Young people's plans for release**

### 7.3.1 Problems on release

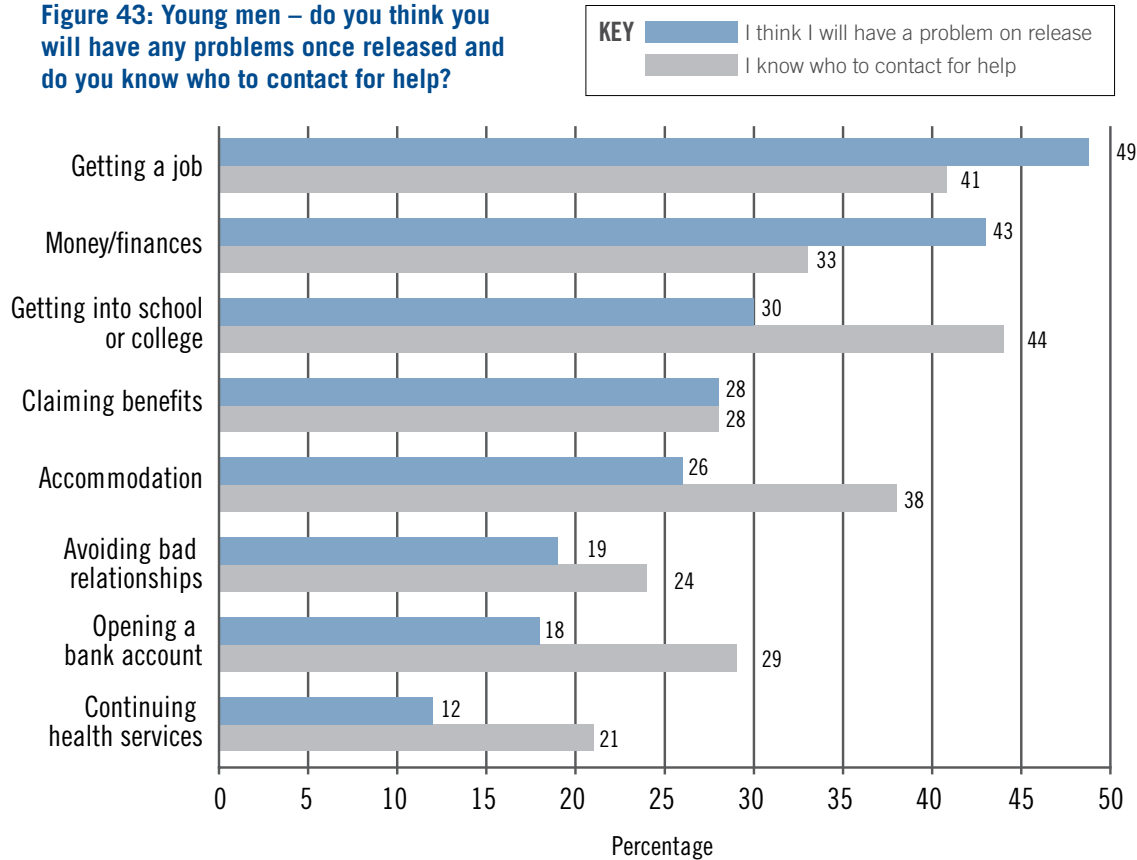
Young men were asked if they knew who to contact for help with different aspects of resettlement. In six out of the eight resettlement areas (getting into education, getting a job, help with finances, continuing health services, opening a bank account and avoiding bad relationships), young men at the Keppel Unit were the most positive about knowing who to contact. In two areas where a greater proportion of young men at other establishments said they knew who to contact, the Keppel Unit had the second highest proportion in each case. For help with claiming benefits, Parc had the largest proportion of young men saying they knew who to go to (42%) and the Keppel Unit and Wetherby both had responses of 38%. For help with finding accommodation, young men at the Heron Unit were most positive about knowing who to contact (56%), followed by 52% at the Keppel Unit and 48% at Parc.

The establishments with the lowest proportion of young men who said they knew who to contact were Feltham, which had the lowest responses in four of the eight resettlement areas, and Werrington, which also had four. There was only one instance where the responses from Werrington or Feltham were not the lowest and this was with regards to continuing health services on release – only 15% of young men at the Heron Unit knew who to contact, followed by Feltham (16%), Ashfield (17%) and Werrington (18%).

The number of young men who told us they thought they would have problems on release was similar to the results in 2010–11. Only one area had deteriorated: 30% of all young men said they thought they would have problems with getting into school or college on release, compared with 26% in 2010–11. Figure 43 shows a breakdown of the problems

young men anticipated having on release and whether they knew who to contact for help with these issues.

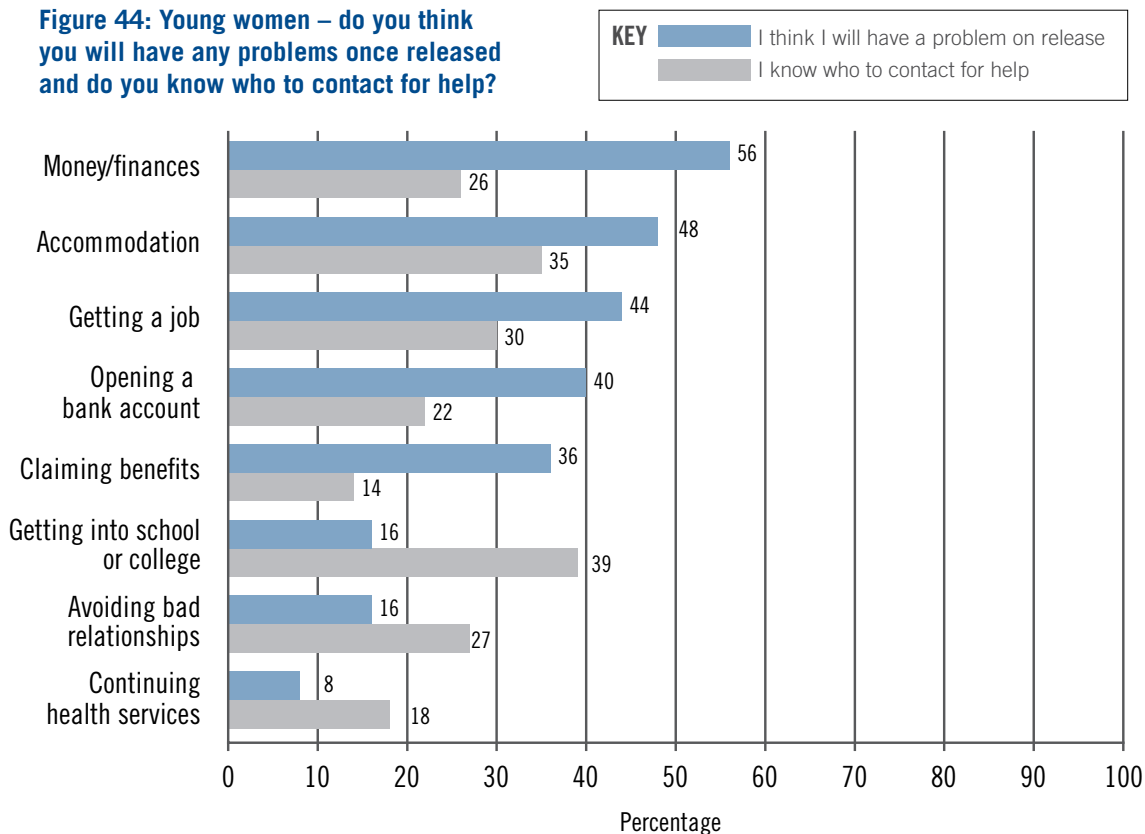
**Figure 43: Young men – do you think you will have any problems once released and do you know who to contact for help?**



Young men on remand were more likely than sentenced young men to anticipate having problems getting into school or college on release (35% compared with 28%). Fewer young men who were in custody for the first time reported anticipating problems on release compared with those who had been in before: 40% of young men in custody for the first time expected to have problems with money (compared with 46% of those who had been in custody before), 10% expected to have problems accessing health services (compared with 14%), 15% anticipated problems with opening a bank account (compared with 22%) and 16% said they would have problems with avoiding bad relationships (compared with 22%).

The three most common problems that young women anticipated having on release were related to finances (56%, n=13), finding accommodation (48%, n=11) and getting a job (44%, n=10). In addition, more young women in 2011–12 (40%, n=9) said they felt they would have problems opening a bank account compared with those in 2010–11 (9%, n=3). Only a quarter (26%, n=5) knew who to contact for help with finances, 35% (n=7) for help with accommodation and 30% (n=6) for help with getting a job. A full breakdown of the problems young women said they may experience on release is shown in Figure 44, as well as those who said they knew who to contact for help with this problem.

**Figure 44: Young women – do you think you will have any problems once released and do you know who to contact for help?**

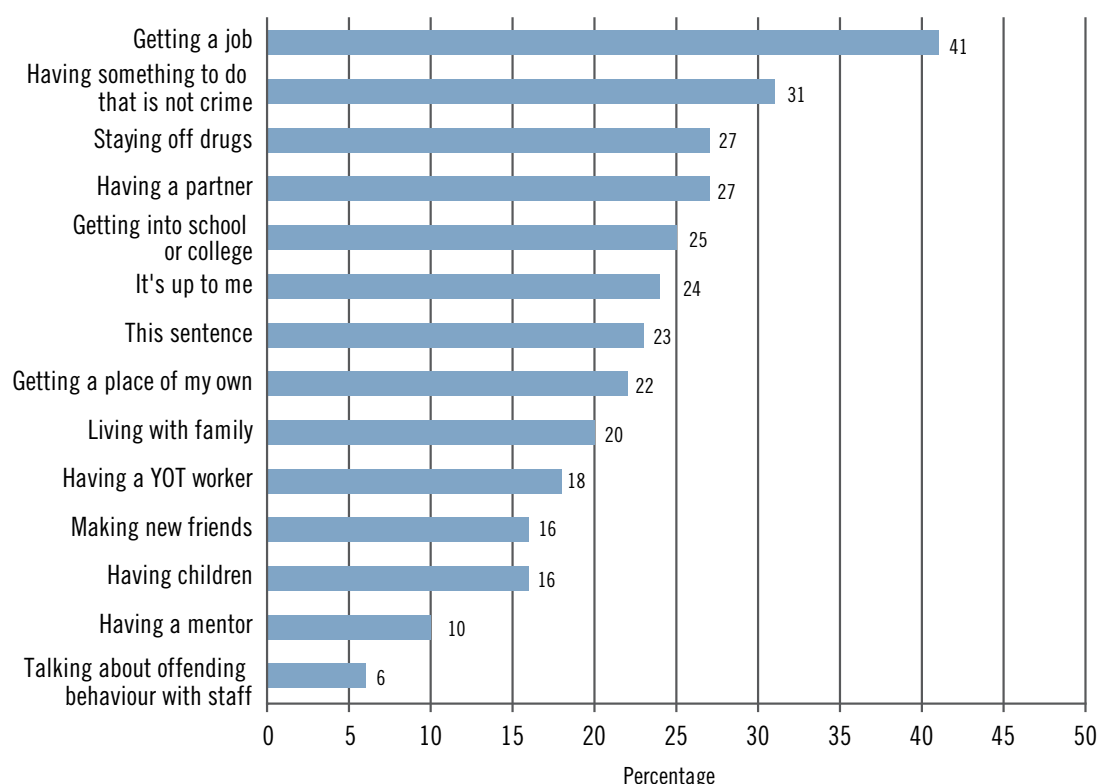


### 7.3.2 Do you want to stop offending?

Out of all young men who were sentenced, 89% said they wanted to stop offending. This ranged from 100% of the young men at the Carlford Unit and Warren Hill to 74% of those at Feltham.

The four most common motivations sentenced young men identified as being most likely to stop them from offending in the future were having a job (41%), having something to occupy them that was not crime (31%), staying off drugs (27%) and having a partner (27%). The factors young men said would help them stop offending in the future are shown in Figure 45.

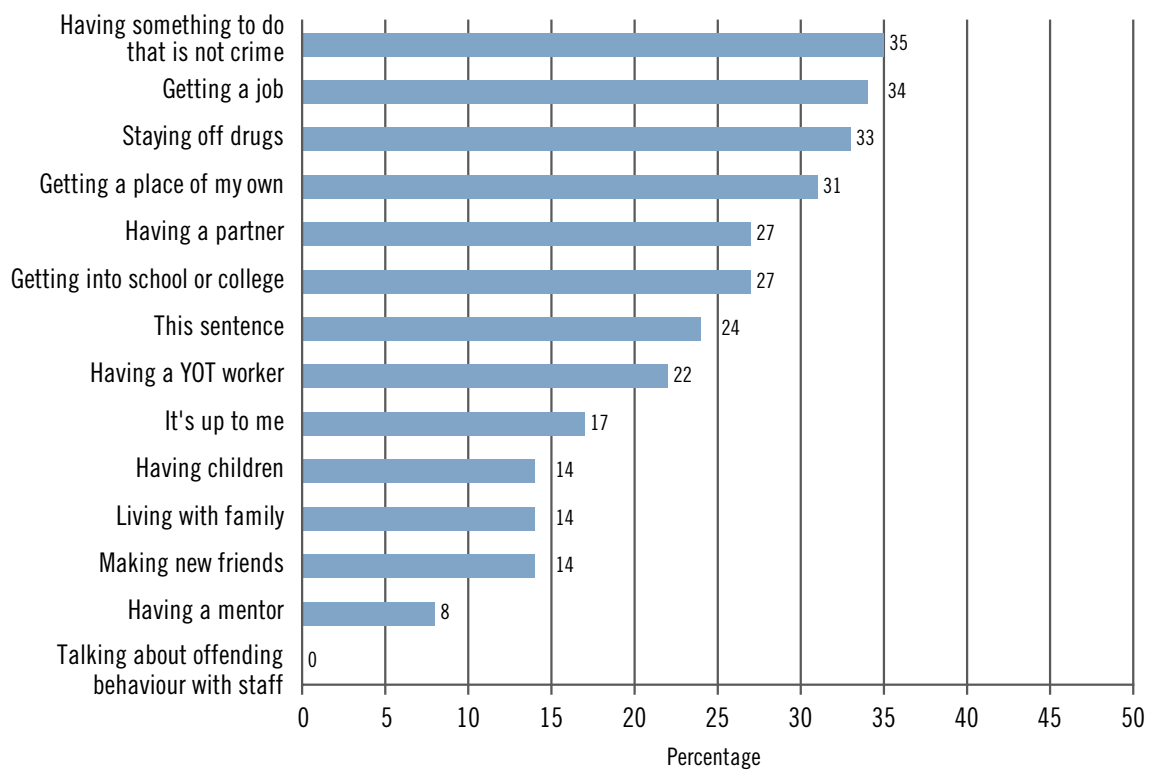


**Figure 45: Young men – what is most likely to stop you offending in the future?**

Fewer than half (45%) of all sentenced young men said that they felt they had done something at their establishment that would make them less likely to offend in the future. Consistent with the number of sentenced young men who said they wanted to stop offending, the largest proportion of young men who said they had done something in their establishment were at the Carlford Unit (81%) and Warren Hill (55%) and the smallest proportion were at Feltham (20%).

As was found in 2010–11, sentenced young men who were in custody for the first time were more likely to say they had done something in their establishment that would stop them from offending in the future – 54% compared with 35% of sentenced young men who had been in before.

All the sentenced young women said they wanted to stop offending (100%, n=14); however, only half (53%, n=8) felt that they had done something while at their establishment that would help them to do this. The top four things that young women felt would stop them offending in the future were having something to occupy them that is not crime (35%, n=8), getting a job (34%, n=8), staying off drugs (33%, n=7) and having a place of their own (31%, n=7). A full breakdown of responses can be seen in Figure 46.

**Figure 46: Young women – what is most likely to stop you offending in the future?**

## Section 8

### Young people in custody – have things improved?

#### 8.1 Background to the analysis

Only significant changes in survey results have been highlighted in the previous section and the comparators in Appendices A (young men) and G (young women) show all responses that are statistically different between the survey results from the 2010–11 and 2011–12 periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance.

For the young men's survey analysis, out of the 167 questions that can be compared, responses to just six (4%) were significantly better and 16 (10%) were significantly worse. For the young women's survey analysis, responses to 10 (6%) questions were significantly worse; no questions were significantly better.

#### 8.2 Summary of changes

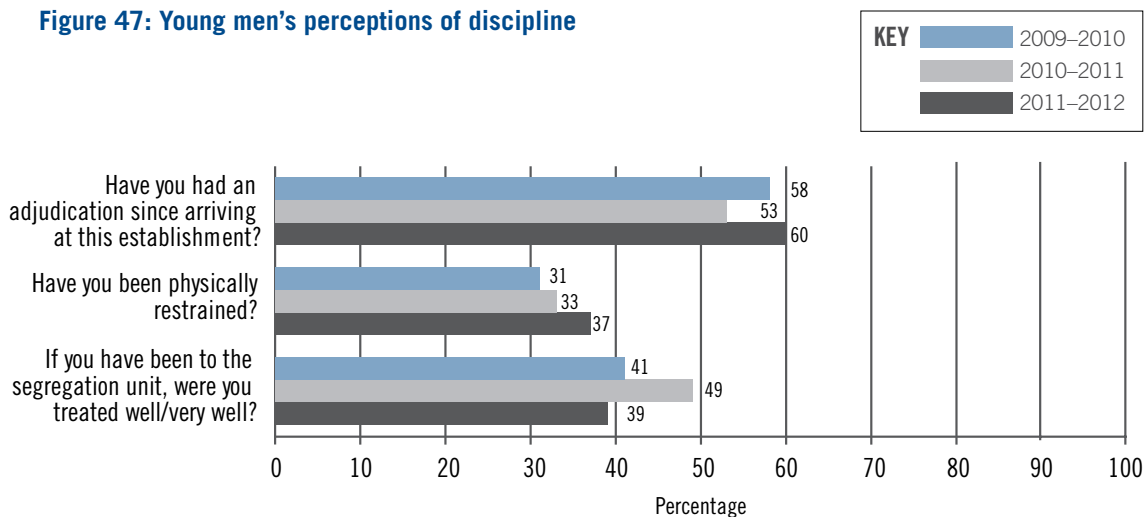
##### 8.2.1 Young men – improvements

- More young men in 2011–12 said they had received written information about their establishment before they arrived (11% compared with 3% in 2010–11).
- Eighty-one per cent of young men reported having spent less than two hours in reception (compared with 77% in 2010–11).
- When they first arrived, 57% of young men said they were asked by staff if they needed help with not being able to smoke (compared with 52% in 2010–11).
- More young men reported that it was easy to see the optician (27% compared with 24% in 2010–11).
- Fewer young men said they were 14 or younger when they were last at school (36% compared with 42% in 2010–11).
- Eighty per cent of young men said they were involved in education at the time of the survey (compared with 74% in 2010–11).

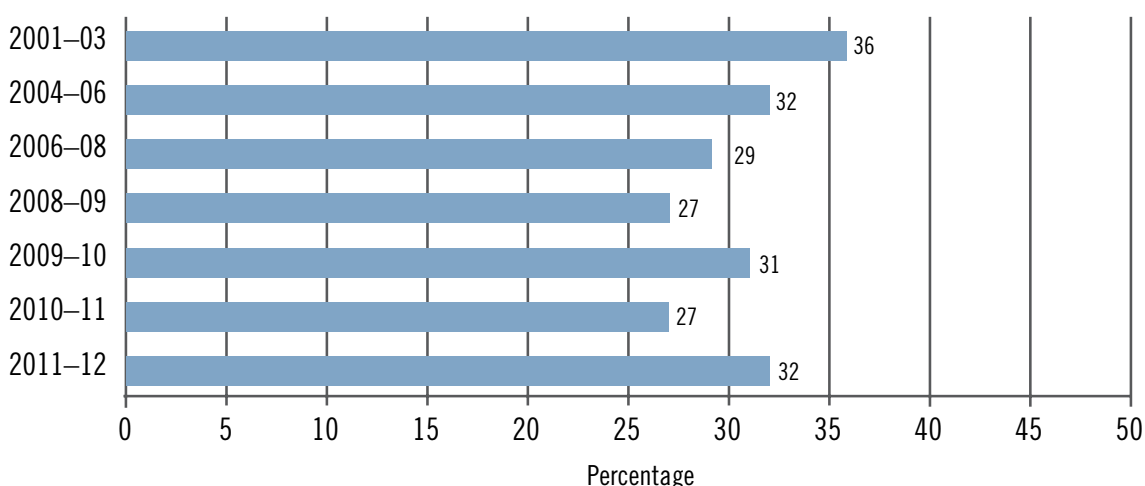
##### 8.2.2 Young men – deteriorations

- More young men than in 2011–12 told us they spent more than four hours in the van on their most recent journey (9% compared with 7%) but fewer reported that they had been told where they were being transferred to (74% compared with 79% in 2010–11).
- Fewer young men reported being given information about the PIN telephone system on their arrival at the establishment (53% compared with 59% in 2010–11).
- Of those young men who reported having alcohol problems on arrival, only 42% said they had received help for these problems at their establishment, a deterioration on the 63% who reported this in 2010–11.
- Similarly, only 58% of those who reported having had problems with drugs said they had received help for these at their establishment, compared with 66% in 2010–11.
- More young men in 2011–12 reported having emotional or mental health problems than in 2010–11 (27% and 21% respectively).
- Fewer young men said they could speak to the Independent Monitoring Board (IMB) if they needed to (25% compared with 29% in 2010–11).

- Despite perceptions improving between 2009–10 and 2010–11, the area of ‘discipline’ had seen a marked deterioration in 2011–12. More young men said they had received an adjudication since being at their establishment (60% compared with 53% in 2010–11) and more said they had been physically restrained (37% compared with 33%). Of the young men who had spent a night in the care and separation unit, fewer reported being treated well or very well compared with 2010–11 (38% and 49% respectively). A full breakdown of young men’s perceptions of discipline is shown in Figure 47.

**Figure 47: Young men's perceptions of discipline**

- Despite having seen some improvements over recent reporting periods, the number of young men who said that they had felt unsafe in their establishment had increased since 2010–11. Thirty-two per cent said that they had felt unsafe in their establishment, compared with 27% in 2010–11. As illustrated in Figure 48, this is the highest this figure has been since the 2004–06 reporting period.

