

HM Inspectorate of Prisons
Youth Justice Board

Young People in Custody 2004–2006

An analysis of children's experiences of prison

Rachel Worsley

Dedication

This report is dedicated to the memory and work of Ruth Whitehead. Ruth died in October 2006, just a few weeks short of her 10th anniversary as a prisons inspector. One of her early tasks was to take part in the Inspectorate's first thematic review of young prisoners, in 1997, which contributed so significantly to the reforms which have subsequently taken place.

Ruth played a key part in the Inspectorate's work of improving the treatment and conditions of prisoners, and the needs of young prisoners were particularly close to her heart. This report carries on the work that she helped to start.

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The research and development team at HMI Prisons is also appreciative of the help given by staff at each young offender institution (YOI) visited during the two-year period.

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Foreword

This is the third report we have produced which collates and analyses the experience and perceptions of the 2500 15-18 year olds held in our prisons. Drawn from surveys carried out in every juvenile prison over the last two years, it presents the voice of the child in prison.

As in previous reports, it is clear that many of those young people were marginalised and excluded before they came to prison. Nearly half the girls said they had been in care; around 80% of young people said they had been excluded from school. This emphasises the importance of social work support for these young people during and after custody, and we support the introduction of social workers in these establishments.

Given the vulnerability and volatility of many of these young people, it is commendable that this survey shows an improvement in their feelings of safety, particularly girls. Boys also reported significantly less victimisation, from other young people and from staff. That reflects a considerable investment by the Youth Justice Board and prison managers in training and processes to support young people. Nevertheless, nearly a third of young people said they had felt unsafe; and what is noticeable is that this was most pronounced in large closed units. By contrast, very few had felt unsafe in the small new girls' unit at Cookham Wood. Boys in dedicated juvenile establishments were also much more likely to feel unsafe than those in split sites shared with young adults.

The responses also highlight the importance of proper support for vulnerable young people. Very few said that they would tell another young person if they were being victimised. Boys were most likely to tell prison staff, particularly personal officers; girls were most likely to tell their families or friends. In that context, it is worrying that young people, and girls in particular, said it was more difficult for families to visit than in the last survey: only a quarter of girls said it was easy. And over a third of young people reported problems in getting access to phones.

The surveys continue to show very limited access to exercise. Only around half the girls and a quarter of the boys were able to exercise outside every day, and in one establishment none were. Only 11% of young people across establishments had access to the gym five times or more a week, and in some establishments this reached only 2%. The recently-published Carlile report into the use of force in juvenile establishments highlighted exercise as an important way to burn off young people's energy, and reduce violence and the need for force within prisons – and 27% of boys and 19% of girls said they had been physically restrained.

A high proportion of young people (80% of boys and 91% of girls) were in education; but these figures, and the perceived value of education, have not improved since the last survey: indeed, fewer girls than last time reported being able to learn a skill or trade. That is important, given that both boys and girls considered that employment was most likely to prevent them reoffending, yet only 28% of boys and 7% of girls had a job to go to on release, and less than half felt that they had done anything in prison which would make it easier to get a job.

Overall, this survey does record some improvements, particularly in relation to safety: though it also shows the difficulty of ensuring this for all young people in large, crowded units. Population pressure is also undoubtedly contributing to the greater difficulties young people are reporting in contact with families. The surveys also suggest the need for an increased focus on physical exercise and vocational skills training in order to reduce tensions in prisons, and improve resettlement prospects outside.

Anne Owers

HM Chief Inspector of Prisons

Summary of findings

Demographic findings

- ◆ Overall, 23% of both boys and girls were from black and ethnic minority (BME) groups.
- ◆ 29% of boys and 44% of girls reported having been in care.
- ◆ 10% of boys and 6% of girls said they had children themselves.
- ◆ Nearly half of boys and girls said they were under 14 when they were last at school (45% and 41% respectively).
- ◆ 81% of boys and 76% of girls said they had been excluded from school; and at one boys' establishment (Hindley) this was 96%.

Main analysis

Arrival and first days in custody

- ◆ One in 10 boys, and one in six girls said they spent more than four hours in the escort van; the great majority said that vans were not comfortable. Only around half said they had felt safe, and only 14% said they had been given comfort breaks.
- ◆ Almost a quarter of boys surveyed felt low or upset on arrival at their establishment and just over one fifth needed to let their family know where they were. However, access to phones to contact families, and to immediate information from staff, had significantly worsened since the last survey.
- ◆ Four out of five girls said that they had problems on arrival, and by far the greatest problem, for 46% of all girls surveyed, was feeling low or upset. In total, 10% of boys and 28% of girls said that they had housing problems.
- ◆ The majority of young people said they were in reception for less than two hours (80% of boys and 82% of girls).
- ◆ For 41% of boys and 56% of girls, this was their first time in custody. Yet only 52% of boys and 42% of girls felt that the induction process had told them all they needed to know.