**Figure 48: Have you ever felt unsafe in this establishment?**

- Of those young men who had taken part in a job at their current establishment, only half (50%) said this would be useful upon their release, compared with 56% in 2010–11. This was similar for those who had taken part in vocational or skills training, where 51% said that this training would be useful on release, compared with 56% in 2010–11.
- Fewer young men than in 2010–11 said they were going to school or college on release (56% compared with 60%) and more young men said they felt they would experience problems getting into school or college (30% compared with 26%).

- Eighty-nine per cent of young men surveyed said they wanted to stop offending, compared with 92% in 2010–11.

### 8.2.3 Young women – deteriorations

- Fewer young women in 2011–12 reported being asked if they needed help or support with not being able to smoke on their arrival at the establishment (42%, n=10, compared with 71%, n=28 in 2010–11).
- Only 69% (n=16) of young women surveyed said they were given a reception pack on arrival at the establishment, compared with 91% (n=36) in 2010–11. Fifty-eight per cent (n=13) said they were offered a free telephone call to family and friends, a deterioration from the 86% (n=34) of young women who reported this in 2010–11.
- The number of young women who told us they had received a full health assessment on the day of their arrival had dropped from 87% (n=33) in 2010–11 to just 59% (n=15) in 2011–12. The number who said it was easy for them to see the nurse had also decreased from 85% (n=32) in 2010–11 to 59% (n=15) in 2011–12.
- Thirty-six per cent (n=8) of young women said they had been victimised by a member of staff, compared with 11% (n=4) in 2010–11.
- Fewer young women than in 2010–11 said they were usually able to go to the gym more than five times each week (15%, n=4 compared with 44%, n=17), and fewer than in 2010–11 said they could usually go outside for exercise each day (62%, n=15, compared with 88%, n=33).
- Only 16% (n=4) felt their family and friends were treated well or very well by visits staff, compared with 54% (n=20) in 2010–11.
- More young women anticipated having problems with opening a bank account on release, 40% (n=9) compared with 9% (n=3) in 2010–11.

## Section 9

### Diversity

#### 9.1 Introduction

This section reports on the experiences of black and minority ethnic young men compared with white young men, Muslim young men compared with non-Muslim young men, young men who consider themselves to have a disability compared with those who do not, and young men who reported that they had been in local authority care and those who did not. There were not sufficient numbers to allow further diversity analyses. There were not enough young women in custody for any diversity analyses to be conducted.

#### 9.2 The experiences of black and minority ethnic young men

##### Background to the analysis

In our sample, there were 399 young men from black and minority ethnic groups compared with 505 young men from white groups (see Figure 2, page 25, for a breakdown of ethnicity). The proportion of young men from black and minority ethnic backgrounds comprised 44% of our sample.

Comparisons of the responses of black and minority ethnic young men and white young men, when tested for statistical significance, illustrated differences in the perceptions and experiences of young men from different backgrounds. The questionnaire did not directly ask young people to comment on their experiences of racism: data were analysed by comparing responses based on demographic information.

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

#### 9.3 Differences between respondents

Young men from black and minority ethnic backgrounds generally reported worse perceptions of their custodial experience than those from white backgrounds (see Appendix C). Of the 167 questions tested for significance, responses to 82 (49%) were more negative for black and minority ethnic young men while 28 (17%) were more positive. The differences could be seen in responses to all sections of the survey, and the findings are highlighted below.

##### 9.3.1 Courts, transfers and escorts

Of the nine questions in this section, young men from a black and minority ethnic background reported poorer perceptions than young men from a white background in two questions. When asked about their most recent journey, three-quarters (75%) of black and minority ethnic young men said they felt safe, compared with 85% of white young men. Seventy-one per cent reported being told where they were going prior to arriving at the establishment, compared with 77% of white young men.

##### 9.3.2 Reception and first few days

Black and minority ethnic young men generally reported poorer perceptions of the reception process and their first days in custody than their white counterparts. Out of the 34 questions we ask in this area, responses from black and minority ethnic young men were significantly worse than those of white young men in 15 questions. Responses were better for black and minority ethnic young men in three questions; however, these were specifically related to self-reported problems on arrival.

Fewer black and minority ethnic than white young men reported that when they were searched, this was carried out in an understanding way (75% compared with 81%). Black and minority ethnic young men were also less likely to say they had been treated well or very well in reception (61% compared with 68% of white young men).

Young men from a black and minority ethnic background were less likely than white young men to report having been asked if they required help in various areas upon arrival. Black and minority ethnic young men were less likely to report having been asked if they needed support with not being able to smoke (44% compared with 66%), with loss of property (17% compared with 25%), if they required help with feeling low or upset (33% compared with 41%) and getting phone numbers (40% compared with 47%).

Generally, black and minority ethnic young men were less likely to report problems on arrival into custody. Fewer said they had problems with not being able to smoke compared with white young men (37% compared with 56%), problems with feeling low or upset (13% compared with 20%) and health problems on arrival (9% compared with 13%). However, more young men from a black and minority ethnic background reported problems with loss of property than white young men (18% compared with 14%).

Responses from black and minority ethnic young men were more negative than those from white young men in most questions regarding provision on arrival and the first few days. Sixty per cent said they were offered a reception pack on arrival, compared with 79% of white young men, and just 30% said they were offered a shower (compared with 40% of white young men). Fewer black and minority ethnic than white young men said they were offered a free phone call to family or friends (70% compared with 76%), information about the PIN telephone system (50% compared with 56%), or information about feeling low or upset (25% compared with 37%). Black and minority ethnic young men were less likely than white young men to report having access to a chaplain or religious leader (38% compared with 48%), a peer mentor, Listener or the Samaritans (17% compared with 26%) and feeling safe on their first night (74% compared with 81%).

### 9.3.3 Daily life

In many areas of daily life, black and minority ethnic young men reported better experiences than white young men: in five out of the nine questions, black and minority ethnic young men reported better perceptions and in three questions they reported poorer perceptions. More black and minority ethnic than white young men said that their cell bell was normally answered within five minutes (41% compared with 34%) and more said the food at their establishment was good or very good (22% compared with 15%). However, fewer black and minority ethnic young men said the shop/canteen sold a wide enough range of goods to meet their needs (34% compared with 51% of white young men). Black and minority ethnic young men's perceptions about access and attitudes to religion were also more positive: 65% said that it was easy or very easy for them to attend religious services, compared with 50% of white young men, 74% said they could speak to a religious leader in private if they wanted to (compared with 62%), and 67% felt their religious beliefs were respected (compared with 49%).

However, black and minority ethnic young men were less positive about their relationships with staff: just 59% said there was a member of staff they could turn to if they had a problem, compared with 72% of all white young men, and only 61% said they felt most staff treated them with respect, compared with 67% of white young men.

### 9.3.4 Health services

In this section, nine questions produced worse responses and six produced more positive responses from black and minority ethnic than for white young men. Sixty per cent of black and minority ethnic young men reported having had a full health assessment on the day of their arrival, compared with 66% of white young men, and only 54% said the quality of health services at their establishment were good or very good, compared with 70% of white young men. For each health service, young men from a black and minority ethnic background reported worse access than white young men.

Of those who were taking medication, more young men from a black and minority ethnic background said they were able to keep medication in their cell, 43% compared with 30% of white young men.

Fewer young men from a black and minority ethnic background reported problems with alcohol on arrival into their establishment (7% compared with 18% of white young men). Similarly, fewer reported having had problems with drugs on arrival (20% compared with 48%) and fewer said they had drug problems at the time of the survey (5% compared with 12%). However, on problems with alcohol, fewer black and minority ethnic young men said that they had been helped for these while in custody (19% compared with 49% of white young men). Overall, young men from a black and minority ethnic background were less likely to report that it was easy or very easy to get illegal drugs in their establishment (13% compared with 21% of white young men).

Young men from a black and minority ethnic background were less likely to report that they had emotional or mental problems than white young men (22% compared with 30%), However, they were also less likely to report that someone was helping them with these problems (38% compared with 58%).

### 9.3.5 Applications and complaints

Black and minority ethnic young men reported worse experiences than white young men in eight out of nine questions asked about applications and complaints. Only 80% reported knowing how to make an application (compared with 91%), 70% said it was easy to make an application (compared with 82%), just 60% felt applications were dealt with fairly (compared with 75%) and only half said that applications were dealt with promptly (compared with 69%).

Fewer black and minority ethnic than white young men said they knew how to make a complaint (81% compared with 86%), said that complaints were dealt with fairly (30% compared with 41%) and that complaints were sorted out promptly (35% compared with 49%). Twenty-two per cent of black and minority ethnic young men said they had been prevented from making a complaint when they wanted to, compared with 16% of white young men.

Fewer black and minority ethnic young men than white young men said they were able to speak with a peer mentor or Listener (25% compared with 39%), a member of the IMB (22% compared with 28%) or an advocate (30% compared with 38%).

### 9.3.6 Behaviour management

Out of the seven questions we ask, black and minority ethnic young men were more negative than white young men in five of these questions. With regards to the rewards and sanctions scheme, fewer black and minority ethnic young men felt they had been treated fairly (39% compared with 52% of white young men) and fewer felt that the different levels of the scheme encouraged them to change their behaviour (46% compared with 54%).



More young men from a black and minority ethnic background told us they had had an adjudication since being at their establishment (65% compared with 56%) but fewer said that this process had been explained to them clearly (81% compared with 87%). Black and minority ethnic young men were more likely to say they had been physically restrained – 44% reported this compared with 32% of white young men.

### 9.3.7 Perceptions of safety and victimisation

Black and minority ethnic young men reported mixed perceptions of safety and victimisation compared with white young men: across 31 questions, they had poorer perceptions in eight questions, and more positive perceptions in eight. As has been the trend over the last two reporting years, black and minority ethnic young men gave more positive responses about victimisation by other young people, with 21% saying they had been victimised by another young person compared with 27% of white young men. Black and minority ethnic young men were less likely than white young men to report that victimisation had involved insulting remarks (10% compared with 19%), or was because of drugs (0% compared with 3%), being new (6% compared with 11%), being from a different part of the country (3% compared with 6%), or their offence (2% compared with 4%). However, they were more likely than white young men to report that victimisation by other young people had involved racial or ethnic abuse (6% compared with 3%) or their religious beliefs (4% compared with 2%).

More black and minority ethnic young men told us they had been victimised by a member of staff, 27% compared with 20% of white young men. Once again, for black and minority ethnic young men this victimisation was reported to involve racial or ethnic abuse (9% compared with 2% of white young men) and victimisation due to religious beliefs (4% compared with 1%). Black and minority ethnic young men also reported more victimisation by staff due to being new at the establishment (6% compared with 2% of white young men), but less victimisation related to drugs (0% compared with 3%).

Fewer black and minority ethnic young men felt that victimisation would be taken seriously if they reported it (21% compared with 33% of white young men) and fewer reported that a member of staff had checked on them personally in the last week (28% compared with 41%).

Black and minority ethnic young men were less likely than white young men to perceive shouting through the windows to be a problem at their establishment (35% compared with 45%).

### 9.3.8 Activities

Out of 14 questions, responses from black and minority ethnic young men were more negative in six questions and more positive in five. Thirty per cent of black and minority ethnic young men told us that they had been 14 years old or younger when they were last at school, fewer than the 41% of white young men that reported this. Fewer black and minority ethnic young men than white young men said that they had been excluded from school (82% compared with 92%) and fewer reported having truanted from school (58% compared with 81%).

Young men from a black and minority ethnic background were less likely to report being involved in a job at their establishment at the time of the survey (25% compared with 35% of white young men) and less likely to say they were involved in offending behaviour programmes (22% compared with 27%). In each area of purposeful activity (education, job, vocational or skills training, or offending behaviour programmes), black and minority ethnic young men were less likely than white young men to say that involvement in these would help them on their release.

Black and minority ethnic young men were more likely than white young men to say they had association every day (73% compared with 67%) and more likely to say they could go outside for exercise each day (48% compared with 38%).

### **9.3.9 Keeping in touch with family and friends**

In a similar pattern to the last reporting year, black and minority ethnic young men gave more negative responses than white young men in five out of the six questions related to keeping in touch with family and friends. Fewer black and minority ethnic young men said that it was easy or very easy for their family and friends to visit them (35% compared with 48%), fewer reported receiving one or more visits per week (31% compared with 39%), fewer said their visits usually started on time (32% compared with 49%) and fewer felt their visitors were treated well or very well by staff (36% compared with 48%). More black and minority ethnic young men said they had problems with sending or receiving mail than white young men (48% compared with 40%).

#### **9.3.10 Preparation for release**

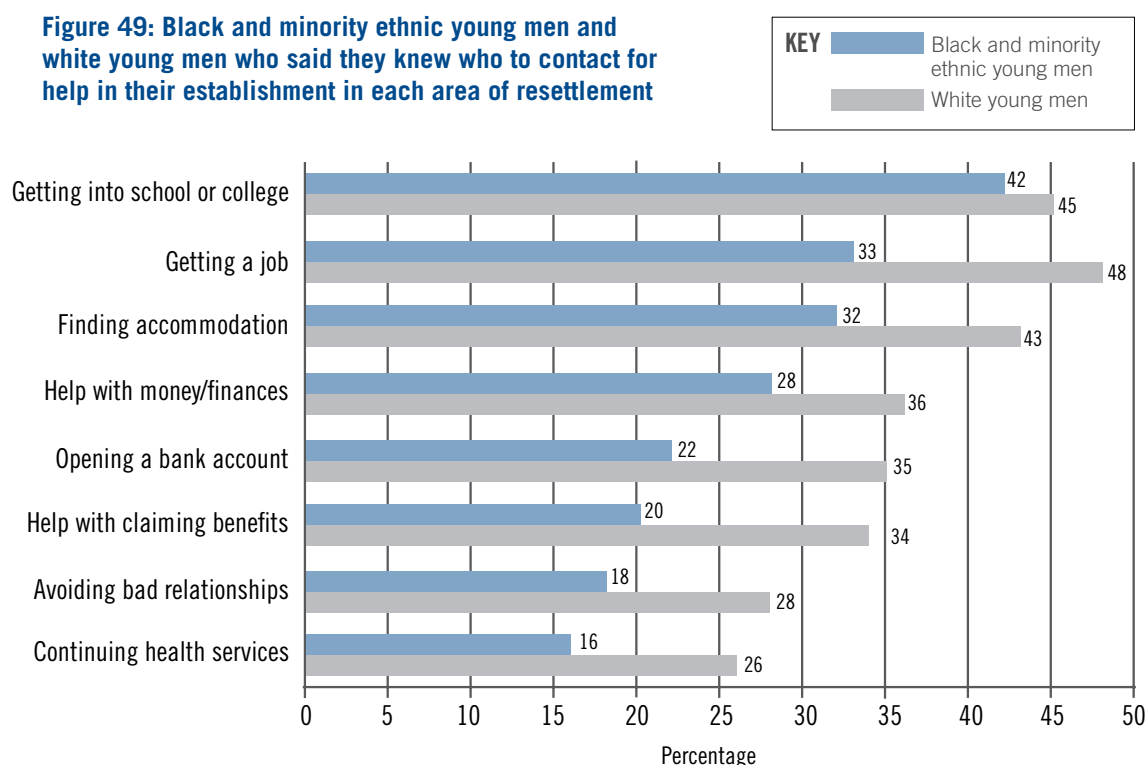
Of those black and minority ethnic young men who had met their personal officer, just 38% said this had happened within their first week (compared with 53% of white young men), fewer black and minority ethnic young men said they saw their personal officer once a week, and fewer felt their personal officer had helped them (55% compared with 63% in both cases).

Out of the 26 questions in this section, black and minority ethnic young men responded more negatively than white young men to 15 questions, and more positively to just one question. Black and minority ethnic young men were less likely to say they had a training, sentence or remand plan than white young men (45% compared with 52%). Eighty-four per cent told us their YOT worker had been in touch with them since they had arrived at their establishment, compared with 88% of white young men, and 48% said they knew how to get in touch with their YOT worker, compared with 63% of white young men.

More black and minority ethnic than white young men told us they were going to school or college on release (66% compared with 49%), but fewer told us they had a job to go to on release (17% compared with 23%).

Compared with white young men, more of those from a black and minority ethnic background reported that they did not know who to contact for help in seven out of eight areas of resettlement. More young men from a black and minority ethnic background said they anticipated having problems with accommodation on release than white young men (30% compared with 23%), more said they would have problems getting into school or college (38% compared with 23%) and more said they would have problems finding a job (54% compared with 47%). The contrast in perceptions of black and minority ethnic young men and white young men on knowing who to contact for help is illustrated in Figure 49.

**Figure 49: Black and minority ethnic young men and white young men who said they knew who to contact for help in their establishment in each area of resettlement**



Eighty-six per cent of black and minority ethnic young men said they wanted to stop offending, compared with 90% of white young men.

### 9.3.11 Has this comparison changed since the last report?

Although the survey comparison for 2011–12 was largely similar to the comparison in the 2010–11 report, there are some key differences.

- Although no significant difference was found in the proportion of young men from a black and minority ethnic background and those from a white background reporting they were treated well or very well in reception in 2010–11 (65% and 69% respectively), the perceptions of black and minority ethnic young men had worsened in 2011–12 with 61% saying they were treated well in reception, compared with 68% of white young men.
- In 2010–11, the proportion of black and minority ethnic young men who reported problems on arrival was 72%, significantly fewer than the proportion of white young men who also reported this (78%). In 2011–12, responses from the two groups were not significantly different as the proportion of white young men reporting problems on arrival had dropped to 75% and the proportion of black and minority ethnic young men reporting problems remained at 72%.
- Of those young men who reported problems with drugs in 2010–11, fewer black and minority ethnic young men told us they had received help for these problems compared with white young men (54% and 70% respectively). In 2011–12, the number of white young men who said they had been helped had decreased to 59% while the proportion of black and minority ethnic young men only changed marginally to 53%, meaning that there was no longer a significant difference between the two groups.
- In 2010–11 there was no significant difference between the proportion of young men from a black and minority ethnic background and white young men who reported they had been prevented from making a complaint (19% and 15% respectively). In 2011–12,

more black and minority ethnic young men reported that they had been prevented from making a complaint (22% compared with 16% of white young men).

- The proportion of young men who told us that they had been physically restrained was similar for both black and minority ethnic and white young men in 2010–11 (34% and 33% respectively). However, in 2011–12 the proportion of black and minority ethnic young men who told us they had been restrained was significantly higher than the white young men who reported this (44% compared with 32%).
- In 2010–11, there was no significant difference between the number of black and minority ethnic and white young men who said victimisation by other young people had involved racial or ethnic abuse (4% compared with 2%). In 2011–12, the proportion of black and minority ethnic young men who reported this was higher than the proportion of white young men reporting this (6% compared with 3%).
- There was no significant difference in the proportion of black and minority ethnic and white young men who reported having been victimised by a member of staff in 2010–11 (27% and 23% respectively). In 2011–12, the same proportion of black and minority ethnic young men felt they had been victimised by a member of staff (27%), but the proportion of white young men reporting this had dropped (20%), meaning that the number of black and minority ethnic young men reporting victimisation was now significantly higher than the proportion of white young men who reported this.
- In 2010–11 fewer black and minority ethnic than white young men told us that they would be able to tell someone about any victimisation they were experiencing (50% compared with 59%). In 2011–12, this was no longer significantly different.
- In 2010–11 there was no significant difference in the proportions of black and minority ethnic and white young men who reported that a member of staff had checked on them in the last week. In 2011–12, just 28% of black and minority ethnic young men reported this, compared with 41% of white young men.
- Although fewer black and minority ethnic than white young men said they were involved in vocational or skills training in 2010–11 (16% compared with 22%), this was no longer significantly different in 2011–12 (19% and 22% respectively).
- There was no significant difference in the proportions of black and minority ethnic and white young men who told us they had association every day in 2010–11. In 2011–12, significantly more black and minority ethnic young men told us they had association every day compared with white young men (73% compared with 67%).
- While in 2010–11 there were no significant differences in the responses of black and minority ethnic and white young men, in 2011–12 fewer black and minority ethnic young men reported that they had met their personal officer within their first week (38% compared with 53%), saw their personal officer at least once a week (55% compared with 63%) or felt their personal officer had helped them (55% compared with 63%).
- In 2010–11, fewer black and minority ethnic young men felt they had had a say in what would happen to them on release (36% compared with 47% of white young men). This was no longer significantly different in 2011–12 (36% and 41% respectively).
- Although black and minority ethnic young men were less likely than white young men to report knowing who to contact for help in three out of the eight areas of resettlement in 2010–11, this had worsened in 2011–12: young men from a black and minority

ethnic background were less likely to know who to contact in seven out of the eight resettlement areas we ask about.

### 9.3.12 Continuing patterns

Responses from black and minority ethnic young men continued to be more negative than white young men in some areas.

- Black and minority ethnic young men were less likely to report feeling safe on their first night than white young men and fewer said their search was carried out in an understanding way. This has also been found in the last two reporting years, 2009–10 and 2010–11.
- Black and minority ethnic young men were more negative than white young men about having a staff member to turn to and feeling that most staff treated them with respect. The pattern has been seen in both the 2009–10 and the 2010–11 reporting years.
- Young men from a black and minority ethnic background continued to be less likely than white young men to perceive that reported victimisation would be taken seriously (21% compared with 33%).
- Worse experiences were reported by black and minority ethnic young men in accessing health care, consistent with patterns visible in the 2006–08, 2009–10 and the 2010–11 reporting periods.
- Young men from a black and minority ethnic background reported poorer experiences of the applications and complaints process than white young men.
- Those from a black and minority ethnic background continued to report a poorer experience of visits.

Black and minority ethnic young men continued to report more favourably in a small number of areas, including faith and access to religious services, and issues surrounding victimisation.

- Black and minority ethnic young men continued to be less likely than white young men to say they had been victimised by other young people.
- As seen in the 2009–10 and 2010–11 reporting periods, black and minority ethnic young men continued to report more favourably on access to religious services, feeling that their religious beliefs were respected and about being able to speak to a religious leader in private.
- Fewer black and minority ethnic than white young men said they were 14 or younger when they were still at school, and fewer said they had truanted or been expelled.

## 9.4 The experiences of Muslim young men

### Background to the analysis

Twenty-two per cent of the young men surveyed in 2011–12 said they were Muslim, significantly higher than the 16% of young men who reported this in 2010–11. Responses from Muslim and non-Muslim young men were tested for statistical significance and the results illustrated differences in their perceptions and experiences of their custodial environment.

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

## 9.5 Differences between respondents

Appendix D shows that the perceptions of Muslim young men were generally poorer than those of non-Muslim young men. Of the 167 questions tested for significance, responses to 68 (41%) were more negative for Muslim young men while only 15 (9%) were more positive. The differences were visible in responses across all sections of the survey. The findings have been highlighted below.

### 9.5.1 Courts, transfers and escorts

Of the nine questions asked in this area, responses to two from Muslim young men were worse than those given by non-Muslim young men, and one was better. Fewer Muslim young men than non-Muslim young men said they felt safe on their most recent journey (74% compared with 82%) and fewer said they knew where they were going before they arrived at the establishment (64% compared with 76%). However, more Muslim young men said they had received written information about coming to their establishment (16% compared with 10% of non-Muslim young men).

### 9.5.2 Reception and first few days

Out of 34 questions we ask regarding reception and the first few days in custody, responses from Muslim young men were less positive than non-Muslim young men in 17 and more positive in just one question. When young men were asked about help that they had been offered on arrival at their establishment, Muslim young men were less likely than non-Muslim to report that staff had asked them if they needed help in six out of the nine areas we ask about; these included help with not being able to smoke (40% compared with 61%), help for health problems (50% compared with 58%) and help getting phone numbers (39% compared with 46%).

Muslim young men were more likely than non-Muslim young men to report having money worries on arrival (25% compared with 18%) and getting phone numbers (40% compared with 31%) but less likely to say they had problems feeling low or upset or needing someone to talk to (10% compared with 19%).

In terms of provision on arrival at their establishment, fewer Muslim than non-Muslim young men reported having been given a reception pack, the opportunity to have a shower, or information about feeling low or upset. In addition, Muslim young men were also less likely to report they had had access to a religious leader, a peer mentor, a Listener or the Samaritans, or the prison shop/canteen.

Only 63% of Muslim young men said they were seen by a member of health services on their first night, compared with 70% of non-Muslim young men, and only 69% reported feeling safe on their first night, compared with 80%. Muslim young men were less likely to say that their induction course had covered everything they needed to know about the establishment: 58% compared with 66% of non-Muslim young men.

### 9.5.3 Daily life

Of the nine questions we ask about daily life and respect, Muslim young men were less positive than non-Muslim young men in two of these questions and more positive in three. Muslim young men were more positive about their experiences of access to religious services and feelings of their religious beliefs being respected, when compared with non-Muslim young men. More Muslim young men said that it was easy to attend religious services (66% compared with 54% of non-Muslim young men), more said they could speak to a religious leader in private (81% compared with 63%) and more said their religious beliefs were respected by staff (75% compared with 52%).



A lower proportion of Muslim young men felt that the shop sold a wide enough range of goods to meet their needs, compared with non-Muslim young men (33% and 48% respectively). Only 60% of Muslim young men told us they had a member of staff they could turn to if they had a problem, compared with 68% of non-Muslim young men.

#### **9.5.4 Health services**

Out of 16 questions, Muslim young men reported more negative perceptions of health care than non-Muslim young men in six questions, and better perceptions in three. A lower proportion of Muslim young men said that it was easy or very easy to access the various health services, compared with non-Muslim young men; the only exception to this was accessing the nurse, where there was no significant difference in the responses of Muslim and non-Muslim young men.

More Muslim than non-Muslim young men said they could keep prescribed medication in their cell (44% compared with 34%). Fewer Muslim than non-Muslim young men reported having alcohol problems when they first arrived at the establishment (8% compared with 15%) and the same was true for those reporting drug problems (21% compared with 40%). However, of the young men who said they had alcohol problems, Muslim young men were less likely than non-Muslim to say they had received help for this problem (20% compared with 46%).

Although there was no significant difference in the number of Muslim young men and non-Muslim young men who said they had emotional or mental health problems, Muslim young men reported that they were less likely than non-Muslim young men to be receiving help for these problems (29% compared with 53%).

#### **9.5.5 Applications and complaints**

Of the 12 questions asked in relation to applications and complaints, Muslim young men gave more negative responses in seven of these. Across all four questions about applications, perceptions of Muslim young men were poorer than those reported by non-Muslim young men: fewer Muslim young men said they knew how to make a complaint (82% compared with 88%) and fewer said it was easy to make an application (70% compared with 79%). In addition, Muslim young men were less likely than non-Muslim to report that applications were dealt with fairly or promptly. More Muslim young men told us they had been prevented from making a complaint when they wanted to, compared with non-Muslim young men (23% and 18% respectively).

Fewer Muslim than non-Muslim young men told us they could get access to a Listener when they wanted to (23% compared with 36%), or someone from the IMB (21% compared with 27%).

#### **9.5.6 Behaviour management**

Responses from Muslim young men were more negative than those of non-Muslim young men in three of the seven questions on behaviour management. Fewer Muslim than non-Muslim young men felt they had been treated fairly in the rewards and sanctions scheme (41% compared with 49%) and fewer said the different levels made them change their behaviour (43% compared with 53%). More Muslim than non-Muslim young men told us they had been physically restrained while at their establishment (44% compared with 36%).

#### **9.5.7 Perceptions of safety and victimisation**

Of the 31 questions asked around safety and victimisation, responses from Muslim young men were significantly worse than non-Muslim young men in eight questions and more positive in four.

Nineteen per cent of Muslim young men reported having been victimised by other young people, fewer than the 26% of non-Muslim young men who reported this. Fewer Muslim than non-Muslim young men reported victimisation that involved insulting remarks or was related to drugs, although more reported victimisation related to race or religion. Conversely, Muslim young men were significantly more likely to report victimisation by members of staff: 29% reported this compared with 21% of non-Muslim young men. Once again, Muslim young men were more likely to say that victimisation was linked to race or religion, and were also more likely to say it was because they were new at the establishment.

Fewer Muslim young men said that reported victimisation would be taken seriously by staff (21% compared with 30% of non-Muslim young men) and fewer said that a member of staff had checked on them personally within the last week (29% compared with 37%). Muslim young men were less likely than non-Muslim young men to report that shouting through the windows was a problem at their establishment (34% compared with 43%).

### 9.5.8 Activities

Fourteen questions are asked in relation to purposeful activity and, compared with non-Muslim young men; the responses of Muslim young men were poorer in five questions and more positive in two.

Muslim young men were less likely to say they had been excluded from school compared with non-Muslim young men (83% and 89% respectively) and that they had truanted from school (65% and 74% respectively).

Generally, Muslim young men were less likely to report that they were involved in activities compared with non-Muslim young men. At the time of the survey, fewer Muslim than non-Muslim young men said they were involved in education, a job in their establishment or vocational or skills training.

Of those who had been involved in activities, 57% of Muslim young men said that education they had taken part in would help them when they left the prison, compared with 64% of non-Muslim young men, and 44% said that vocational or skills training would help them, compared with 53% of non-Muslim young men.

### 9.5.9 Keeping in touch with family and friends

Responses from Muslim young men were notably worse on keeping in contact with family and friends; five out of six questions showed poorer responses compared with non-Muslim young men. Almost half (49%) of Muslim young men said that they had experienced problems in sending and receiving mail (compared with 42% of non-Muslim young men). Fewer Muslim young men said that it was easy for their family and friends to visit (31% compared with 46% of non-Muslim young men), that their visits started on time (30% compared with 45%) and that their visitors were treated well or very well by staff (33% compared with 46%).

### 9.5.10 Preparation for release

Of the 26 questions asked about preparation for release, Muslim young men were more negative in 12 questions and more positive in just one question. Muslim young men were less likely than non-Muslim young men to say they had met their personal officer in the first week (37% compared with 50%) and less likely to say they knew how to get in touch with their YOT worker (51% compared with 59%).

Young people are asked whether they know who to contact for help in different aspects of preparation for release; in every area, a lower proportion of Muslim than non-Muslim young men knew who to get in touch with at their establishment for help. Forty-three per cent of Muslim young men said they anticipated having problems getting into school or college on



release, compared with 26% of non-Muslim young men, and 23% said they would have trouble opening a bank account (compared with 17%).

More Muslim than non-Muslim young men said they were going to school or college on release (65% compared with 54%) although fewer said they had a job to go to (15% compared with 22%).

#### **9.5.11 Has this comparison changed since the last report?**

Patterns in responses from Muslim young men compared with non-Muslim young men were similar to the last report. However, there were some notable differences.

- In 2010–11, responses from Muslim young men were more negative than those of non-Muslim young men with regards to being searched in an understanding way and being treated well or very well in reception; in 2011–12, there were no longer any significant differences in the responses of these groups.
- In 2010–11, less than half (49%) of Muslim young men said that they were treated with respect by most staff at their establishment, significantly worse than 66% of non-Muslim young men who reported this. Perceptions of Muslim young men had improved in 2011–12 and mirrored those of non-Muslim young men: 64% of Muslim young men and non-Muslim young men felt they were treated with respect.
- Muslim young men had, in 2010–11, reported poorer experiences in accessing help for drug problems (51% compared with 68% of non-Muslim young men). In 2011–12 this was no longer significantly different, but this was due to a fall in the proportion of non-Muslim young men reporting that they had received help with drug problems (53% and 59% respectively).
- In 2010–11 fewer Muslim than non-Muslim young men felt complaints were dealt with fairly (23% compared with 35%) and fewer felt they were dealt with promptly (24% compared with 41%). While the responses of non-Muslim young men in 2011–12 had remained similar to 2010–11, Muslim young men's perception of complaints had improved and their responses were no longer significantly different to those of non-Muslim young men.
- Perceptions of Muslim young men in 2010–11 were significantly worse than those of non-Muslim young men, with more reporting that they had had an adjudication (63% compared with 51%), but fewer saying this process had been clearly explained to them (72% compared with 83%). There were no longer significantly different responses to these questions in 2011–12.
- The proportion of Muslim young men reporting they had felt unsafe in their establishment was higher than that of non-Muslim young men in 2010–11 (36% compared with 26%). In 2011–12, the proportion of Muslim young men reporting this had dropped but the number of non-Muslim young men had risen (30% and 33% respectively) meaning that there was no longer a significant difference.
- In 2010–11, there had been no difference in the proportion of Muslim and non-Muslim young men saying they had been victimised by other young people. Muslim young men's perceptions had improved in 2011–12 and were now more positive than those of non-Muslim young men (19% compared with 26%).
- In 2010–11 there was no significant difference in the perceptions of Muslim and non-Muslim young men on whether staff would take reported victimisation seriously. In 2011–12, 21% of Muslim young men said they felt staff would take reported victimisation seriously, worse than the 30% of non-Muslim young men who reported this in 2011–12.

- With regards to participation in purposeful activities, there was no difference in the proportion of Muslim and non-Muslim young men who reported taking part in various activities, aside from the proportion of Muslim and non-Muslim young men who said they were taking part in a job (23% compared with 33%). However, in 2011–12, the proportion of Muslim young men who told us they were taking part in education was lower than the number of non-Muslim young men (75% compared with 81%), and the same was also true for vocational and skills training (15% compared with 22%). The proportion of Muslim young men who said they were taking part in a job was still lower than the proportion of non-Muslim young men who reported this (26% compared with 33%).
- Fewer Muslim than non-Muslim young men said that they had a sentence plan in 2010–11 (38% compared with 49%). The proportion of Muslim young men who said they had a training plan compared with non-Muslim young men was no longer significantly different in 2011–12.

#### 9.5.12 Continuing patterns

In several areas, Muslim young men reported more negatively than non-Muslim young men, which was consistent with perceptions in 2010–11.

- As was reported in 2009–10 and 2010–11, fewer Muslim young men said they felt safe in the escort van on their most recent journey to the establishment.
- Muslim young men were still less likely to report having been asked if they required help with various problems, or to have been provided with a reception pack or shower on arrival into custody, compared with non-Muslim young men. More Muslim young men said they felt unsafe on their first night.
- Access to various health services continued to be reported more negatively by non-Muslim young men, with the exception of being able to see the nurse: this was no longer significantly worse for Muslim young men, as it had been in 2010–11.
- Experience of the application process was still more negatively reported by Muslim young men in 2011–12.
- Fewer Muslim young men felt they had been treated fairly in the rewards and sanctions scheme and fewer said it made them change their behaviour.
- More Muslim than non-Muslim young men said they had been physically restrained.

As in 2010–11, the perceptions of Muslim young men in some areas were more positive than those of non-Muslim young men.

- They continued to report better access to religious services and a religious leader than non-Muslim young men, and were still more likely to say that their religious beliefs were respected.
- The trend continued that fewer Muslim than non-Muslim young men reported problems with drugs or alcohol on arrival into prison.
- Muslim young men were less likely to report having been excluded from school, or having truanted.
- More Muslim young men said they were going to school or college on release.

## 9.6 The experiences of young men who considered themselves to have a disability

### Background to the analysis

Of the young men surveyed, 11% considered themselves to have a disability. Responses from young men who considered themselves to have a disability and those who did not were tested for significance. Significant differences between these responses illustrate differences in the perceptions and experiences of these two groups.

Appendix E shows the areas that were significantly different between those who considered themselves to have a disability and those who did not. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Missing data have been excluded for each question.

## 9.7 Differences between respondents

As shown in Appendix E, the perceptions of young men who considered themselves to have a disability were broadly similar to those who did not consider themselves to have a disability in some areas, but notably poorer in others. Of the 167 questions tested for significance, 39 (23%) were more negative for young men who considered themselves to have a disability, and just two (1%) were more positive. Although there were differences across most of the survey, these were most visible in the safety and victimisation section and regarding reception and the first few days. There were no significant differences in responses in the applications and complaints section of the survey or on keeping in touch with family and friends. The findings have been highlighted below.

### 9.7.1 Courts, transfers and escorts

Of nine questions in this section, the response to just one was significantly worse for young men who considered themselves to have a disability compared with young men who did not: fewer reported feeling safe on their most recent journey (73% compared with 82%).

### 9.7.2 Reception and first few days

Of the 34 questions in this section, young men who considered themselves to have a disability gave more negative responses in 14 questions than those who did not consider themselves to have a disability; one question had a more positive response.

Young men who considered themselves to have a disability were less likely to report that when they were searched, this was carried out in an understanding way; 64% compared with 81% of young men who did not consider themselves to have a disability. Overall, young men who considered themselves to have a disability were more likely to report problems on arrival into the establishment (87% compared with 73%). We asked young men if they had had problems in nine areas regarding arrival and young men who considered themselves to have a disability were more likely to say they had problems in six of these compared with young men who did not consider themselves to have a disability.

Young men who considered themselves to have a disability were less likely to say they were asked if they needed help on arrival with regards to housing problems (12% compared with 21%), needing protection from other young people (13% compared with 28%) and with feeling low or upset (28% compared with 39%). More said they were offered a free phone call to family and friends (80% compared with 72% of young men who did not consider themselves to have a disability) but fewer said that they had access to a peer mentor, Listener or the Samaritans (14% compared with 23%).

Fewer young men who considered themselves to have a disability than those who did not felt safe on their first night (65% and 79% respectively), and fewer felt their induction course covered everything they needed to know (51% compared with 66%).

### 9.7.3 Daily life

Only one of the nine questions we ask regarding daily life showed a significant difference in the responses of those young men who considered themselves to have a disability and those who did not: they were less likely to say they could shower every day if they wanted to (63% compared with 71%).

### 9.7.4 Health services

Of the 16 questions asked about health care, significant differences between young men who considered themselves to have a disability and those who did not were apparent in five questions and these were mainly related to issues around drugs and alcohol. More young men who considered themselves to have a disability reported having an alcohol problem on arrival (21% compared with 12%), drug problems on arrival (51% compared with 34%) and drug problems at the time of the survey (15% compared with 8%). Of those who reported having an alcohol problem on arrival, only 25% of young men who considered themselves to have a disability said they had received help for this problem, significantly worse than the 47% of young men who did not consider themselves to have a disability.

Half (50%) of all young men who considered themselves to have a disability said they had an emotional or mental health problem, compared with around a quarter of young men who did not (24%).

### 9.7.5 Perceptions of safety and victimisation

Questions concerning safety and victimisation showed notably poorer perceptions from young men who considered themselves to have a disability than those who did not.

Half of all young men who considered themselves to have a disability said they had felt unsafe in their establishment, significantly higher than the 29% of young men who did not consider themselves to have a disability; 41% said they had been victimised by another young person at their establishment, compared with 22%. Young men who considered themselves to have a disability were more likely to report that victimisation by other young people had involved insulting remarks, physical abuse and having their canteen or property taken; they were also more likely to report that victimisation had been due to their disability, being new at the establishment, or because of drugs.

Almost a third (32%) of young men who considered themselves to have a disability told us they had been victimised by staff (compared with 22% of young men who did not consider themselves to have a disability). Fewer said they felt able to tell another young person or a member of staff about the victimisation they were experiencing, compared with young men who did not consider themselves to have a disability (45% and 57% respectively).

### 9.7.6 Activities

Over half (54%) of young men who considered themselves to have a disability said they were 14 years old or younger when they were last at school, compared with 34% of young men who did not consider themselves to have a disability. Fewer said they were involved in a job at the time of the survey (23% compared with 32% of young men who did not consider themselves to have a disability) but more said that they were involved in vocational skills or training (31% compared with 19%).

### 9.7.7 Preparation for release

Out of the 29 questions on resettlement, responses to only four showed significant differences between the perceptions of young men who considered themselves to have a disability and those who did not. Fewer young men who considered themselves to have a disability said they were going to school or college on release (45% compared with 58%), and fewer said they knew who to contact for help around this issue (35% compared with 45%). In addition, they were more likely to anticipate having problems claiming benefits and opening a bank account once released than those who did not consider themselves to have a disability.

## 9.8 The experiences of young men who reported having been in local authority care

### Background to the analysis

Overall, 30% of the young men surveyed told us they had spent time in local authority care. Responses from young men who said they had been in care and those who said they had not been in care were tested for significance. Significant differences between these responses illustrated differences in the perceptions and experiences of these two groups.

Appendix F shows the areas that were significantly different between young men who reported having spent time in local authority care and those who did not. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Missing data have been excluded for each question.

## 9.9 Differences between respondents

Appendix F shows that the perceptions of young men who said they had been in care and those who had not were largely comparable across half of the questions. Of the 167 questions tested for significance, responses to 42 (25%) were more negative for young men who said they had been in care, and 41 (25%) were more positive. Significant differences in responses were visible across all areas of the survey.

### 9.9.1 Courts, transfers and escorts

Nine questions are asked in relation to courts, transfers and escorts. The perceptions of young men who said they had been in care were only significantly different from those of young men who said they had not been in care in responses to one question: 8% compared with 12% said they had received written information about the establishment they were coming to.

### 9.9.2 Reception and first few days

More young men who said they had been in care said they had spent less than two hours in reception (85% compared with 80% of young men who said they had not been in care). They also gave more positive responses with regards to services they were able to access on arrival: more said they had been offered a shower, something to eat, information about feeling low or upset and access to the prison shop/canteen, and more said they had had access to a religious leader and a peer mentor, Listener or the Samaritans.

Young men who said they had been in care were more likely to report problems on arrival than young men who said they had not been in care (79% compared with 72%); in five of the nine problem areas we ask about, young men who said they had been in care were more likely to report problems. However, in four of the nine questions relating to help on arrival, young men who said they had been in care were more likely to say they had been offered help by staff.

Eighty-two per cent of young men who said they had been in care said they felt safe on their first night, a higher proportion than the 76% of young men who said they had not been in care. More young men who had been in care said they felt their induction course covered everything they needed to know about the establishment (69% compared with 62% of young men who said they had not been in care).

### 9.9.3 Daily life

We found significant differences in the responses of young men who said they had been in care and those who said they had not in only one of the nine questions relating to daily life. Fewer young men who said they had been in care told us they felt they had a member of staff to turn to if they had a problem (62% compared with 68%).

In addition, of those young men who had met their personal officer, over half (54%) of young men who said they had been in care said that this had happened within their first week at the establishment, compared with 44% of young men who said they had not been in care.

### 9.9.4 Health services

Of the 16 questions, young men who said they had been in care gave more positive responses than young men who said they had not in five questions and more negative responses in four questions. They were also more likely to say that it was easy to see the doctor, dentist and pharmacist and, of those who reported having an alcohol problem on arrival, young men who said they had been in care were more likely to say they had received help for this problem (55% compared with 38%). Although young men who said they had been in care were more likely to report having a drug problem on arrival (42% compared with 34%) or that they had drug problems at the time of the survey (12% compared with 8%), they were also more likely to say that they had received help for this drug problem (68% compared with 53%). However, more young men who said they had been in care reported that it was easy or very easy to get drugs in their establishment compared with young men who said they had not been in care (23% and 15% respectively).

Almost a third (32%) of young men who said they had been in care said they had an emotional or mental health problem, compared with a quarter (25%) of young men who had not been in care.

### 9.9.5 Applications and complaints

Young men who said they had been in care were generally more positive about the applications and complaints process than those who had not been in care: more reported that they knew how to make an application or complaint and that it was easy to do so. However, more young men who said they had been in care reported that they had been prevented from making a complaint when they wanted to (22% compared with 17% of young men who said they had not been in care).

More young men who said they had been in care said it was easy to speak with a peer mentor or Listener (38% compared with 32%), the IMB (32% compared with 23%) or an advocate (45% compared with 31%).

### 9.9.6 Behaviour management

Of the seven questions regarding behaviour management, young men who said they had been in care were more negative than those who had not been in care in three. Fewer said they were on the enhanced level of the rewards and sanctions scheme (18% compared with 32%), more reported that they had received an adjudication (69% compared with 56%) and more said that they had been physically restrained (43% compared with 35%).



### 9.9.7 Perceptions of safety and victimisation

Eleven of the 34 questions generated more negative responses from young men who said they had been in care compared with young men who said they had not been in care; two had more positive responses.

Young men who said they had been in care were more likely to report having felt unsafe in their establishment (36% and 30%) and were also more likely to say they had been victimised by other young people (33% compared with 22%). Compared with young men who said they had not been in care, they were more likely to say victimisation by other young people had involved insulting remarks and having their canteen or property taken, or had been because of drugs, being new at the establishment, or because of a disability.

Twenty-seven per cent of young men who said they had been in care said they had been victimised by a member of staff, compared with 21% of young men who said they had not been in care, and 18% said that this involved insulting remarks (compared with 12%).

More young men who said they had been in care felt that staff would take it seriously if they reported victimisation (34% compared with 25% of young men who said they had not been in care) and more said that staff had checked on them personally within the last week (40% compared with 33%). Young men who said they had been in care were more likely to say that shouting out of the windows was a problem at their establishment (48% compared with 38%).

### 9.9.8 Activities

Over half (51%) of young men who said they had been in care told us that they had been 14 years old or younger when they were last at school, compared with 30% of young men who said they had not been in care. They were also more likely to say they had been excluded or had truanted from school.

More young men who said they had been in care reported being involved in offending behaviour programmes at the time of the survey (29% compared with 22%) and more said that these would help them on release (54% compared with 44%). Fewer than two-thirds (63%) of young men who said they had been in care said they could have association every day, worse than the 72% of young men who said they had not been in care. Just 5% of young men who said they had been in care reported having access to the gym more than five times each week, compared with 11% of young men who said they had not been in care.

### 9.9.9 Keeping in touch with family and friends

In three out of the six questions relating to contact with family and friends, young men who said they had been in care gave poorer responses than young men who said they had not been in care. Almost half (49%) of young men who said they had been in care said they had experienced problems sending or receiving mail, compared with 41% of young men who said they had not been in care. Fewer also reported receiving one or more visits per week from family and friends (28% compared with 39% of young men who said they had not been in care) and fewer felt their visitors were treated well or very well by staff (37% compared with 45%).

### 9.9.10 Preparation for release

Young men who said they had been in care generally reported better experiences around preparation for release than those who said they had not been in care. More told us they had a training, sentence or remand plan compared with young men who said they had not been in care (56% and 46% respectively), and more said they knew how to get in touch with their YOT worker (63% compared with 54%).

In six out of the eight areas of resettlement we ask about, young men who said they had been in care were more likely to anticipate experiencing problems on release compared with young men who said they had not been in care. However, across all eight areas, young men who said they had been in care were more likely to know who to contact for help in these areas.

Forty-five per cent of young men who had been in care said they had had a say in what would happen to them on their release, compared with 36% of young men who said they had not been in care, but fewer said they had a job to go to on release (16% compared with 22%).



## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11

KEY TO TABLES			
	Significantly better than the 2010–11 figure	2011–12 SURVEY PERIOD	2010–11 SURVEY PERIOD
	Significantly worse than the 2010–11 figure		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		926	1,052
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	12%	14%
1.2	Are you a foreign national?	5%	6%
1.3	Is English your first language?	88%	91%
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	42%	39%
1.5	Are you Muslim?	21%	16%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	5%	6%
1.7	Do you have any children?	12%	13%
1.8	Do you consider yourself to have a disability?	11%	9%
1.9	Have you ever been in local authority care?	30%	27%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	75%	74%
2.2	Is your sentence 12 months or less?	36%	34%
2.3	Have you been in this establishment for one month or less?	17%	21%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	53%	53%
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%	41%
3.2	Did you feel safe?	81%	82%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	26%	25%
3.4	Did you spend more than four hours in the van?	9%	7%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	14%	15%
3.6	Were you offered anything to eat or drink?	33%	35%
3.7	Were you treated well/very well by the escort staff?	50%	53%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	74%	79%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11

<b>3.9</b>	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	11%	3%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	81%	77%
<b>4.2</b>	When you were searched was this carried out in an understanding way?	79%	79%
<b>4.3</b>	Were you treated well/very well in reception?	64%	67%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	57%	52%
<b>4.4b</b>	Loss of property?	21%	21%
<b>4.4c</b>	Housing problems?	19%	19%
<b>4.4d</b>	Needing protection from other young people?	26%	24%
<b>4.4e</b>	Letting family know where you are?	59%	60%
<b>4.4f</b>	Money worries?	17%	17%
<b>4.4g</b>	Feeling low/upset/needing someone to talk to?	38%	39%
<b>4.4h</b>	Health problems?	56%	59%
<b>4.4i</b>	Getting phone numbers?	44%	43%
<b>4.5</b>	Did you have any problems when you first arrived?	74%	76%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	48%	48%
<b>4.5b</b>	Loss of property?	16%	16%
<b>4.5c</b>	Housing problems?	14%	13%
<b>4.5d</b>	Needing protection from other young people?	9%	7%
<b>4.5e</b>	Letting family know where you are?	23%	22%
<b>4.5f</b>	Money worries?	19%	17%
<b>4.5g</b>	Feeling low/upset/needing someone to talk to?	17%	18%
<b>4.5h</b>	Health problems?	12%	12%
<b>4.5i</b>	Getting phone numbers?	32%	31%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	A reception pack?	70%	73%
<b>4.6b</b>	The opportunity to have a shower?	36%	35%
<b>4.6c</b>	Something to eat?	79%	80%
<b>4.6d</b>	A free phone call to friends/family?	73%	75%
<b>4.6e</b>	Information about the PIN telephone system?	53%	59%
<b>4.6f</b>	Information about feeling low/upset?	32%	28%

**APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	The chaplain or religious leader?	43%	46%
<b>4.7b</b>	A peer mentor, Listener or the Samaritans?	22%	23%
<b>4.7c</b>	Did you have access to the prison shop/canteen?	15%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	69%	72%
<b>4.9</b>	Did you feel safe on your first night here?	78%	79%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	64%	66%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	71%	71%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	37%	33%
<b>5.3</b>	Do you find the food here good/very good?	18%	17%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	44%	44%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	56%	58%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	57%	55%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	67%	65%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	66%	63%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	64%	63%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	63%	61%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	62%	61%
<b>6.3a</b>	Is it easy for you to see the doctor?	53%	52%
<b>6.3b</b>	Is it easy for you to see the nurse?	74%	72%
<b>6.3c</b>	Is it easy for you to see the dentist?	33%	32%
<b>6.3d</b>	Is it easy for you to see the optician?	27%	24%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	28%	26%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	35%	34%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	13%	14%
<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	42%	63%

**APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11**

<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	36%	33%
<b>6.6b</b>	Do you have any problems with drugs now?	9%	9%
<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	58%	66%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	18%	18%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	27%	21%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	50%	50%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	87%	86%
<b>7.2</b>	Is it easy to make an application?	77%	76%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	69%	67%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	61%	62%
<b>7.4</b>	Do you know how to make a complaint?	84%	84%
<b>7.5</b>	Is it easy to make a complaint?	63%	65%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	37%	34%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	43%	38%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	19%	17%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	33%	31%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	25%	29%
<b>7.8c</b>	An advocate (an outside person to help you)?	35%	37%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	27%	29%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	46%	47%
<b>8.3</b>	Do the different levels make you change your behaviour?	51%	53%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	60%	53%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	84%	81%
<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	37%	33%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11

<b>8.7</b>	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	38%	49%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe in this prison?	32%	27%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	25%	23%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
<b>9.4a</b>	Insulting remarks?	16%	14%
<b>9.4b</b>	Physical abuse?	10%	11%
<b>9.4c</b>	Sexual abuse?	1%	1%
<b>9.4d</b>	Racial or ethnic abuse?	4%	3%
<b>9.4e</b>	Your religious beliefs?	3%	3%
<b>9.4f</b>	Your disability?	1%	2%
<b>9.4g</b>	Drugs?	2%	3%
<b>9.4h</b>	Having your canteen/property taken?	6%	5%
<b>9.4i</b>	Because you were new here?	9%	9%
<b>9.4j</b>	Being from a different part of the country than others?	5%	5%
<b>9.4k</b>	Gang-related issues?	5%	6%
<b>9.4l</b>	Your offence/crime?	3%	4%
<b>9.6</b>	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23%	25%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
<b>9.7a</b>	Insulting remarks?	13%	15%
<b>9.7b</b>	Physical abuse?	4%	5%
<b>9.7c</b>	Sexual abuse?	1%	1%
<b>9.7d</b>	Racial or ethnic abuse?	5%	5%
<b>9.7e</b>	Your religious beliefs?	2%	3%
<b>9.7f</b>	Your disability?	1%	1%
<b>9.7g</b>	Drugs?	2%	2%
<b>9.7h</b>	Having your canteen/property taken?	3%	3%
<b>9.7i</b>	Because you were new here?	4%	4%
<b>9.7j</b>	Being from a different part of the country than others?	3%	3%
<b>9.7k</b>	Gang-related issues?	2%	2%
<b>9.7l</b>	Your offence/crime?	3%	3%
<b>9.9</b>	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	56%	56%
<b>9.10</b>	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	28%	31%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11

9.11	Is shouting through the windows a problem here?	41%	40%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	35%	36%
<b>SECTION 10: ACTIVITIES</b>			
10.1	Were you 14 or younger when you were last at school?	36%	42%
10.2a	Have you ever been excluded from school?	88%	86%
10.2b	Have you ever truanted from school?	72%	69%
<b>Do you currently take part in any of the following:</b>			
10.3a	Education?	80%	74%
10.3b	A job in this establishment?	31%	31%
10.3c	Vocational or skills training?	20%	19%
10.3d	Offending behaviour programmes?	24%	22%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
10.4a	Education?	63%	64%
10.4b	A job in this establishment?	50%	56%
10.4c	Vocational or skills training?	51%	56%
10.4d	Offending behaviour programmes?	47%	50%
10.5	Do you usually have association every day?	69%	70%
10.6	Do you go to the gym more than five times each week?	9%	11%
10.7	Can you usually go outside for exercise every day?	42%	40%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
11.1	Are you able to use the telephone every day?	67%	66%
11.2	Have you had any problems with sending or receiving letters or parcels?	43%	40%
11.3	Is it easy/very easy for your family and friends to visit you here?	42%	43%
11.4	Do you usually have one or more visits per week from family and friends?	35%	38%
11.5	Do your visits start on time?	42%	42%
11.6	Are you and your visitors treated well/very well by visits staff?	43%	43%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
12.1	Did you meet your personal officer within the first week?	47%	51%
12.2	Do you see your personal officer at least once a week?	60%	63%
12.3	Do you feel your personal officer has helped you?	60%	56%
12.4	Do you have a training plan, sentence plan or remand plan?	49%	47%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2011–12 COMPARED WITH 2010–11

	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	54%	55%
<b>12.5b</b>	Do you understand the targets set in your plan?	66%	68%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	85%	83%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	56%	57%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	39%	42%
<b>12.8</b>	Are you going to school or college on release?	56%	60%
<b>12.8</b>	Do you have a job to go to on release?	21%	20%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	38%	36%
<b>12.9</b>	Getting into school or college?	44%	45%
<b>12.9</b>	Getting a job?	41%	43%
<b>12.9</b>	Help with money/finances?	33%	33%
<b>12.9</b>	Help with claiming benefits?	28%	27%
<b>12.9</b>	Continuing health services?	21%	22%
<b>12.9</b>	Opening a bank account?	29%	32%
<b>12.9</b>	Avoiding bad relationships?	24%	25%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	26%	27%
<b>12.10</b>	Getting into school or college?	30%	26%
<b>12.10</b>	Getting a job?	49%	49%
<b>12.10</b>	Help with money/finances?	42%	39%
<b>12.10</b>	Help with claiming benefits?	28%	25%
<b>12.10</b>	Continuing health services?	12%	13%
<b>12.10</b>	Opening a bank account?	18%	16%
<b>12.10</b>	Avoiding bad relationships?	19%	19%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	89%	92%
<b>12.13</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45%	47%

## APPENDIX B: ESTABLISHMENT ANALYSIS – YOUNG MEN, 2011–12

KEY TO TABLES																Overall	
	The best score across establishments	Ashtfield 2011	135	100	110	144	44	88	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	926			
	The worst score across establishments																
Number of completed questionnaires returned																	
SECTION 1: ABOUT YOU																	
1.1	Are you 18 years of age?	13%	9%	5%	18%	2%	13%	12%	10%	39%	0%	35%	12%				
1.2	Are you a foreign national?	10%	5%	7%	4%	2%	2%	6%	3%	0%	7%	0%	5%				
1.3	Is English your first language?	83%	90%	75%	91%	98%	94%	88%	92%	83%	93%	100%	88%				
1.4	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	50%	62%	83%	21%	16%	44%	48%	26%	50%	67%	5%	42%				
1.5	Are you Muslim?	22%	30%	39%	10%	19%	23%	24%	13%	27%	41%	3%	22%				
1.6	Do you consider yourself to be Gypsy/Romany/ Traveller?	4%	6%	3%	4%	9%	5%	6%	5%	0%	0%	5%	5%				
1.7	Do you have any children?	13%	12%	12%	16%	16%	8%	12%	8%	6%	10%	5%	12%				
1.8	Do you consider yourself to have a disability?	10%	10%	10%	9%	12%	10%	15%	11%	20%	7%	27%	11%				
1.9	Have you ever been in local authority care?	31%	31%	17%	32%	43%	28%	28%	30%	30%	14%	47%	30%				
SECTION 2: ABOUT YOUR SENTENCE																	
2.1	Are you sentenced?	80%	69%	35%	82%	77%	71%	79%	86%	100%	100%	78%	75%				
2.2	Is your sentence 12 months or less?	34%	34%	17%	45%	45%	36%	45%	39%	5%	76%	18%	36%				
2.3	Have you been in this establishment for one month or less?	19%	17%	18%	19%	19%	16%	16%	17%	0%	10%	9%	17%				
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	57%	55%	61%	44%	42%	49%	55%	51%	70%	43%	60%	53%				



KEY TO TABLES																Overall
	The best score across establishments															Keppel Unit 2012
	The worst score across establishments															Heron Unit 2011
SECTION 3: COURTS, TRANSFERS AND ESCORTS																
	For your most recent journey, either to or from court or between prisons, we want to know:															
3.1	Was the van clean?		46%	45%	42%	32%	34%	56%	40%	50%	61%	33%	46%	43%		
3.2	Did you feel safe?		78%	81%	77%	84%	76%	84%	76%	83%	83%	87%	89%	81%		
3.3	Did you travel with any adults (over 18) or anyone of a different gender?		23%	34%	26%	16%	16%	23%	39%	34%	39%	20%	43%	26%		
3.4	Did you spend more than four hours in the van?		16%	17%	0%	7%	9%	10%	5%	5%	13%	0%	5%	9%		
	For those who spent two or more hours in the escort van:															
3.5	Were you offered a toilet break if you needed it?		14%	12%	14%	15%	8%	20%	12%	14%	18%	0%	16%	14%		
3.6	Were you offered anything to eat or drink?		28%	33%	17%	30%	42%	51%	40%	38%	77%	33%	37%	33%		
3.7	Were you treated well/very well by the escort staff?		47%	42%	49%	44%	64%	68%	45%	54%	70%	47%	56%	50%		
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?		69%	81%	80%	73%	79%	80%	71%	73%	95%	66%	75%	74%		
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?		18%	13%	7%	17%	4%	8%	4%	5%	0%	14%	11%	11%		
SECTION 4: YOUR FIRST FEW DAYS HERE																
4.1	Were you in reception for less than two hours?		82%	79%	85%	83%	73%	84%	76%	82%	70%	87%	79%	81%		
4.2	When you were searched was this carried out in an understanding way?		85%	74%	74%	81%	73%	83%	71%	77%	83%	76%	83%	79%		
4.3	Were you treated well/very well in reception?		70%	55%	58%	59%	66%	77%	70%	68%	70%	43%	57%	64%		

	KEY TO TABLES		Ashtfield 2011		Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	Overall
			When you first arrived, did staff ask if you needed help or support with any of the following:												
			Not being able to smoke?	58%	52%	45%	56%	64%	64%	39%	70%	47%	55%	61%	57%
		The best score across establishments	Loss of property?	19%	25%	15%	18%	28%	19%	15%	33%	16%	17%	27%	21%
		The worst score across establishments	Housing problems?	19%	22%	12%	25%	26%	30%	15%	16%	6%	31%	9%	19%
			Needing protection from other young people?	23%	40%	36%	25%	30%	31%	18%	24%	16%	21%	12%	26%
4.4e			Letting family know where you are?	57%	53%	59%	56%	79%	62%	57%	65%	47%	48%	53%	59%
4.4f			Money worries?	18%	28%	11%	10%	23%	20%	17%	23%	6%	10%	6%	17%
4.4g			Feeling low/upset/needing someone to talk to?	36%	48%	27%	34%	49%	43%	36%	43%	32%	21%	56%	38%
4.4h			Health problems?	55%	70%	50%	54%	62%	71%	54%	56%	53%	48%	44%	56%
4.4i			Getting phone numbers?	52%	47%	31%	40%	57%	52%	37%	44%	37%	52%	47%	44%
4.5			Did you have any problems when you first arrived?	76%	80%	79%	70%	71%	75%	70%	72%	56%	73%	91%	74%
			When you first arrived, did you have problems with any of the following:												
4.5a			Not being able to smoke?	50%	40%	45%	44%	51%	41%	52%	54%	19%	48%	63%	48%
4.5b			Loss of property?	14%	23%	18%	15%	10%	16%	16%	16%	0%	4%	19%	16%
4.5c			Housing problems?	14%	21%	19%	16%	14%	15%	11%	7%	7%	19%	22%	14%
4.5d			Needing protection from other young people?	7%	7%	18%	13%	4%	6%	4%	4%	0%	7%	11%	9%
4.5e			Letting family know where you are?	21%	33%	18%	22%	32%	35%	14%	26%	7%	11%	28%	23%
4.5f			Money worries?	25%	23%	28%	16%	12%	21%	11%	12%	7%	15%	25%	19%
4.5g			Feeling low/upset/needing someone to talk to?	21%	7%	14%	16%	12%	20%	18%	17%	19%	4%	47%	17%
4.5h			Health problems?	13%	18%	9%	11%	8%	9%	9%	13%	7%	0%	22%	12%
4.5i			Getting phone numbers?	32%	40%	42%	26%	25%	40%	30%	33%	7%	33%	31%	32%

KEY TO TABLES		Ashtfield 2011													Overall
The best score across establishments		Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012				
The worst score across establishments															
	When you first arrived, were you given any of the following:														
4.6a	A reception pack?	66%	65%	54%	71%	63%	75%	85%	84%	59%	52%	77%	70%		
4.6b	The opportunity to have a shower?	18%	68%	11%	70%	54%	30%	36%	16%	46%	17%	38%	36%		
4.6c	Something to eat?	78%	83%	83%	81%	73%	82%	74%	74%	86%	79%	94%	79%		
4.6d	A free phone call to friends/family?	62%	55%	73%	82%	75%	79%	85%	76%	59%	83%	80%	73%		
4.6e	Information about the PIN telephone system?	51%	49%	56%	67%	54%	51%	45%	49%	19%	48%	51%	53%		
4.6f	Information about feeling low/upset?	23%	41%	20%	40%	42%	30%	28%	35%	27%	21%	43%	32%		
	Within your first 24 hours, did you have access to the following people or services:														
4.7a	The chaplain or religious leader?	29%	45%	37%	52%	62%	52%	22%	53%	43%	48%	61%	43%		
4.7b	A peer mentor, Listener or the Samaritans?	16%	23%	16%	31%	16%	18%	15%	26%	20%	11%	36%	22%		
4.7c	Did you have access to the prison shop/canteen?	29%	10%	16%	9%	16%	10%	5%	12%	15%	7%	24%	15%		
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	68%	73%	51%	71%	44%	81%	75%	74%	61%	59%	74%	69%		
4.9	Did you feel safe on your first night here?	74%	83%	59%	85%	81%	82%	74%	83%	70%	90%	69%	78%		
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	68%	70%	45%	63%	84%	69%	51%	74%	56%	56%	65%	64%		
	SECTION 5: DAILY LIFE AND RESPECT														
5.1	Can you normally have a shower every day if you want to?	79%	43%	82%	90%	96%	90%	53%	31%	100%	93%	94%	71%		
5.2	Is your cell call bell normally answered within five minutes?	51%	33%	46%	35%	40%	18%	17%	25%	74%	60%	64%	37%		

KEY TO TABLES		Overall											
	The best score across establishments	Overall											
		Overall											
	The worst score across establishments	Overall											
		Ashtfield 2011	Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	Overall
5.3	Do you find the food here good/very good?	38%	5%	15%	13%	10%	16%	13%	13%	26%	20%	23%	18%
5.4	Does the shop/canteen sell a wide enough variety of products?	55%	33%	32%	50%	69%	45%	28%	43%	50%	21%	49%	44%
5.5	Is it easy/very easy for you to attend religious services?	63%	58%	58%	47%	50%	61%	50%	59%	67%	63%	54%	56%
5.6a	Do you feel your religious beliefs are respected?	63%	64%	72%	42%	59%	59%	54%	55%	50%	79%	31%	57%
5.6b	Can you speak to a religious leader in private if you want to?	65%	72%	75%	59%	78%	75%	57%	70%	63%	66%	71%	67%
5.7	Is there a member of staff you can turn to with a problem?	65%	58%	71%	63%	74%	72%	66%	64%	100%	74%	83%	66%
5.8	Do you feel that most of the staff here treat you with respect?	68%	58%	71%	59%	65%	64%	57%	63%	94%	63%	79%	64%
SECTION 6: HEALTH SERVICES													
6.1	Did you have a full health assessment the day after your arrival?	65%	75%	49%	73%	47%	46%	50%	69%	46%	53%	71%	63%
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	60%	63%	37%	71%	70%	68%	71%	62%	59%	46%	90%	62%
6.3a	Is it easy for you to see the doctor?	48%	49%	29%	64%	40%	57%	67%	57%	70%	35%	78%	53%
6.3b	Is it easy for you to see the nurse?	76%	58%	65%	81%	78%	68%	89%	68%	95%	66%	88%	74%
6.3c	Is it easy for you to see the dentist?	32%	25%	13%	51%	27%	35%	39%	30%	30%	14%	38%	33%
6.3d	Is it easy for you to see the optician?	23%	23%	5%	42%	25%	35%	31%	26%	43%	10%	51%	27%
6.3e	Is it easy for you to see the pharmacist?	23%	26%	6%	36%	29%	37%	29%	36%	32%	10%	46%	28%
6.4	If you are taking medication, are you allowed to keep it in your cell?	25%	44%	26%	35%	17%	51%	38%	40%	70%	8%	65%	35%

KEY TO TABLES																Overall
The best score across establishments																
The worst score across establishments																
6.5a	Did you have any problems with alcohol when you first arrived?	Ashfield 2011	Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012				
6.5b	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	17%	4%	7%	13%	22%	8%	13%	19%	16%	3%	11%	13%			
6.6a	Did you have any problems with drugs when you first arrived?	43%	50%	0%	24%	64%	57%	50%	48%	100%	0%	100%	42%			
6.6b	Do you have any problems with drugs now?	36%	28%	18%	41%	60%	30%	36%	45%	35%	0%	56%	36%			
6.6c	If you had drug problems on arrival, have you received any help with any problems here?	8%	11%	6%	9%	21%	2%	11%	10%	0%	3%	12%	9%			
6.7	Is it easy/very easy to get illegal drugs here?	58%	39%	32%	48%	73%	73%	67%	65%	86%	100%	71%	58%			
6.8	Do you feel you have any emotional or mental health problems?	18%	7%	12%	15%	35%	14%	20%	25%	0%	25%	21%	18%			
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	35%	15%	23%	31%	22%	21%	28%	25%	5%	17%	47%	27%			
		43%	65%	36%	59%	46%	39%	54%	46%	0%	60%	81%	50%			
SECTION 7: APPLICATIONS AND COMPLAINTS																
7.1	Do you know how to make an application?	81%	94%	69%	94%	86%	94%	85%	91%	100%	90%	83%	87%			
7.2	Is it easy to make an application?	72%	80%	55%	89%	86%	83%	77%	81%	95%	60%	81%	77%			
	For those who have made an application:															
7.3a	Do you feel applications are sorted out fairly?	62%	53%	55%	72%	67%	63%	69%	81%	94%	76%	92%	69%			
7.3b	Do you feel applications are sorted out promptly (within seven days)?	43%	42%	31%	84%	62%	58%	64%	69%	93%	33%	82%	61%			
7.4	Do you know how to make a complaint?	78%	86%	77%	81%	90%	96%	90%	89%	95%	70%	83%	84%			
7.5	Is it easy to make a complaint?	61%	70%	53%	55%	80%	77%	75%	66%	80%	55%	65%	63%			

KEY TO TABLES		Overall											
	The best score across establishments	Ashtfield 2011	Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	Overall
	The worst score across establishments												
	<b>For those who have made a complaint:</b>												
7.6a	Do you feel complaints are sorted out fairly?	32%	39%	30%	30%	36%	34%	49%	33%	93%	44%	65%	37%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	29%	48%	33%	49%	52%	36%	39%	48%	75%	50%	63%	43%
7.7	Have you ever been prevented from making a complaint when you wanted to?	18%	20%	13%	18%	21%	21%	28%	22%	19%	11%	13%	19%
	<b>Can you speak to the following people when you need to:</b>												
7.8a	A peer mentor or Listener?	24%	39%	21%	36%	38%	47%	27%	34%	50%	24%	79%	33%
7.8b	A member of the IMB (Independent Monitoring Board)?	19%	30%	18%	25%	16%	51%	20%	27%	47%	17%	44%	25%
7.8c	An advocate (an outside person to help you)?	43%	36%	15%	29%	49%	42%	29%	39%	50%	13%	69%	35%
	<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>												
8.1	Are you on the enhanced (top) level of the reward scheme?	25%	35%	17%	28%	4%	32%	33%	24%	81%	47%	35%	27%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	39%	37%	46%	47%	51%	51%	51%	48%	95%	43%	69%	46%
8.3	Do the different levels make you change your behaviour?	53%	52%	45%	50%	49%	52%	52%	49%	68%	43%	54%	51%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	56%	58%	65%	63%	64%	65%	58%	59%	65%	33%	57%	60%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	84%	81%	91%	84%	94%	79%	83%	83%	91%	67%	91%	84%

KEY TO TABLES		Ashtfield 2011	Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	Overall
	The best score across establishments												
	The worst score across establishments												
<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	42%	33%	43%	34%	40%	39%	38%	35%	19%	21%	35%	37%
<b>8.7</b>	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/ very well?	48%	45%	19%	50%	29%	56%	16%	41%	0%	50%	80%	38%
<b>SECTION 9: SAFETY</b>													
<b>9.1</b>	Have you ever felt unsafe in this prison?	36%	23%	46%	28%	37%	32%	32%	27%	19%	20%	42%	32%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	28%	15%	22%	28%	27%	26%	28%	17%	30%	11%	54%	25%
	<b>If you have felt victimised by another young person/ group of young people, did the incident involve:</b>												
<b>9.4a</b>	Insulting remarks?	14%	7%	14%	18%	12%	16%	21%	15%	20%	7%	35%	16%
<b>9.4b</b>	Physical abuse?	9%	7%	8%	15%	8%	14%	9%	8%	15%	7%	23%	10%
<b>9.4c</b>	Sexual abuse?	0%	1%	0%	1%	8%	0%	1%	0%	5%	0%	3%	1%
<b>9.4d</b>	Racial or ethnic abuse?	4%	2%	5%	6%	2%	4%	4%	4%	15%	0%	6%	4%
<b>9.4e</b>	Your religious beliefs?	2%	0%	4%	3%	4%	3%	4%	3%	0%	0%	3%	3%
<b>9.4f</b>	Your disability?	1%	1%	1%	0%	2%	1%	0%	1%	0%	0%	9%	1%
<b>9.4g</b>	Drugs?	4%	0%	1%	2%	4%	1%	1%	1%	0%	0%	3%	2%
<b>9.4h</b>	Having your canteen/property taken?	8%	4%	8%	7%	12%	11%	4%	2%	15%	0%	3%	6%
<b>9.4i</b>	Because you were new here?	13%	5%	6%	10%	16%	9%	5%	11%	0%	7%	12%	9%
<b>9.4j</b>	Being from a different part of the country than others?	4%	2%	3%	6%	10%	4%	2%	7%	0%	4%	9%	5%
<b>9.4k</b>	Gang-related issues?	5%	2%	11%	4%	10%	0%	4%	3%	0%	0%	6%	5%
<b>9.4l</b>	Your offence/crime?	3%	1%	2%	4%	4%	1%	4%	3%	0%	4%	12%	3%

KEY TO TABLES		Ashtfield 2011												Overall
The best score across establishments														Keppel Unit 2012
The worst score across establishments														Heron Unit 2011
			Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011				
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	20%	21%	17%	27%	35%	23%	27%	20%	15%	19%	31%	23%	
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:													
9.7a	Insulting remarks?	9%	10%	11%	20%	23%	15%	17%	9%	5%	14%	19%	13%	
9.7b	Physical abuse?	2%	2%	2%	5%	13%	5%	5%	7%	0%	4%	3%	4%	
9.7c	Sexual abuse?	1%	1%	0%	1%	4%	1%	1%	1%	0%	0%	6%	1%	
9.7d	Racial or ethnic abuse?	5%	4%	6%	3%	8%	1%	7%	5%	0%	4%	0%	5%	
9.7e	Your religious beliefs?	6%	0%	2%	0%	4%	1%	0%	2%	0%	0%	0%	2%	
9.7f	Your disability?	1%	0%	2%	0%	4%	0%	0%	0%	0%	0%	6%	1%	
9.7g	Drugs?	1%	0%	2%	5%	10%	1%	1%	0%	0%	0%	3%	2%	
9.7h	Having your canteen/property taken?	3%	4%	1%	5%	2%	2%	4%	4%	0%	4%	6%	3%	
9.7i	Because you were new here?	4%	7%	5%	3%	4%	6%	4%	3%	5%	4%	0%	4%	
9.7j	Being from a different part of the country than others?	5%	0%	2%	6%	4%	1%	2%	0%	0%	0%	3%	3%	
9.7k	Gang-related issues?	0%	2%	0%	1%	2%	2%	2%	4%	0%	4%	3%	2%	
9.7l	Your offence/crime?	1%	5%	1%	3%	10%	5%	3%	3%	0%	7%	3%	3%	
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	56%	58%	52%	57%	71%	50%	53%	58%	68%	44%	59%	56%	
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	28%	30%	21%	27%	38%	34%	22%	26%	47%	47%	50%	28%	
9.11	Is shouting through the windows a problem here?	42%	32%	34%	45%	33%	42%	53%	40%	0%	30%	71%	41%	



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	The best score across establishments												
	The worst score across establishments												
	<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>												
<b>11.1</b>	Are you able to use the telephone every day?	79%	48%	73%	84%	98%	95%	57%	18%	94%	93%	94%	67%
<b>11.2</b>	Have you had any problems with sending or receiving letters or parcels?	47%	56%	42%	37%	44%	43%	39%	42%	41%	50%	43%	43%
<b>11.3</b>	Is it easy/very easy for your family and friends to visit you here?	32%	46%	45%	50%	74%	36%	41%	40%	43%	41%	38%	42%
<b>11.4</b>	Do you usually have one or more visits per week from family and friends?	27%	50%	42%	43%	53%	18%	32%	32%	20%	38%	17%	35%
<b>11.5</b>	Do your visits start on time?	40%	26%	29%	58%	67%	31%	25%	45%	63%	38%	33%	42%
<b>11.6</b>	Are you and your visitors treated well/very well by visits staff?	37%	37%	39%	51%	63%	36%	36%	42%	85%	45%	44%	43%
	<b>SECTION 12: PREPARATION FOR RELEASE</b>												
	<b>For those who have met their personal officer:</b>												
<b>12.1</b>	Did you meet your personal officer within the first week?	38%	32%	48%	50%	60%	41%	49%	47%	67%	69%	88%	47%
<b>12.2</b>	Do you see your personal officer at least once a week?	53%	58%	55%	67%	76%	72%	44%	56%	68%	69%	91%	60%
<b>12.3</b>	Do you feel your personal officer has helped you?	55%	55%	51%	64%	74%	67%	47%	61%	80%	59%	74%	60%
<b>12.4</b>	Do you have a training plan, sentence plan or remand plan?	48%	44%	26%	57%	37%	46%	43%	56%	73%	57%	78%	49%
	<b>For those with a training plan, sentence plan or remand plan:</b>												
<b>12.5a</b>	Were you involved in the development of your plan?	50%	55%	53%	56%	56%	58%	44%	55%	59%	55%	71%	54%

KEY TO TABLES		Ashfield 2011	Cookham Wood 2011	Feltham 2011	Hindley 2011	Parc 2011	Warren Hill 2011	Werrington 2012	Wetherby 2012	Carlford Unit 2011	Heron Unit 2011	Keppel Unit 2012	Overall
The best score across establishments													
The worst score across establishments													
12.5b	Do you understand the targets set in your plan?	63%	60%	62%	74%	71%	70%	57%	65%	77%	67%	76%	66%
12.6	Has your YOT worker been in touch with you since your arrival here?	81%	81%	84%	87%	85%	90%	82%	89%	95%	97%	97%	86%
12.7	Do you know how to get in touch with your YOT worker?	58%	66%	37%	52%	85%	72%	53%	58%	70%	45%	77%	56%
	Please answer the following about your preparation for release:												
12.8	Have you had a say in what will happen to you when you are released?	35%	34%	21%	38%	64%	58%	39%	42%	59%	57%	51%	39%
12.8	Are you going to school or college on release?	59%	66%	69%	50%	38%	71%	51%	45%	41%	75%	74%	56%
12.8	Do you have a job to go to on release?	24%	19%	23%	15%	21%	20%	28%	21%	24%	14%	17%	21%
	Do you know who to contact for help with the following in preparation for your release:												
12.9	Finding accommodation?	37%	42%	34%	35%	48%	41%	30%	41%	31%	56%	52%	38%
12.9	Getting into school or college?	42%	46%	43%	41%	52%	62%	30%	45%	46%	59%	63%	44%
12.9	Getting a job?	39%	35%	34%	41%	52%	46%	38%	45%	46%	52%	66%	41%
12.9	Help with money/finances?	30%	29%	32%	26%	44%	38%	25%	41%	31%	41%	49%	33%
12.9	Help with claiming benefits?	23%	23%	21%	27%	42%	33%	21%	38%	31%	37%	38%	28%
12.9	Continuing health services?	17%	23%	16%	18%	35%	30%	18%	27%	23%	15%	46%	21%
12.9	Opening a bank account?	26%	30%	21%	24%	44%	38%	25%	36%	46%	27%	55%	29%
12.9	Avoiding bad relationships?	21%	24%	13%	22%	37%	36%	19%	28%	23%	19%	49%	24%
	Do you think you will have a problem with the following when you are released:												
12.10	Finding accommodation?	25%	35%	38%	22%	24%	23%	24%	25%	23%	17%	25%	26%

KEY TO TABLES	Overall													
	Keppel Unit 2012													
	Heron Unit 2011													
The best score across establishments	Carlford Unit 2011													
	Wetherby 2012													
The worst score across establishments	Werrington 2012													
	Warren Hill 2011													
KEY TO TABLES	Parc 2011													
	Hindley 2011													
	Feltham 2011													
	Cookham Wood 2011													
	Ashtfield 2011													
	12.10	Getting into school or college?	34%	40%	43%	27%	2%	23%	22%	27%	31%	21%	39%	30%
	12.10	Getting a job?	52%	57%	53%	51%	43%	37%	45%	47%	54%	48%	42%	49%
	12.10	Help with money/finances?	47%	49%	39%	49%	30%	28%	34%	40%	23%	41%	53%	42%
	12.10	Help with claiming benefits?	28%	31%	30%	31%	18%	24%	19%	29%	8%	38%	25%	28%
	12.10	Continuing health services?	15%	16%	12%	11%	11%	15%	5%	10%	23%	0%	10%	12%
	12.10	Opening a bank account?	19%	25%	18%	23%	14%	20%	12%	16%	0%	17%	7%	18%
	12.10	Avoiding bad relationships?	19%	22%	20%	23%	11%	15%	14%	16%	31%	14%	25%	19%
	For those who were sentenced:													
12.12	Do you want to stop offending?	88%	86%	74%	92%	87%	100%	86%	89%	100%	90%	96%	89%	
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	49%	42%	20%	41%	42%	55%	42%	50%	81%	43%	48%	45%	

## APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2011–12

KEY TO TABLES			
	Significantly better for black and minority ethnic young men	BLACK AND MINORITY ETHNIC YOUNG MEN	WHITE YOUNG MEN
	Significantly worse for black and minority ethnic young men		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		399	505
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	9%	14%
1.2	Are you a foreign national?	8%	3%
1.3	Is English your first language?	79%	95%
1.5	Are you Muslim?	46%	2%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	1%	7%
1.7	Do you have any children?	10%	13%
1.8	Do you consider yourself to have a disability?	7%	14%
1.9	Have you ever been in local authority care?	21%	35%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	68%	81%
2.2	Is your sentence 12 months or less?	26%	43%
2.3	Have you been in this establishment for one month or less?	14%	21%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	59%	48%
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?	42%	44%
3.2	Did you feel safe?	75%	85%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	26%	26%
3.4	Did you spend more than four hours in the van?	10%	8%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	14%	14%
3.6	Were you offered anything to eat or drink?	32%	35%
3.7	Were you treated well/very well by the escort staff?	47%	51%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	71%	77%
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	13%	10%

## APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2011–12

	SECTION 4: YOUR FIRST FEW DAYS HERE		
<b>4.1</b>	Were you in reception for less than two hours?	81%	82%
<b>4.2</b>	When you were searched was this carried out in an understanding way?	75%	81%
<b>4.3</b>	Were you treated well/very well in reception?	61%	68%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	44%	66%
<b>4.4b</b>	Loss of property?	17%	25%
<b>4.4c</b>	Housing problems?	18%	20%
<b>4.4d</b>	Needing protection from other young people?	27%	26%
<b>4.4e</b>	Letting family know where you are?	59%	59%
<b>4.4f</b>	Money worries?	15%	18%
<b>4.4g</b>	Feeling low/upset/needing someone to talk to?	33%	41%
<b>4.4h</b>	Health problems?	55%	57%
<b>4.4i</b>	Getting phone numbers?	40%	47%
<b>4.5</b>	Did you have any problems when you first arrived?	72%	75%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	37%	56%
<b>4.5b</b>	Loss of property?	18%	14%
<b>4.5c</b>	Housing problems?	15%	14%
<b>4.5d</b>	Needing protection from other young people?	10%	8%
<b>4.5e</b>	Letting family know where you are?	22%	24%
<b>4.5f</b>	Money worries?	21%	19%
<b>4.5g</b>	Feeling low/upset/needing someone to talk to?	13%	20%
<b>4.5h</b>	Health problems?	9%	13%
<b>4.5i</b>	Getting phone numbers?	35%	32%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	A reception pack?	60%	79%
<b>4.6b</b>	The opportunity to have a shower?	30%	40%
<b>4.6c</b>	Something to eat?	80%	78%
<b>4.6d</b>	A free phone call to friends/family?	70%	76%
<b>4.6e</b>	Information about the PIN telephone system?	50%	56%
<b>4.6f</b>	Information about feeling low/upset?	25%	37%
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	The chaplain or religious leader?	38%	48%
<b>4.7b</b>	A peer mentor, Listener or the Samaritans?	17%	26%

**APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY  
ETHNIC YOUNG MEN 2011–12**

<b>4.7c</b>	Did you have access to the prison shop/canteen?	14%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	68%	70%
<b>4.9</b>	Did you feel safe on your first night here?	74%	81%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	61%	66%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	71%	70%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	41%	34%
<b>5.3</b>	Do you find the food here good/very good?	22%	15%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	34%	51%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	65%	50%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	67%	49%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	74%	62%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	59%	72%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	61%	67%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	60%	66%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	54%	70%
<b>6.3a</b>	Is it easy for you to see the doctor?	45%	59%
<b>6.3b</b>	Is it easy for you to see the nurse?	69%	77%
<b>6.3c</b>	Is it easy for you to see the dentist?	27%	38%
<b>6.3d</b>	Is it easy for you to see the optician?	22%	32%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	23%	32%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	43%	30%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	7%	18%
<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	19%	49%
<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	20%	48%
<b>6.6b</b>	Do you have any problems with drugs now?	5%	12%

## APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2011–12

<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	53%	59%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	13%	21%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	22%	30%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	38%	58%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	80%	91%
<b>7.2</b>	Is it easy to make an application?	70%	82%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	60%	75%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	50%	69%
<b>7.4</b>	Do you know how to make a complaint?	81%	86%
<b>7.5</b>	Is it easy to make a complaint?	61%	65%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	30%	41%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	35%	49%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	22%	16%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	25%	39%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	22%	28%
<b>7.8c</b>	An advocate (an outside person to help you)?	30%	38%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	27%	27%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	39%	52%
<b>8.3</b>	Do the different levels make you change your behaviour?	46%	54%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	65%	56%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	81%	87%
<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	44%	32%
<b>8.7</b>	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	34%	42%



# APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2011–12

	SECTION 9: SAFETY		
<b>9.1</b>	Have you ever felt unsafe in this prison?	31%	32%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	21%	27%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
<b>9.4a</b>	Insulting remarks?	10%	19%
<b>9.4b</b>	Physical abuse?	8%	11%
<b>9.4c</b>	Sexual abuse?	0%	1%
<b>9.4d</b>	Racial or ethnic abuse?	6%	3%
<b>9.4e</b>	Your religious beliefs?	4%	2%
<b>9.4f</b>	Your disability?	1%	1%
<b>9.4g</b>	Drugs?	0%	3%
<b>9.4h</b>	Having your canteen/property taken?	4%	7%
<b>9.4i</b>	Because you were new here?	6%	11%
<b>9.4j</b>	Being from a different part of the country than others?	3%	6%
<b>9.4k</b>	Gang-related issues?	6%	4%
<b>9.4l</b>	Your offence/crime?	2%	4%
<b>9.6</b>	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	20%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
<b>9.7a</b>	Insulting remarks?	13%	13%
<b>9.7b</b>	Physical abuse?	4%	4%
<b>9.7c</b>	Sexual abuse?	1%	1%
<b>9.7d</b>	Racial or ethnic abuse?	9%	2%
<b>9.7e</b>	Your religious beliefs?	4%	1%
<b>9.7f</b>	Your disability?	1%	0%
<b>9.7g</b>	Drugs?	0%	3%
<b>9.7h</b>	Having your canteen/property taken?	3%	4%
<b>9.7i</b>	Because you were new here?	6%	2%
<b>9.7j</b>	Being from a different part of the country than others?	2%	4%
<b>9.7k</b>	Gang-related issues?	2%	1%
<b>9.7l</b>	Your offence/crime?	3%	2%
<b>9.9</b>	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	53%	58%
<b>9.10</b>	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	21%	33%
<b>9.11</b>	Is shouting through the windows a problem here?	35%	45%

## APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2011–12

<b>9.12</b>	Have staff checked on you personally in the last week to see how you are getting on?	28%	41%
<b>SECTION 10: ACTIVITIES</b>			
<b>10.1</b>	Were you 14 or younger when you were last at school?	30%	41%
<b>10.2a</b>	Have you ever been excluded from school?	82%	92%
<b>10.2b</b>	Have you ever truanted from school?	58%	81%
<b>Do you currently take part in any of the following:</b>			
<b>10.3a</b>	Education?	79%	81%
<b>10.3b</b>	A job in this establishment?	25%	35%
<b>10.3c</b>	Vocational or skills training?	19%	22%
<b>10.3d</b>	Offending behaviour programmes?	22%	27%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
<b>10.4a</b>	Education?	57%	67%
<b>10.4b</b>	A job in this establishment?	43%	54%
<b>10.4c</b>	Vocational or skills training?	45%	55%
<b>10.4d</b>	Offending behaviour programmes?	41%	51%
<b>10.5</b>	Do you usually have association every day?	73%	67%
<b>10.6</b>	Do you go to the gym more than five times each week?	8%	10%
<b>10.7</b>	Can you usually go outside for exercise every day?	48%	38%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>11.1</b>	Are you able to use the telephone every day?	68%	66%
<b>11.2</b>	Have you had any problems with sending or receiving letters or parcels?	48%	40%
<b>11.3</b>	Is it easy/very easy for your family and friends to visit you here?	35%	48%
<b>11.4</b>	Do you usually have one or more visits per week from family and friends?	31%	39%
<b>11.5</b>	Do your visits start on time?	32%	49%
<b>11.6</b>	Are you and your visitors treated well/very well by visits staff?	36%	48%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
<b>12.1</b>	Did you meet your personal officer within the first week?	38%	53%
<b>12.2</b>	Do you see your personal officer at least once a week?	55%	63%
<b>12.3</b>	Do you feel your personal officer has helped you?	55%	63%
<b>12.4</b>	Do you have a training plan, sentence plan or remand plan?	45%	52%

**APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY  
ETHNIC YOUNG MEN 2011–12**

	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	55%	54%
<b>12.5b</b>	Do you understand the targets set in your plan?	68%	67%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	84%	88%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	48%	63%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	36%	41%
<b>12.8</b>	Are you going to school or college on release?	66%	49%
<b>12.8</b>	Do you have a job to go to on release?	17%	23%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	32%	43%
<b>12.9</b>	Getting into school or college?	42%	45%
<b>12.9</b>	Getting a job?	33%	48%
<b>12.9</b>	Help with money/finances?	28%	36%
<b>12.9</b>	Help with claiming benefits?	20%	34%
<b>12.9</b>	Continuing health services?	16%	26%
<b>12.9</b>	Opening a bank account?	22%	35%
<b>12.9</b>	Avoiding bad relationships?	18%	28%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	30%	23%
<b>12.10</b>	Getting into school or college?	38%	23%
<b>12.10</b>	Getting a job?	54%	47%
<b>12.10</b>	Help with money/finances?	42%	42%
<b>12.10</b>	Help with claiming benefits?	26%	28%
<b>12.10</b>	Continuing health services?	12%	11%
<b>12.10</b>	Opening a bank account?	19%	17%
<b>12.10</b>	Avoiding bad relationships?	17%	21%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	86%	90%
<b>12.13</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45%	45%

## APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12

KEY TO TABLES		MUSLIM YOUNG MEN	NON-MUSLIM YOUNG MEN
	Significantly better for Muslim young men		
	Significantly worse for Muslim young men		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		195	690
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	12%	12%
1.2	Are you a foreign national?	10%	4%
1.3	Is English your first language?	71%	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)?	93%	29%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	6%
1.7	Do you have any children?	9%	13%
1.8	Do you consider yourself to have a disability?	6%	12%
1.9	Have you ever been in local authority care?	21%	32%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	75%	76%
2.2	Is your sentence 12 months or less?	29%	39%
2.3	Have you been in this establishment for one month or less?	13%	19%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	60%	51%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	40%	44%
3.2	Did you feel safe?	74%	82%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	26%	26%
3.4	Did you spend more than four hours in the van?	11%	8%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	17%	13%
3.6	Were you offered anything to eat or drink?	29%	34%
3.7	Were you treated well/very well by the escort staff?	49%	51%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	64%	76%
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	16%	10%

## APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12

	SECTION 4: YOUR FIRST FEW DAYS HERE		
4.1	Were you in reception for less than two hours?	84%	80%
4.2	When you were searched was this carried out in an understanding way?	76%	79%
4.3	Were you treated well/very well in reception?	62%	66%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
4.4a	Not being able to smoke?	40%	61%
4.4b	Loss of property?	15%	24%
4.4c	Housing problems?	15%	21%
4.4d	Needing protection from other young people?	25%	27%
4.4e	Letting family know where you are?	59%	59%
4.4f	Money worries?	16%	17%
4.4g	Feeling low/upset/needing someone to talk to?	27%	40%
4.4h	Health problems?	50%	58%
4.4i	Getting phone numbers?	39%	46%
4.5	Did you have any problems when you first arrived?	75%	74%
	<b>When you first arrived, did you have problems with any of the following:</b>		
4.5a	Not being able to smoke?	43%	50%
4.5b	Loss of property?	19%	15%
4.5c	Housing problems?	12%	15%
4.5d	Needing protection from other young people?	8%	9%
4.5e	Letting family know where you are?	26%	22%
4.5f	Money worries?	25%	18%
4.5g	Feeling low/upset/needing someone to talk to?	10%	19%
4.5h	Health problems?	13%	12%
4.5i	Getting phone numbers?	40%	31%
	<b>When you first arrived, were you given any of the following:</b>		
4.6a	A reception pack?	59%	74%
4.6b	The opportunity to have a shower?	29%	37%
4.6c	Something to eat?	81%	78%
4.6d	A free phone call to friends/family?	71%	73%
4.6e	Information about the PIN telephone system?	50%	54%
4.6f	Information about feeling low/upset?	25%	34%
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
4.7a	The chaplain or religious leader?	36%	45%
4.7b	A peer mentor, Listener or the Samaritans?	12%	25%
4.7c	Did you have access to the prison shop/canteen?	10%	16%

**APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12**

<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	63%	70%
<b>4.9</b>	Did you feel safe on your first night here?	69%	80%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	58%	66%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	69%	70%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	36%	37%
<b>5.3</b>	Do you find the food here good/very good?	17%	18%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	33%	48%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	66%	54%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	75%	52%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	81%	63%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	60%	68%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	64%	64%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	59%	64%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	52%	66%
<b>6.3a</b>	Is it easy for you to see the doctor?	47%	55%
<b>6.3b</b>	Is it easy for you to see the nurse?	73%	74%
<b>6.3c</b>	Is it easy for you to see the dentist?	28%	35%
<b>6.3d</b>	Is it easy for you to see the optician?	21%	30%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	23%	29%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	44%	34%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	8%	15%
<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	20%	46%
<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	21%	40%
<b>6.6b</b>	Do you have any problems with drugs now?	6%	10%

**APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12**

<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	53%	59%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	15%	18%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	23%	28%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	29%	53%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	82%	88%
<b>7.2</b>	Is it easy to make an application?	70%	79%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	56%	73%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	47%	65%
<b>7.4</b>	Do you know how to make a complaint?	81%	85%
<b>7.5</b>	Is it easy to make a complaint?	63%	64%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	33%	38%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	40%	43%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	23%	18%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	23%	36%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	21%	27%
<b>7.8c</b>	An advocate (an outside person to help you)?	31%	36%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	27%	27%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	41%	49%
<b>8.3</b>	Do the different levels make you change your behaviour?	43%	53%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	65%	58%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	80%	86%
<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	44%	36%
<b>8.7</b>	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	34%	41%

## APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12

	SECTION 9: SAFETY		
9.1	Have you ever felt unsafe in this prison?	30%	33%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	19%	26%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
9.4a	Insulting remarks?	10%	17%
9.4b	Physical abuse?	8%	10%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	9%	3%
9.4e	Your religious beliefs?	7%	1%
9.4f	Your disability?	0%	1%
9.4g	Drugs?	0%	2%
9.4h	Having your canteen/property taken?	4%	7%
9.4i	Because you were new here?	8%	10%
9.4j	Being from a different part of the country than others?	3%	5%
9.4k	Gang-related issues?	5%	4%
9.4l	Your offence/crime?	2%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	29%	21%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
9.7a	Insulting remarks?	14%	13%
9.7b	Physical abuse?	5%	4%
9.7c	Sexual abuse?	0%	2%
9.7d	Racial or ethnic abuse?	11%	3%
9.7e	Your religious beliefs?	8%	1%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	1%	2%
9.7h	Having your canteen/property taken?	4%	3%
9.7i	Because you were new here?	7%	4%
9.7j	Being from a different part of the country than others?	4%	3%
9.7k	Gang-related issues?	2%	2%
9.7l	Your offence/crime?	3%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	53%	57%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	21%	30%
9.11	Is shouting through the windows a problem here?	34%	43%



## APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12

9.12	Have staff checked on you personally in the last week to see how you are getting on?	29%	37%
<b>SECTION 10: ACTIVITIES</b>			
10.1	Were you 14 or younger when you were last at school?	34%	36%
10.2a	Have you ever been excluded from school?	83%	89%
10.2b	Have you ever truanted from school?	65%	74%
<b>Do you currently take part in any of the following:</b>			
10.3a	Education?	75%	81%
10.3b	A job in this establishment?	26%	33%
10.3c	Vocational or skills training?	15%	22%
10.3d	Offending behaviour programmes?	22%	25%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
10.4a	Education?	57%	64%
10.4b	A job in this establishment?	46%	51%
10.4c	Vocational or skills training?	44%	53%
10.4d	Offending behaviour programmes?	42%	49%
10.5	Do you usually have association every day?	67%	69%
10.6	Do you go to the gym more than five times each week?	8%	9%
10.7	Can you usually go outside for exercise every day?	44%	42%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
11.1	Are you able to use the telephone every day?	62%	67%
11.2	Have you had any problems with sending or receiving letters or parcels?	49%	42%
11.3	Is it easy/very easy for your family and friends to visit you here?	31%	46%
11.4	Do you usually have one or more visits per week from family and friends?	30%	37%
11.5	Do your visits start on time?	30%	45%
11.6	Are you and your visitors treated well/very well by visits staff?	33%	46%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
12.1	Did you meet your personal officer within the first week?	37%	50%
12.2	Do you see your personal officer at least once a week?	57%	62%
12.3	Do you feel your personal officer has helped you?	54%	60%
12.4	Do you have a training plan, sentence plan or remand plan?	43%	50%

## APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN, 2011–12

	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	59%	53%
<b>12.5b</b>	Do you understand the targets set in your plan?	64%	66%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	85%	86%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	51%	59%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	37%	39%
<b>12.8</b>	Are you going to school or college on release?	65%	54%
<b>12.8</b>	Do you have a job to go to on release?	15%	22%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	28%	41%
<b>12.9</b>	Getting into school or college?	37%	47%
<b>12.9</b>	Getting a job?	28%	46%
<b>12.9</b>	Help with money/finances?	21%	36%
<b>12.9</b>	Help with claiming benefits?	14%	32%
<b>12.9</b>	Continuing health services?	13%	24%
<b>12.9</b>	Opening a bank account?	16%	34%
<b>12.9</b>	Avoiding bad relationships?	15%	26%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	29%	25%
<b>12.10</b>	Getting into school or college?	43%	26%
<b>12.10</b>	Getting a job?	48%	50%
<b>12.10</b>	Help with money/finances?	40%	44%
<b>12.10</b>	Help with claiming benefits?	27%	28%
<b>12.10</b>	Continuing health services?	12%	12%
<b>12.10</b>	Opening a bank account?	23%	17%
<b>12.10</b>	Avoiding bad relationships?	18%	19%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	89%	89%
<b>12.13</b>	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%	46%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>KEY TO TABLES</b>		<b>CONSIDERED THEMSELVES TO HAVE A DISABILITY</b>	<b>DID NOT CONSIDER THEMSELVES TO HAVE A DISABILITY</b>
	Significantly better for those who consider themselves to have a disability		
	Significantly worse for those who consider themselves to have a disability		
	A significant difference in background details		
	No significant difference		
<b>Number of completed questionnaires returned</b>		<b>101</b>	<b>787</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	8%	12%
<b>1.2</b>	Are you a foreign national?	3%	6%
<b>1.3</b>	Is English your first language?	89%	88%
<b>1.4</b>	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	28%	44%
<b>1.5</b>	Are you Muslim?	12%	22%
<b>1.6</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	7%	4%
<b>1.7</b>	Do you have any children?	20%	11%
<b>1.9</b>	Have you ever been in local authority care?	51%	27%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	74%	76%
<b>2.2</b>	Is your sentence 12 months or less?	39%	36%
<b>2.3</b>	Have you been in this establishment for one month or less?	21%	17%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	41%	54%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
	<b>For your most recent journey, either to or from court or between prisons, we want to know:</b>		
<b>3.1</b>	Was the van clean?	41%	43%
<b>3.2</b>	Did you feel safe?	73%	82%
<b>3.3</b>	Did you travel with any adults (over 18) or anyone of a different gender?	32%	25%
<b>3.4</b>	Did you spend more than four hours in the van?	9%	9%
	<b>For those who spent two or more hours in the escort van:</b>		
<b>3.5</b>	Were you offered a toilet break if you needed it?	11%	14%
<b>3.6</b>	Were you offered anything to eat or drink?	34%	33%
<b>3.7</b>	Were you treated well/very well by the escort staff?	48%	50%
<b>3.8</b>	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	70%	75%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>3.9</b>	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	8%	12%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	82%	81%
<b>4.2</b>	When you were searched was this carried out in an understanding way?	64%	81%
<b>4.3</b>	Were you treated well/very well in reception?	61%	65%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	57%	57%
<b>4.4b</b>	Loss of property?	23%	22%
<b>4.4c</b>	Housing problems?	12%	21%
<b>4.4d</b>	Needing protection from other young people?	13%	28%
<b>4.4e</b>	Letting family know where you are?	52%	60%
<b>4.4f</b>	Money worries?	13%	18%
<b>4.4g</b>	Feeling low/upset/needing someone to talk to?	28%	39%
<b>4.4h</b>	Health problems?	55%	56%
<b>4.4i</b>	Getting phone numbers?	43%	45%
<b>4.5</b>	Did you have any problems when you first arrived?	87%	73%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	60%	46%
<b>4.5b</b>	Loss of property?	23%	15%
<b>4.5c</b>	Housing problems?	17%	14%
<b>4.5d</b>	Needing protection from other young people?	11%	8%
<b>4.5e</b>	Letting family know where you are?	37%	21%
<b>4.5f</b>	Money worries?	28%	18%
<b>4.5g</b>	Feeling low/upset/needing someone to talk to?	24%	16%
<b>4.5h</b>	Health problems?	23%	10%
<b>4.5i</b>	Getting phone numbers?	36%	32%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	A reception pack?	71%	71%
<b>4.6b</b>	The opportunity to have a shower?	32%	36%
<b>4.6c</b>	Something to eat?	74%	79%
<b>4.6d</b>	A free phone call to friends/family?	80%	72%
<b>4.6e</b>	Information about the PIN telephone system?	47%	54%
<b>4.6f</b>	Information about feeling low/upset?	28%	32%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	The chaplain or religious leader?	41%	44%
<b>4.7b</b>	A peer mentor, Listener or the Samaritans?	14%	23%
<b>4.7c</b>	Did you have access to the prison shop/canteen?	12%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	71%	68%
<b>4.9</b>	Did you feel safe on your first night here?	65%	79%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	51%	66%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	63%	71%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	33%	38%
<b>5.3</b>	Do you find the food here good/very good?	17%	18%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	40%	44%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	58%	56%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	52%	58%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	68%	67%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	70%	66%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	61%	64%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	70%	62%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	63%	62%
<b>6.3a</b>	Is it easy for you to see the doctor?	50%	53%
<b>6.3b</b>	Is it easy for you to see the nurse?	80%	73%
<b>6.3c</b>	Is it easy for you to see the dentist?	31%	33%
<b>6.3d</b>	Is it easy for you to see the optician?	26%	28%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	30%	28%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	30%	37%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	21%	12%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	25%	47%
<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	51%	34%
<b>6.6b</b>	Do you have any problems with drugs now?	15%	8%
<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	61%	57%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	23%	17%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	50%	24%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	57%	48%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	84%	87%
<b>7.2</b>	Is it easy to make an application?	75%	77%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	66%	69%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	62%	61%
<b>7.4</b>	Do you know how to make a complaint?	85%	84%
<b>7.5</b>	Is it easy to make a complaint?	65%	64%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	44%	35%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	44%	42%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	23%	18%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	38%	33%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	23%	26%
<b>7.8c</b>	An advocate (an outside person to help you)?	40%	34%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	22%	28%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	46%	47%
<b>8.3</b>	Do the different levels make you change your behaviour?	46%	51%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	65%	59%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	79%	85%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	40%	37%
<b>8.7</b>	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	37%	39%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe in this prison?	50%	29%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	41%	22%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
<b>9.4a</b>	Insulting remarks?	27%	14%
<b>9.4b</b>	Physical abuse?	17%	9%
<b>9.4c</b>	Sexual abuse?	1%	1%
<b>9.4d</b>	Racial or ethnic abuse?	5%	4%
<b>9.4e</b>	Your religious beliefs?	4%	2%
<b>9.4f</b>	Your disability?	8%	0%
<b>9.4g</b>	Drugs?	7%	2%
<b>9.4h</b>	Having your canteen/property taken?	13%	5%
<b>9.4i</b>	Because you were new here?	17%	9%
<b>9.4j</b>	Being from a different part of the country than others?	6%	4%
<b>9.4k</b>	Gang-related issues?	7%	4%
<b>9.4l</b>	Your offence/crime?	3%	3%
<b>9.6</b>	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	32%	22%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
<b>9.7a</b>	Insulting remarks?	19%	13%
<b>9.7b</b>	Physical abuse?	5%	4%
<b>9.7c</b>	Sexual abuse?	3%	1%
<b>9.7d</b>	Racial or ethnic abuse?	1%	5%
<b>9.7e</b>	Your religious beliefs?	3%	2%
<b>9.7f</b>	Your disability?	4%	0%
<b>9.7g</b>	Drugs?	1%	2%
<b>9.7h</b>	Having your canteen/property taken?	3%	3%
<b>9.7i</b>	Because you were new here?	5%	4%
<b>9.7j</b>	Being from a different part of the country than others?	3%	3%
<b>9.7k</b>	Gang-related issues?	1%	2%
<b>9.7l</b>	Your offence/crime?	5%	3%
<b>9.9</b>	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	45%	57%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>9.10</b>	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	31%	28%
<b>9.11</b>	Is shouting through the windows a problem here?	48%	40%
<b>9.12</b>	Have staff checked on you personally in the last week to see how you are getting on?	40%	34%
<b>SECTION 10: ACTIVITIES</b>			
<b>10.1</b>	Were you 14 or younger when you were last at school?	54%	34%
<b>10.2a</b>	Have you ever been excluded from school?	89%	88%
<b>10.2b</b>	Have you ever truanted from school?	72%	72%
<b>Do you currently take part in any of the following:</b>			
<b>10.3a</b>	Education?	78%	80%
<b>10.3b</b>	A job in this establishment?	23%	32%
<b>10.3c</b>	Vocational or skills training?	31%	19%
<b>10.3d</b>	Offending behaviour programmes?	21%	25%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
<b>10.4a</b>	Education?	62%	63%
<b>10.4b</b>	A job in this establishment?	51%	50%
<b>10.4c</b>	Vocational or skills training?	54%	51%
<b>10.4d</b>	Offending behaviour programmes?	43%	48%
<b>10.5</b>	Do you usually have association every day?	63%	70%
<b>10.6</b>	Do you go to the gym more than five times each week?	11%	9%
<b>10.7</b>	Can you usually go outside for exercise every day?	37%	43%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>11.1</b>	Are you able to use the telephone every day?	73%	66%
<b>11.2</b>	Have you had any problems with sending or receiving letters or parcels?	46%	43%
<b>11.3</b>	Is it easy/very easy for your family and friends to visit you here?	46%	42%
<b>11.4</b>	Do you usually have one or more visits per week from family and friends?	36%	36%
<b>11.5</b>	Do your visits start on time?	41%	42%
<b>11.6</b>	Are you and your visitors treated well/very well by visits staff?	44%	43%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
<b>12.1</b>	Did you meet your personal officer within the first week?	50%	47%
<b>12.2</b>	Do you see your personal officer at least once a week?	66%	60%
<b>12.3</b>	Do you feel your personal officer has helped you?	64%	58%



**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2011–12**

<b>12.4</b>	Do you have a training plan, sentence plan or remand plan?	42%	50%
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	52%	54%
<b>12.5b</b>	Do you understand the targets set in your plan?	57%	67%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	86%	86%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	54%	57%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	38%	39%
<b>12.8</b>	Are you going to school or college on release?	45%	58%
<b>12.8</b>	Do you have a job to go to on release?	23%	20%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	46%	37%
<b>12.9</b>	Getting into school or college?	35%	45%
<b>12.9</b>	Getting a job?	45%	42%
<b>12.9</b>	Help with money/finances?	37%	32%
<b>12.9</b>	Help with claiming benefits?	32%	28%
<b>12.9</b>	Continuing health services?	28%	21%
<b>12.9</b>	Opening a bank account?	31%	30%
<b>12.9</b>	Avoiding bad relationships?	25%	24%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	32%	26%
<b>12.10</b>	Getting into school or college?	24%	30%
<b>12.10</b>	Getting a job?	54%	49%
<b>12.10</b>	Help with money/finances?	49%	42%
<b>12.10</b>	Help with claiming benefits?	39%	26%
<b>12.10</b>	Continuing health services?	13%	11%
<b>12.10</b>	Opening a bank account?	29%	17%
<b>12.10</b>	Avoiding bad relationships?	24%	18%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	86%	89%
<b>12.13</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	44%	45%

## APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12

<b>KEY TO TABLES</b>		<b>HAVE BEEN IN LOCAL AUTHORITY CARE</b>	<b>HAVE NOT BEEN IN LOCAL AUTHORITY CARE</b>
	Significantly better for those who have been in local authority care		
	Significantly worse for those who have been in local authority care		
	A significant difference in background details		
	No significant difference		
<b>Number of completed questionnaires returned</b>		<b>262</b>	<b>629</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	12%	12%
<b>1.2</b>	Are you a foreign national?	4%	5%
<b>1.3</b>	Is English your first language?	92%	87%
<b>1.4</b>	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	30%	47%
<b>1.5</b>	Are you Muslim?	15%	23%
<b>1.6</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	4%
<b>1.7</b>	Do you have any children?	13%	12%
<b>1.8</b>	Do you consider yourself to have a disability?	18%	7%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	80%	74%
<b>2.2</b>	Is your sentence 12 months or less?	46%	33%
<b>2.3</b>	Have you been in this establishment for one month or less?	17%	18%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	34%	60%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>For your most recent journey, either to or from court or between prisons, we want to know:</b>			
<b>3.1</b>	Was the van clean?	43%	42%
<b>3.2</b>	Did you feel safe?	83%	80%
<b>3.3</b>	Did you travel with any adults (over 18) or anyone of a different gender?	23%	28%
<b>3.4</b>	Did you spend more than four hours in the van?	9%	9%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.5</b>	Were you offered a toilet break if you needed it?	15%	14%
<b>3.6</b>	Were you offered anything to eat or drink?	29%	35%
<b>3.7</b>	Were you treated well/very well by the escort staff?	51%	49%
<b>3.8</b>	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	76%	74%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

<b>3.9</b>	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	8%	12%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	85%	80%
<b>4.2</b>	When you were searched was this carried out in an understanding way?	80%	78%
<b>4.3</b>	Were you treated well/very well in reception?	63%	65%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	62%	55%
<b>4.4b</b>	Loss of property?	25%	20%
<b>4.4c</b>	Housing problems?	22%	18%
<b>4.4d</b>	Needing protection from other young people?	28%	26%
<b>4.4e</b>	Letting family know where you are?	62%	57%
<b>4.4f</b>	Money worries?	16%	17%
<b>4.4g</b>	Feeling low/upset/needing someone to talk to?	42%	36%
<b>4.4h</b>	Health problems?	60%	54%
<b>4.4i</b>	Getting phone numbers?	50%	41%
<b>4.5</b>	Did you have any problems when you first arrived?	79%	72%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	54%	45%
<b>4.5b</b>	Loss of property?	16%	15%
<b>4.5c</b>	Housing problems?	21%	12%
<b>4.5d</b>	Needing protection from other young people?	12%	7%
<b>4.5e</b>	Letting family know where you are?	27%	22%
<b>4.5f</b>	Money worries?	25%	17%
<b>4.5g</b>	Feeling low/upset/needing someone to talk to?	18%	16%
<b>4.5h</b>	Health problems?	11%	12%
<b>4.5i</b>	Getting phone numbers?	33%	33%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	A reception pack?	74%	69%
<b>4.6b</b>	The opportunity to have a shower?	41%	33%
<b>4.6c</b>	Something to eat?	83%	77%
<b>4.6d</b>	A free phone call to friends/family?	74%	73%
<b>4.6e</b>	Information about the PIN telephone system?	57%	52%
<b>4.6f</b>	Information about feeling low/upset?	36%	30%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	The chaplain or religious leader?	51%	40%
<b>4.7b</b>	A peer mentor, Listener or the Samaritans?	27%	20%
<b>4.7c</b>	Did you have access to the prison shop/canteen?	19%	13%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	72%	67%
<b>4.9</b>	Did you feel safe on your first night here?	82%	76%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	69%	62%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	68%	72%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	36%	36%
<b>5.3</b>	Do you find the food here good/very good?	18%	18%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	47%	42%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	53%	58%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	54%	59%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	67%	67%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	62%	68%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	64%	64%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	62%	63%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	62%	62%
<b>6.3a</b>	Is it easy for you to see the doctor?	58%	51%
<b>6.3b</b>	Is it easy for you to see the nurse?	75%	73%
<b>6.3c</b>	Is it easy for you to see the dentist?	39%	30%
<b>6.3d</b>	Is it easy for you to see the optician?	34%	25%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	31%	27%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	36%	35%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	14%	12%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	55%	38%
<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	42%	34%
<b>6.6b</b>	Do you have any problems with drugs now?	12%	8%
<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	68%	53%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	23%	15%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	32%	25%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	52%	49%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	92%	85%
<b>7.2</b>	Is it easy to make an application?	84%	75%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	70%	68%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	63%	60%
<b>7.4</b>	Do you know how to make a complaint?	91%	81%
<b>7.5</b>	Is it easy to make a complaint?	72%	60%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	38%	35%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	44%	41%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	22%	17%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	38%	32%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	32%	23%
<b>7.8c</b>	An advocate (an outside person to help you)?	45%	31%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	18%	32%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	48%	46%
<b>8.3</b>	Do the different levels make you change your behaviour?	49%	51%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	69%	56%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	87%	83%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	43%	35%
<b>8.7</b>	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	41%	35%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe in this prison?	36%	30%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	33%	22%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
<b>9.4a</b>	Insulting remarks?	22%	13%
<b>9.4b</b>	Physical abuse?	13%	9%
<b>9.4c</b>	Sexual abuse?	2%	0%
<b>9.4d</b>	Racial or ethnic abuse?	4%	4%
<b>9.4e</b>	Your religious beliefs?	3%	2%
<b>9.4f</b>	Your disability?	2%	1%
<b>9.4g</b>	Drugs?	4%	1%
<b>9.4h</b>	Having your canteen/property taken?	11%	4%
<b>9.4i</b>	Because you were new here?	14%	8%
<b>9.4j</b>	Being from a different part of the country than others?	6%	4%
<b>9.4k</b>	Gang-related issues?	6%	4%
<b>9.4l</b>	Your offence/crime?	4%	3%
<b>9.6</b>	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	21%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
<b>9.7a</b>	Insulting remarks?	18%	12%
<b>9.7b</b>	Physical abuse?	6%	4%
<b>9.7c</b>	Sexual abuse?	1%	1%
<b>9.7d</b>	Racial or ethnic abuse?	3%	5%
<b>9.7e</b>	Your religious beliefs?	2%	2%
<b>9.7f</b>	Your disability?	1%	1%
<b>9.7g</b>	Drugs?	3%	1%
<b>9.7h</b>	Having your canteen/property taken?	3%	3%
<b>9.7i</b>	Because you were new here?	4%	4%
<b>9.7j</b>	Being from a different part of the country than others?	4%	3%
<b>9.7k</b>	Gang-related issues?	2%	2%
<b>9.7l</b>	Your offence/crime?	4%	3%
<b>9.9</b>	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	57%	55%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

<b>9.10</b>	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	34%	25%
<b>9.11</b>	Is shouting through the windows a problem here?	48%	38%
<b>9.12</b>	Have staff checked on you personally in the last week to see how you are getting on?	40%	33%
<b>SECTION 10: ACTIVITIES</b>			
<b>10.1</b>	Were you 14 or younger when you were last at school?	51%	30%
<b>10.2a</b>	Have you ever been excluded from school?	92%	86%
<b>10.2b</b>	Have you ever truanted from school?	76%	70%
<b>Do you currently take part in any of the following:</b>			
<b>10.3a</b>	Education?	80%	79%
<b>10.3b</b>	A job in this establishment?	32%	31%
<b>10.3c</b>	Vocational or skills training?	24%	20%
<b>10.3d</b>	Offending behaviour programmes?	29%	22%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
<b>10.4a</b>	Education?	65%	62%
<b>10.4b</b>	A job in this establishment?	47%	52%
<b>10.4c</b>	Vocational or skills training?	56%	49%
<b>10.4d</b>	Offending behaviour programmes?	54%	44%
<b>10.5</b>	Do you usually have association every day?	63%	72%
<b>10.6</b>	Do you go to the gym more than five times each week?	5%	11%
<b>10.7</b>	Can you usually go outside for exercise every day?	41%	43%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>11.1</b>	Are you able to use the telephone every day?	65%	67%
<b>11.2</b>	Have you had any problems with sending or receiving letters or parcels?	49%	41%
<b>11.3</b>	Is it easy/very easy for your family and friends to visit you here?	44%	42%
<b>11.4</b>	Do you usually have one or more visits per week from family and friends?	28%	39%
<b>11.5</b>	Do your visits start on time?	42%	42%
<b>11.6</b>	Are you and your visitors treated well/very well by visits staff?	37%	45%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
<b>12.1</b>	Did you meet your personal officer within the first week?	54%	44%
<b>12.2</b>	Do you see your personal officer at least once a week?	65%	58%
<b>12.3</b>	Do you feel your personal officer has helped you?	60%	59%

**APPENDIX F: EXPERIENCES OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2011–12**

<b>12.4</b>	Do you have a training plan, sentence plan or remand plan?	56%	46%
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	57%	53%
<b>12.5b</b>	Do you understand the targets set in your plan?	71%	64%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	87%	86%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	63%	54%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	45%	36%
<b>12.8</b>	Are you going to school or college on release?	57%	56%
<b>12.8</b>	Do you have a job to go to on release?	16%	22%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	49%	33%
<b>12.9</b>	Getting into school or college?	49%	42%
<b>12.9</b>	Getting a job?	48%	39%
<b>12.9</b>	Help with money/finances?	45%	28%
<b>12.9</b>	Help with claiming benefits?	37%	24%
<b>12.9</b>	Continuing health services?	29%	19%
<b>12.9</b>	Opening a bank account?	40%	25%
<b>12.9</b>	Avoiding bad relationships?	30%	21%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	31%	25%
<b>12.10</b>	Getting into school or college?	30%	29%
<b>12.10</b>	Getting a job?	52%	49%
<b>12.10</b>	Help with money/finances?	48%	41%
<b>12.10</b>	Help with claiming benefits?	37%	24%
<b>12.10</b>	Continuing health services?	17%	9%
<b>12.10</b>	Opening a bank account?	27%	15%
<b>12.10</b>	Avoiding bad relationships?	24%	16%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	89%	89%
<b>12.13</b>	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%	45%



## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11

KEY TO TABLES		2011–12 SURVEY PERIOD	2010–11 SURVEY PERIOD
	Significantly better than the 2010–11 figure		
	Significantly worse than the 2010–11 figure		
	A significant difference in young people's background details		
	No significant difference		
Number of completed questionnaires returned		25	40
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	0%	2%
1.2	Are you a foreign national?	0%	5%
1.3	Is English your first language?	100%	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)?	31%	20%
1.5	Are you Muslim?	12%	3%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	20%	8%
1.7	Do you have any children?	15%	24%
1.8	Do you consider yourself to have a disability?	7%	8%
1.9	Have you ever been in local authority care?	44%	56%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	63%	76%
2.2	Is your sentence 12 months or less?	37%	54%
2.3	Have you been in this establishment for one month or less?	31%	21%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	52%	48%
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?	67%	51%
3.2	Did you feel safe?	67%	81%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	56%	31%
3.4	Did you spend more than four hours in the van?	22%	7%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	25%	9%
3.6	Were you offered anything to eat or drink?	50%	26%
3.7	Were you treated well/very well by the escort staff?	59%	73%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	67%	83%

## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11

<b>3.9</b>	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	11%	0%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	70%	88%
<b>4.2</b>	When you were searched was this carried out in an understanding way?	85%	76%
<b>4.3</b>	Were you treated well/very well in reception?	70%	88%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	42%	71%
<b>4.4b</b>	Loss of property?	15%	17%
<b>4.4c</b>	Housing problems?	19%	17%
<b>4.4d</b>	Needing protection from other young people?	19%	20%
<b>4.4e</b>	Letting family know where you are?	50%	68%
<b>4.4f</b>	Money worries?	8%	15%
<b>4.4g</b>	Feeling low/upset/needing someone to talk to?	62%	60%
<b>4.4h</b>	Health problems?	65%	66%
<b>4.4i</b>	Getting phone numbers?	54%	44%
<b>4.5</b>	Did you have any problems when you first arrived?	79%	81%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	52%	53%
<b>4.5b</b>	Loss of property?	4%	24%
<b>4.5c</b>	Housing problems?	17%	19%
<b>4.5d</b>	Needing protection from other young people?	0%	5%
<b>4.5e</b>	Letting family know where you are?	20%	45%
<b>4.5f</b>	Money worries?	17%	14%
<b>4.5g</b>	Feeling low/upset/needing someone to talk to?	48%	30%
<b>4.5h</b>	Health problems?	13%	30%
<b>4.5i</b>	Getting phone numbers?	44%	42%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	A reception pack?	69%	91%
<b>4.6b</b>	The opportunity to have a shower?	65%	83%
<b>4.6c</b>	Something to eat?	73%	83%
<b>4.6d</b>	A free phone call to friends/family?	58%	86%
<b>4.6e</b>	Information about the PIN telephone system?	42%	57%
<b>4.6f</b>	Information about feeling low/upset?	54%	48%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	The chaplain or religious leader?	58%	69%
<b>4.7b</b>	A peer mentor, Listener or the Samaritans?	31%	26%
<b>4.7c</b>	Did you have access to the prison shop/canteen?	12%	18%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a member of health care staff?	86%	95%
<b>4.9</b>	Did you feel safe on your first night here?	69%	85%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	52%	74%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	100%	100%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	50%	56%
<b>5.3</b>	Do you find the food here good/very good?	19%	20%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	59%	54%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	63%	83%
<b>5.6a</b>	Do you feel your religious beliefs are respected?	70%	54%
<b>5.6b</b>	Can you speak to a religious leader in private if you want to?	74%	62%
<b>5.7</b>	Is there a member of staff you can turn to with a problem?	65%	84%
<b>5.8</b>	Do you feel that most of the staff here treat you with respect?	50%	67%
<b>SECTION 6: HEALTH SERVICES</b>			
<b>6.1</b>	Did you have a full health assessment the day after your arrival?	59%	87%
<b>6.2</b>	For those who have been to health care: Do you think the overall quality is good/very good?	63%	75%
<b>6.3a</b>	Is it easy for you to see the doctor?	33%	60%
<b>6.3b</b>	Is it easy for you to see the nurse?	59%	85%
<b>6.3c</b>	Is it easy for you to see the dentist?	19%	39%
<b>6.3d</b>	Is it easy for you to see the optician?	15%	21%
<b>6.3e</b>	Is it easy for you to see the pharmacist?	15%	32%
<b>6.4</b>	If you are taking medication, are you allowed to keep it in your cell?	21%	42%
<b>6.5a</b>	Did you have any problems with alcohol when you first arrived?	19%	25%
<b>6.5b</b>	If you had alcohol problems on arrival, have you received any help with any alcohol problems here?	80%	80%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11**

<b>6.6a</b>	Did you have any problems with drugs when you first arrived?	19%	33%
<b>6.6b</b>	Do you have any problems with drugs now?	7%	14%
<b>6.6c</b>	If you had drug problems on arrival, have you received any help with any drug problems here?	60%	92%
<b>6.7</b>	Is it easy/very easy to get illegal drugs here?	8%	10%
<b>6.8</b>	Do you feel you have any emotional or mental health problems?	39%	38%
<b>6.9</b>	If you feel you have emotional or mental health problems, are you being helped by anyone here?	80%	69%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Do you know how to make an application?	93%	88%
<b>7.2</b>	Is it easy to make an application?	81%	83%
<b>For those who have made an application:</b>			
<b>7.3a</b>	Do you feel applications are sorted out fairly?	60%	77%
<b>7.3b</b>	Do you feel applications are sorted out promptly (within seven days)?	52%	68%
<b>7.4</b>	Do you know how to make a complaint?	92%	90%
<b>7.5</b>	Is it easy to make a complaint?	85%	78%
<b>For those who have made a complaint:</b>			
<b>7.6a</b>	Do you feel complaints are sorted out fairly?	53%	63%
<b>7.6b</b>	Do you feel complaints are sorted out promptly (within seven days)?	53%	69%
<b>7.7</b>	Have you ever been prevented from making a complaint when you wanted to?	4%	8%
<b>Can you speak to the following people when you need to:</b>			
<b>7.8a</b>	A peer mentor or Listener?	44%	49%
<b>7.8b</b>	A member of the IMB (Independent Monitoring Board)?	26%	40%
<b>7.8c</b>	An advocate (an outside person to help you)?	62%	50%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	22%	40%
<b>8.2</b>	Do you feel you have been treated fairly in your experience of the reward scheme?	41%	58%
<b>8.3</b>	Do the different levels make you change your behaviour?	46%	61%
<b>8.4</b>	Have you had a 'nicking' (adjudication) since you have been here?	37%	32%
<b>8.5</b>	Was the 'nicking' (adjudication) process explained clearly to you?	67%	71%
<b>8.6</b>	Have you been physically restrained (C and R) since you have been here?	15%	16%

## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11

<b>8.7</b>	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	0%	0%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe in this prison?	22%	20%
<b>9.3</b>	Has another young person or group of young people victimised (insulted or assaulted) you here?	30%	18%
	<b>If you have felt victimised by another young person/group of young people, did the incident involve:</b>		
<b>9.4a</b>	Insulting remarks?	26%	8%
<b>9.4b</b>	Physical abuse?	4%	5%
<b>9.4c</b>	Sexual abuse?	0%	0%
<b>9.4d</b>	Racial or ethnic abuse?	0%	5%
<b>9.4e</b>	Your religious beliefs?	0%	0%
<b>9.4f</b>	Your disability?	0%	0%
<b>9.4g</b>	Drugs?	0%	3%
<b>9.4h</b>	Having your canteen/property taken?	0%	0%
<b>9.4i</b>	Because you were new here?	4%	3%
<b>9.4j</b>	Being from a different part of the country than others?	4%	0%
<b>9.4k</b>	Gang-related issues?	0%	0%
<b>9.4l</b>	Your offence/crime?	15%	8%
<b>9.6</b>	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	36%	11%
	<b>If you have felt victimised by a member of staff/group of staff members, did the incident involve:</b>		
<b>9.7a</b>	Insulting remarks?	24%	8%
<b>9.7b</b>	Physical abuse?	0%	5%
<b>9.7c</b>	Sexual abuse?	0%	0%
<b>9.7d</b>	Racial or ethnic abuse?	0%	3%
<b>9.7e</b>	Your religious beliefs?	0%	0%
<b>9.7f</b>	Your disability?	0%	0%
<b>9.7g</b>	Drugs?	0%	0%
<b>9.7h</b>	Having your canteen/property taken?	0%	0%
<b>9.7i</b>	Because you were new here?	4%	0%
<b>9.7j</b>	Being from a different part of the country than others?	0%	0%
<b>9.7k</b>	Gang-related issues?	4%	3%
<b>9.7l</b>	Your offence/crime?	16%	3%
<b>9.9</b>	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	65%	82%
<b>9.10</b>	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	35%	46%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11**

<b>9.11</b>	Is shouting through the windows a problem here?	33%	24%
<b>9.12</b>	Have staff checked on you personally in the last week to see how you are getting on?	67%	45%
<b>SECTION 10: ACTIVITIES</b>			
<b>10.1</b>	Were you 14 or younger when you were last at school?	41%	55%
<b>10.2a</b>	Have you ever been excluded from school?	74%	82%
<b>10.2b</b>	Have you ever truanted from school?	84%	75%
<b>Do you currently take part in any of the following:</b>			
<b>10.3a</b>	Education?	92%	97%
<b>10.3b</b>	A job in this establishment?	31%	23%
<b>10.3c</b>	Vocational or skills training?	19%	18%
<b>10.3d</b>	Offending behaviour programmes?	46%	46%
<b>For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?</b>			
<b>10.4a</b>	Education?	56%	79%
<b>10.4b</b>	A job in this establishment?	36%	52%
<b>10.4c</b>	Vocational or skills training?	63%	58%
<b>10.4d</b>	Offending behaviour programmes?	54%	69%
<b>10.5</b>	Do you usually have association every day?	89%	93%
<b>10.6</b>	Do you go to the gym more than five times each week?	15%	44%
<b>10.7</b>	Can you usually go outside for exercise every day?	62%	88%
<b>SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>11.1</b>	Are you able to use the telephone every day?	81%	93%
<b>11.2</b>	Have you had any problems with sending or receiving letters or parcels?	42%	55%
<b>11.3</b>	Is it easy/very easy for your family and friends to visit you here?	19%	44%
<b>11.4</b>	Do you usually have one or more visits per week from family and friends?	12%	18%
<b>11.5</b>	Do your visits start on time?	12%	30%
<b>11.6</b>	Are you and your visitors treated well/very well by visits staff?	16%	54%
<b>SECTION 12: PREPARATION FOR RELEASE</b>			
<b>For those who have met their personal officer:</b>			
<b>12.1</b>	Did you meet your personal officer within the first week?	59%	84%
<b>12.2</b>	Do you see your personal officer at least once a week?	72%	66%
<b>12.3</b>	Do you feel your personal officer has helped you?	55%	62%
<b>12.4</b>	Do you have a training plan, sentence plan or remand plan?	46%	58%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2011–12 COMPARED WITH 2010–11**

	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>12.5a</b>	Were you involved in the development of your plan?	58%	69%
<b>12.5b</b>	Do you understand the targets set in your plan?	63%	74%
<b>12.6</b>	Has your YOT worker been in touch with you since your arrival here?	81%	90%
<b>12.7</b>	Do you know how to get in touch with your YOT worker?	71%	79%
	<b>Please answer the following about your preparation for release:</b>		
<b>12.8</b>	Have you had a say in what will happen to you when you are released?	46%	45%
<b>12.8</b>	Are you going to school or college on release?	58%	65%
<b>12.8</b>	Do you have a job to go to on release?	12%	14%
	<b>Do you know who to contact for help with the following in preparation for your release:</b>		
<b>12.9</b>	Finding accommodation?	35%	56%
<b>12.9</b>	Getting into school or college?	39%	50%
<b>12.9</b>	Getting a job?	30%	47%
<b>12.9</b>	Help with money/finances?	26%	44%
<b>12.9</b>	Help with claiming benefits?	14%	41%
<b>12.9</b>	Continuing health services?	18%	38%
<b>12.9</b>	Opening a bank account?	22%	44%
<b>12.9</b>	Avoiding bad relationships?	27%	47%
	<b>Do you think you will have a problem with the following when you are released:</b>		
<b>12.10</b>	Finding accommodation?	48%	42%
<b>12.10</b>	Getting into school or college?	16%	28%
<b>12.10</b>	Getting a job?	44%	72%
<b>12.10</b>	Help with money/finances?	56%	46%
<b>12.10</b>	Help with claiming benefits?	36%	33%
<b>12.10</b>	Continuing health services?	8%	22%
<b>12.10</b>	Opening a bank account?	40%	9%
<b>12.10</b>	Avoiding bad relationships?	16%	34%
	<b>For those who were sentenced:</b>		
<b>12.12</b>	Do you want to stop offending?	100%	93%
<b>12.13</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	53%	56%

## APPENDIX H: HM INSPECTORATE OF PRISONS CHILDREN AND YOUNG PEOPLE SURVEY

## SECTION 1: ABOUT YOU

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



	Jewish	<input type="checkbox"/>
	Muslim	<input type="checkbox"/>
	Sikh	<input type="checkbox"/>
	If other, please specify	
<b>Q6</b>	<b>DO YOU CONSIDER YOURSELF TO BE A GYPSY/ROMANY/TRAVELLER?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q7</b>	<b>DO YOU HAVE ANY CHILDREN?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q9</b>	<b>HAVE YOU EVER BEEN IN LOCAL AUTHORITY CARE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>SECTION 2: ABOUT YOUR SENTENCE</b>		
<b>Q1</b>	<b>ARE YOU SENTENCED?</b>	
	Yes	<input type="checkbox"/>
	No – unsentenced/on remand	<input type="checkbox"/>
<b>Q2</b>	<b>HOW LONG IS YOUR SENTENCE (THE FULL DTO SENTENCE)?</b>	
	Not sentenced	<input type="checkbox"/>
	Less than six months	<input type="checkbox"/>
	Six to 12 months	<input type="checkbox"/>
	More than 12 months, up to two years	<input type="checkbox"/>
	More than two years	<input type="checkbox"/>
	Indeterminate sentence for public protection (IPP)	<input type="checkbox"/>
<b>Q3</b>	<b>HOW LONG HAVE YOU BEEN IN THIS ESTABLISHMENT?</b>	
	Less than one month	<input type="checkbox"/>
	One to six months	<input type="checkbox"/>
	More than six months, but less than 12 months	<input type="checkbox"/>
	Twelve months to two years	<input type="checkbox"/>
	More than two years	<input type="checkbox"/>
<b>Q4</b>	<b>IS THIS YOUR FIRST TIME IN CUSTODY IN A YOI, SECURE CHILDREN'S HOME OR SECURE TRAINING CENTRE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

SECTION 3: COURTS, TRANSFERS AND ESCORTS		
<b>Q1</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WAS THE VAN CLEAN?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
<b>Q2</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, DID YOU FEEL SAFE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q3</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE THERE ANY ADULTS (OVER 18), OR PEOPLE OF A DIFFERENT GENDER, TRAVELLING WITH YOU?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q4</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, HOW LONG DID YOU SPEND IN THE VAN?</b>	
	Less than two hours	<input type="checkbox"/>
	Two to four hours	<input type="checkbox"/>
	More than four hours	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q5</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED A TOILET BREAK?</b>	
	<i>My journey was less than two hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q6</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED ANYTHING TO EAT OR DRINK?</b>	
	<i>My journey was less than two hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q7</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, HOW DID YOU FEEL YOU WERE TREATED BY THE ESCORT STAFF?</b>	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q8</b>	<b>BEFORE YOU ARRIVED, FROM COURT OR ANOTHER ESTABLISHMENT, WERE YOU TOLD THAT YOU WOULD BE COMING HERE? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	Yes, someone told me	<input type="checkbox"/>
	Yes, I received written information	<input type="checkbox"/>
	No, I was not told anything	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>

<b>Q9</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCE OF COURTS, TRANSFERS AND ESCORTS?</b>	
<b>SECTION 4: FIRST DAYS</b>		
<b>Q1</b>	<b>HOW LONG WERE YOU IN RECEPTION?</b>	
	Less than two hours	<input type="checkbox"/>
	Two hours or longer	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q2</b>	<b>WHEN YOU WERE SEARCHED, WAS THIS CARRIED OUT IN AN UNDERSTANDING WAY?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q3</b>	<b>OVERALL, HOW WELL DID YOU FEEL YOU WERE TREATED IN RECEPTION?</b>	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q4</b>	<b>WHEN YOU FIRST ARRIVED HERE, DID STAFF ASK IF YOU NEEDED HELP OR SUPPORT WITH ANY OF THE FOLLOWING THINGS? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you are	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	<b>Staff did not ask me about any of these</b>	<input type="checkbox"/>
	Other (please specify)	
<b>Q5</b>	<b>WHEN YOU FIRST ARRIVED HERE, DID YOU HAVE ANY OF THE FOLLOWING PROBLEMS? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you are	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>

	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	<b><i>I did not have any problems</i></b>	<input type="checkbox"/>
	Other (please specify)	
<b>Q6</b>	<b>WHEN YOU FIRST ARRIVED HERE, WERE YOU GIVEN ANY OF THE FOLLOWING? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	A reception pack	<input type="checkbox"/>
	The opportunity to have a shower	<input type="checkbox"/>
	Something to eat	<input type="checkbox"/>
	A free phone call to friends/family	<input type="checkbox"/>
	Information about the PIN telephone system	<input type="checkbox"/>
	Information about feeling low/upset	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<b><i>I was not given any of these</i></b>	<input type="checkbox"/>
<b>Q7</b>	<b>WITHIN YOUR FIRST 24 HOURS HERE, DID YOU HAVE ACCESS TO THE FOLLOWING PEOPLE OR SERVICES? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	Chaplain or religious leader	<input type="checkbox"/>
	Peer support/peer mentor/Listener/Samaritans	<input type="checkbox"/>
	The prison shop/canteen	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<b><i>I did not have access to any of these</i></b>	<input type="checkbox"/>
<b>Q8</b>	<b>BEFORE YOU WERE LOCKED UP ON YOUR FIRST NIGHT, WERE YOU SEEN BY A MEMBER OF HEALTH CARE STAFF?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q9</b>	<b>DID YOU FEEL SAFE ON YOUR FIRST NIGHT AT THIS ESTABLISHMENT?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q10</b>	<b>DID THE INDUCTION COURSE COVER EVERYTHING YOU NEEDED TO KNOW ABOUT THE ESTABLISHMENT?</b>	
	<b><i>I have not been on an induction course</i></b>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q11</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR FIRST FEW DAYS HERE?</b>	

SECTION 5: DAILY LIFE AND RESPECT				
<b>Q1</b>	<b>CAN YOU NORMALLY HAVE A SHOWER EVERY DAY IF YOU WANT TO?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q2</b>	<b>IS YOUR CELL CALL BELL NORMALLY ANSWERED WITHIN FIVE MINUTES?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q3</b>	<b>WHAT IS THE FOOD LIKE HERE?</b>			
	Very good			<input type="checkbox"/>
	Good			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Bad			<input type="checkbox"/>
	Very bad			<input type="checkbox"/>
<b>Q4</b>	<b>DOES THE SHOP/CANTEEN SELL A WIDE ENOUGH VARIETY OF PRODUCTS?</b>			
	<i>I have not bought anything yet</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q5</b>	<b>HOW EASY IS IT FOR YOU TO ATTEND RELIGIOUS SERVICES?</b>			
	<i>I don't want to attend religious services</i>			<input type="checkbox"/>
	Very easy			<input type="checkbox"/>
	Easy			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Difficult			<input type="checkbox"/>
	Very difficult			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q6</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT RELIGION:</b>			
		Yes	No	Don't know / Not applicable
	Do you feel your religious beliefs are respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Can you speak to a religious leader in private if you want to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q7</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT STAFF HERE:</b>			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do <b>most</b> staff treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q8</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT DAILY LIFE AND RESPECT?</b>			

SECTION 6: HEALTH CARE				
<b>Q1</b>	<b>DID YOU HAVE A FULL HEALTH ASSESSMENT THE DAY AFTER YOUR ARRIVAL?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q2</b>	<b>WHAT DO YOU THINK OF THE OVERALL QUALITY OF THE HEALTH CARE?</b>			
	<i>I have not been to health care</i>			<input type="checkbox"/>
	Very good			<input type="checkbox"/>
	Good			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Bad			<input type="checkbox"/>
	Very bad			<input type="checkbox"/>
<b>Q3</b>	<b>IS IT EASY TO SEE THE FOLLOWING PEOPLE IF YOU NEED TO?</b>			
		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"/>
	The pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q4</b>	<b>IF YOU ARE TAKING MEDICATION, ARE YOU ALLOWED TO KEEP IT IN YOUR CELL?</b>			
	I am not taking any medication			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q5</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT ALCOHOL:</b>			
		Yes	No	
	Did you have problems with alcohol when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>	
	Have you received any help with alcohol problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q6</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT DRUGS:</b>			
		Yes	No	
	Did you have problems with drugs when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do you have problems with drugs now?	<input type="checkbox"/>	<input type="checkbox"/>	
	Have you received any help with drugs problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q7</b>	<b>HOW EASY IS IT TO GET ILLEGAL DRUGS HERE?</b>			
	Very easy			<input type="checkbox"/>
	Easy			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Difficult			<input type="checkbox"/>
	Very difficult			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU FEEL YOU HAVE ANY EMOTIONAL OR MENTAL HEALTH PROBLEMS?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>

<b>Q9</b>	<b>IF YOU FEEL YOU HAVE EMOTIONAL OR MENTAL HEALTH PROBLEMS, ARE YOU BEING HELPED BY ANYONE HERE (FOR EXAMPLE, A PSYCHOLOGIST, DOCTOR, COUNSELLOR, PERSONAL OFFICER OR ANOTHER MEMBER OF PRISON STAFF)?</b>			
	<i>I do not have any emotional or mental health problems</i>	<input type="checkbox"/>		
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		
<b>Q10</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCES OF HEALTH CARE?</b>			
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>				
<b>Q1</b>	<b>DO YOU KNOW HOW TO MAKE AN APPLICATION?</b>			
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		
<b>Q2</b>	<b>IS IT EASY TO MAKE AN APPLICATION?</b>			
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		
	Don't know	<input type="checkbox"/>		
<b>Q3</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT APPLICATIONS:</b>			
		<i>I have not made an application</i>	Yes	No
	Do you feel applications are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel applications are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU KNOW HOW TO MAKE A COMPLAINT?</b>			
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		
<b>Q5</b>	<b>IS IT EASY TO MAKE A COMPLAINT?</b>			
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		
	Don't know	<input type="checkbox"/>		
<b>Q6</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT COMPLAINTS:</b>			
		<i>I have not made an complaint</i>	Yes	No
	Do you feel complaints are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel complaints are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q7</b>	<b>HAVE YOU EVER BEEN PREVENTED FROM MAKING A COMPLAINT WHEN YOU WANTED TO?</b>			
	Yes	<input type="checkbox"/>		
	No	<input type="checkbox"/>		

<b>Q8</b>	<b>CAN YOU SPEAK TO THE FOLLOWING PEOPLE WHEN YOU NEED TO?</b>			
		Yes	No	Don't know
	A peer mentor/peer support/Listener?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A member of the IMB (Independent Monitoring Board)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	An advocate (an outside person to help you)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q9</b>	<b>DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT APPLICATIONS AND COMPLAINTS?</b>			
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>				
<b>Q1</b>	<b>WHAT LEVEL OF THE REWARDS AND SANCTIONS SCHEME ARE YOU ON?</b>			
	<i>Don't know what the rewards and sanctions scheme is</i>		<input type="checkbox"/>	
	Enhanced (top)		<input type="checkbox"/>	
	Standard (middle)		<input type="checkbox"/>	
	Basic (bottom)		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q2</b>	<b>DO YOU FEEL YOU HAVE BEEN TREATED FAIRLY IN YOUR EXPERIENCE OF THE REWARDS AND SANCTIONS SCHEME?</b>			
	<i>Don't know what the rewards and sanctions scheme is</i>		<input type="checkbox"/>	
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q3</b>	<b>DO THE DIFFERENT LEVELS OF THE REWARDS AND SANCTIONS SCHEME ENCOURAGE YOU TO CHANGE YOUR BEHAVIOUR?</b>			
	<i>Don't know what the rewards and sanctions scheme is</i>		<input type="checkbox"/>	
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q4</b>	<b>HAVE YOU HAD A 'NICKING' (ADJUDICATION) SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?</b>			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q5</b>	<b>IF YOU HAVE HAD A 'NICKING' (ADJUDICATION), WAS THE PROCESS EXPLAINED CLEARLY TO YOU?</b>			
	<i>I have not had an adjudication</i>		<input type="checkbox"/>	
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
<b>Q6</b>	<b>IF YOU HAVE BEEN PHYSICALLY RESTRAINED (C AND R), HOW MANY TIMES HAS THIS HAPPENED SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?</b>			
	<i>I have not been restrained</i>		<input type="checkbox"/>	
	Once		<input type="checkbox"/>	
	Twice		<input type="checkbox"/>	
	Three times		<input type="checkbox"/>	
	More than three times		<input type="checkbox"/>	



<b>Q7</b>	<b>IF YOU HAVE SPENT A NIGHT IN THE CARE AND SEPARATION UNIT (CSU), HOW WERE YOU TREATED BY STAFF?</b>	
	<i>I have not been to the care and separation unit</i>	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT THE REWARDS AND SANCTIONS SCHEME, OR DISCIPLINE AT THIS ESTABLISHMENT?</b>	
<b>SECTION 9: SAFETY</b>		
<b>Q1</b>	<b>HAVE YOU EVER FELT UNSAFE IN THIS ESTABLISHMENT?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q2</b>	<b>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)</b>	
	<i>Never felt unsafe</i>	<input type="checkbox"/>
	Everywhere	<input type="checkbox"/>
	Care and separation unit	<input type="checkbox"/>
	Association areas	<input type="checkbox"/>
	Reception area	<input type="checkbox"/>
	At the gym	<input type="checkbox"/>
	In an exercise yard	<input type="checkbox"/>
	At work	<input type="checkbox"/>
	At education	<input type="checkbox"/>
	At meal times	<input type="checkbox"/>
	At health care	<input type="checkbox"/>
	Visits area	<input type="checkbox"/>
	In wing showers	<input type="checkbox"/>
	In gym showers	<input type="checkbox"/>
	In corridors/stairwells	<input type="checkbox"/>
	On your landing/wing	<input type="checkbox"/>
	In your cell	<input type="checkbox"/>
	Other, please specify	
<b>Q3</b>	<b>HAS ANOTHER YOUNG PERSON OR GROUP OF YOUNG PEOPLE VICTIMISED YOU IN THIS ESTABLISHMENT? (E.G. INSULTED OR ASSAULTED YOU)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	<b>If No, go to question 6.</b>	

<b>Q4</b>	<b>IF YES, WHAT DID THE INCIDENTS INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang-related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>
<b>Q5</b>	<b>IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:</b>	
<b>Q6</b>	<b>HAS A MEMBER OF STAFF OR GROUP OF STAFF VICTIMISED YOU IN THIS ESTABLISHMENT? (E.G. INSULTED OR ASSAULTED YOU)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	<b>If No, go to question 9.</b>	
<b>Q7</b>	<b>IF YES, WHAT DID THE INCIDENTS INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang-related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>
<b>Q8</b>	<b>IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:</b>	

<b>Q9</b>	<b>IF YOU WERE BEING VICTIMISED WHO WOULD YOU TELL?</b>			
	No one		<input type="checkbox"/>	
	Personal officer		<input type="checkbox"/>	
	Wing officer		<input type="checkbox"/>	
	Chaplain		<input type="checkbox"/>	
	Health care staff		<input type="checkbox"/>	
	Teacher/education staff		<input type="checkbox"/>	
	Gym staff		<input type="checkbox"/>	
	Listener/Samaritan/Buddy		<input type="checkbox"/>	
	Another young person here		<input type="checkbox"/>	
	Family/friends		<input type="checkbox"/>	
	Other, please specify			
<b>Q10</b>	<b>DO YOU THINK STAFF WOULD TAKE IT SERIOUSLY IF YOU TOLD THEM YOU HAD BEEN VICTIMISED?</b>			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q11</b>	<b>IS SHOUTING THROUGH THE WINDOWS A PROBLEM HERE?</b>			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
<b>Q12</b>	<b>HAVE STAFF CHECKED ON YOU PERSONALLY IN THE LAST WEEK TO SEE HOW YOU ARE GETTING ON?</b>			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
<b>Q13</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT SAFETY IN THIS ESTABLISHMENT?</b>			
<b>SECTION 10: ACTIVITIES</b>				
<b>Q1</b>	<b>HOW OLD WERE YOU WHEN YOU WERE LAST AT SCHOOL?</b>			
	14 or under		<input type="checkbox"/>	
	15 or over		<input type="checkbox"/>	
<b>Q2</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT SCHOOL:</b>			
		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"/>

<b>Q3</b>	<b>DO YOU CURRENTLY TAKE PART IN ANY OF THE FOLLOWING ACTIVITIES? (PLEASE TICK ALL THAT APPLY TO YOU)</b>				
	Education				<input type="checkbox"/>
	A job in this establishment				<input type="checkbox"/>
	Vocational or skills training				<input type="checkbox"/>
	Offending behaviour programmes				<input type="checkbox"/>
	<i>I am not currently involved in any of these</i>				<input type="checkbox"/>
<b>Q4</b>	<b>IF YOU HAVE BEEN INVOLVED IN ANY OF THE FOLLOWING ACTIVITIES, IN THIS ESTABLISHMENT, DO YOU THINK THEY WILL HELP YOU WHEN YOU LEAVE PRISON?</b>				
		<b><i>Not been involved</i></b>	Yes	No	Don't know
	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A job in this establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vocational or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Offending behaviour programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q5</b>	<b>DO YOU USUALLY HAVE ASSOCIATION EVERY DAY?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
<b>Q6</b>	<b>HOW MANY TIMES DO YOU USUALLY GO TO THE GYM EACH WEEK?</b>				
	<i>Don't want to go</i>				<input type="checkbox"/>
	None				<input type="checkbox"/>
	One to two times				<input type="checkbox"/>
	Three to five times				<input type="checkbox"/>
	More than five times				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
<b>Q7</b>	<b>CAN YOU USUALLY GO OUTSIDE FOR EXERCISE EVERY DAY?</b>				
	<i>Don't want to go</i>				<input type="checkbox"/>
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT ACTIVITIES IN THIS ESTABLISHMENT?</b>				
<b>SECTION 11: FAMILY AND FRIENDS</b>					
<b>Q1</b>	<b>ARE YOU ABLE TO USE THE TELEPHONE EVERY DAY, IF YOU WANT TO?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
<b>Q2</b>	<b>HAVE YOU HAD ANY PROBLEMS WITH SENDING OR RECEIVING MAIL (LETTERS OR PARCELS)?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>

<b>Q3</b>	<b>HOW EASY IS IT FOR YOUR FAMILY AND FRIENDS TO VISIT YOU HERE?</b>	
	Very easy	<input type="checkbox"/>
	Easy	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Difficult	<input type="checkbox"/>
	Very difficult	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q4</b>	<b>HOW MANY VISITS DO YOU USUALLY HAVE EACH WEEK, FROM FAMILY OR FRIENDS?</b>	
	<i>Not been here a week yet</i>	<input type="checkbox"/>
	I don't get visits	<input type="checkbox"/>
	Less than one a week	<input type="checkbox"/>
	About one a week	<input type="checkbox"/>
	More than one a week	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q5</b>	<b>DO YOUR VISITS USUALLY START ON TIME?</b>	
	<i>I don't get visits</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q6</b>	<b>HOW ARE YOU AND YOUR FAMILY/FRIENDS USUALLY TREATED BY VISITS STAFF?</b>	
	<i>I don't get visits</i>	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q7</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT KEEPING IN TOUCH WITH FAMILY AND FRIENDS?</b>	
<b>SECTION 12: PREPARATION FOR RELEASE</b>		
<b>Q1</b>	<b>WHEN DID YOU FIRST MEET YOUR PERSONAL OFFICER?</b>	
	<i>I still have not met him/her</i>	<input type="checkbox"/>
	In your first week	<input type="checkbox"/>
	After your first week	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q2</b>	<b>HOW OFTEN DO YOU SEE YOUR PERSONAL OFFICER?</b>	
	<i>I still have not met him/her</i>	<input type="checkbox"/>
	At least once a week	<input type="checkbox"/>
	Less than once a week	<input type="checkbox"/>

<b>Q3</b>	<b>DO YOU FEEL YOUR PERSONAL OFFICER HAS HELPED YOU?</b>				
	<i>I still have not met him/her</i>				<input type="checkbox"/>
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU HAVE A TRAINING PLAN, SENTENCE PLAN OR REMAND PLAN?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
<b>Q5</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT TRAINING PLANS, SENTENCE PLANS OR REMAND PLANS:</b>				
		<i>I don't have a plan</i>	Yes	No	Don't know
	Were you involved in the development of your plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you understand the targets that have been set in your plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q6</b>	<b>HAS YOUR YOT WORKER BEEN IN TOUCH SINCE YOU ARRIVED AT THIS ESTABLISHMENT?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
<b>Q7</b>	<b>DO YOU KNOW HOW TO GET IN TOUCH WITH YOUR YOT WORKER?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
<b>Q8</b>	<b>PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR RELEASE:</b>				
		Yes	No	Don't know	
	Have you had a say in what will happen to you when you are released?	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	Are you planning to go to school or college after release?	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	Do you have a job to go to on release?	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>Q9</b>	<b>DO YOU KNOW WHO TO CONTACT FOR HELP WITH ANY OF THE FOLLOWING PROBLEMS, BEFORE YOUR RELEASE? (PLEASE TICK ALL THAT APPLY TO YOU)</b>				
	Finding accommodation				<input type="checkbox"/>
	Getting into school or college				<input type="checkbox"/>
	Getting a job				<input type="checkbox"/>
	Help with money/finances				<input type="checkbox"/>
	Help with claiming benefits				<input type="checkbox"/>
	Continuing health services				<input type="checkbox"/>
	Opening a bank account				<input type="checkbox"/>
	Avoiding bad relationships				<input type="checkbox"/>
	I don't know who to contact				<input type="checkbox"/>

<b>Q10</b>	<b>DO YOU THINK YOU WILL HAVE A PROBLEM WITH ANY OF THE FOLLOWING THINGS, WHEN YOU ARE RELEASED? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	Finding accommodation	<input type="checkbox"/>
	Getting into school or college	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Money/finances	<input type="checkbox"/>
	Claiming benefits	<input type="checkbox"/>
	Continuing health services	<input type="checkbox"/>
	Opening a bank account	<input type="checkbox"/>
	Avoiding bad relationships	<input type="checkbox"/>
	<i>I won't have any problems</i>	<input type="checkbox"/>
<b>Q11</b>	<b>WHAT IS MOST LIKELY TO STOP YOU OFFENDING IN THE FUTURE? (PLEASE TICK ALL THAT APPLY TO YOU)</b>	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Nothing, it is up to me	<input type="checkbox"/>
	Making new friends outside	<input type="checkbox"/>
	Going back to live with my family	<input type="checkbox"/>
	Getting a place of my own	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Having a partner (girlfriend or boyfriend)	<input type="checkbox"/>
	Staying off alcohol/drugs	<input type="checkbox"/>
	Having a mentor (someone you can ask for advice)	<input type="checkbox"/>
	Having a YOT worker or social worker that I get on with	<input type="checkbox"/>
	Having children	<input type="checkbox"/>
	Having something to do that isn't crime	<input type="checkbox"/>
	This sentence	<input type="checkbox"/>
	Getting into school/college	<input type="checkbox"/>
	Talking about my offending behaviour with staff	<input type="checkbox"/>
	Anything else	<input type="checkbox"/>
<b>Q12</b>	<b>DO YOU WANT TO STOP OFFENDING?</b>	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q13</b>	<b>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?</b>	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q14</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR PREPARATION FOR RELEASE?</b>	

## SECTION 13: OVERALL IMPRESSIONS

WHAT WOULD YOU SAY ARE THE BEST THINGS FOR YOU IN THIS ESTABLISHMENT?

WHAT WOULD YOU MOST LIKE TO SEE CHANGED IN THIS ESTABLISHMENT?





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