Conditions in establishments

- ◆ Around 1 in 12 of boys and girls did not know what the reward scheme was or what level they were on; therefore the scheme could not be serving its purpose for them.
- ◆ Overall, 57% of boys said they could have a shower every day, but this varied from 100% at Parc and Thorn Cross to 10% at Brinsford; by contrast, 91% of girls had access to daily showers.
- ◆ 76% of boys said that most staff treated them with respect: though this varied from 92% at Werrington to 67% at Hindley. Similarly, the overall figure for girls was 76%, with variations between Eastwood Park (90%) and Bullwood Hall (61%).
- ◆ Overall, 41% of boys and 44% of girls had met their personal officer within the first week. For boys, this rose to 83% at Parc and dropped to 20% at Brinsford. For girls, it

ranged from 75% at Downview to 20% at Eastwood Park. Fewer than half of those with personal officers felt that they had been helped by them.

- ◆ Though on average 85% of boys knew how to make a complaint, only 45% thought this was easy and only 17% thought complaints were dealt with fairly; responses were similar, though slightly higher in each category, for girls.
- ◆ Answers relating to advocacy services, now provided by the Youth Justice Board, were variable. Only a quarter of boys and around a third of girls said they had spoken to an advocate since arriving at the establishment (and only 11% at Lancaster Farms and Huntercombe, and 13% at Cookham Wood).

Safety

- ◆ Overall, 32% of boys said they had felt unsafe at their establishment: a reduction from the 38% in the last recording period. The highest figures (42-37%) were recorded at Warren Hill, Huntercombe and Wetherby. The lowest figure was at Thorn Cross (6%).
- ◆ Overall, 30% of girls said they had felt unsafe in their establishment: a big reduction from the 63% in the last recording period. The percentage of those who had felt unsafe ranged from 48% at New Hall to 7% in the small unit at Cookham Wood.
- ◆ The most common form of victimisation, whether by staff or by other young people, took the form of insulting remarks, for both boys and girls. Significantly lower levels of victimisation, of all kinds, were reported by boys than in the last survey; except for shouting through windows, which had significantly increased. For girls, levels of victimisation had improved, or remained the same, in all areas.
- ◆ Young people were most likely to tell either their personal officers or their families and friends about victimisation. However, boys were more likely to tell personal officers (36%) compared to families or friends (32%); whereas girls were much more likely to tell families or friends (41%) than personal officers (29%). Overall, 13% of boys and 16% of girls said they would tell another young person.
- ◆ Overall, 27% of boys said they had been physically restrained, but this varied from 49% at Hindley to 15% at Warren Hill. Only 19% of girls said they had been restrained, ranging from 31% at Downview to around 10% at New Hall and Eastwood Park.

Activities

- ◆ Overall, only 52% of girls and 26% of boys reported being able to go outside for exercise every day (an issue that was highlighted in the recent Carlile report, as a way of reducing violence and the need to use force). For boys, this was an improvement since the last survey, but there were considerable variations: from 93% and 88% at Parc and Ashfield, to 3% and 0% at Feltham and Brinsford. For girls, it varied from 75% at Downview and Holloway to 27% at New Hall.
- ◆ Overall, 89% of girls and 79% of boys said that they were in education, similar to the findings in the last survey. Again, there were considerable variations, particularly among boys, where seven establishments had over 90% attending, while three had under two-thirds attending.

Resettlement and help

- ◆ Only 37% of boys and 26% of girls said that it was easy for families to visit; and no girls at Eastwood Park said this. In both cases, this had significantly reduced since the last survey, particularly for girls (where it had dropped from 46%). Only a third of girls, and half of boys, said they had two or more visits a month.
- ◆ Yet only half the boys and three-quarters of the girls said they could speak to their families on the phone every day. For boys, this was a significant reduction since the last survey, and was as low as 14% at Brinsford. For girls, the lowest percentage was 50% at Eastwood Park.
- ◆ 82% of boys and 75% of girls had been visited by their YOT, social or probation officer. This varied from 94% to 69% across establishments.
- ◆ 42% of boys and 37% of girls felt that they had done something in their establishment which would make them less likely to offend in the future. Both boys and girls listed employment as the thing most likely to prevent them reoffending (42% and 52% respectively); yet only 28% of boys and 7% of girls had a job to go to on release, and only 47% of boys and 41% of girls felt that they had done something which would make it easier for them to get a job.

Specialist units

- ◆ There were some interesting differences between the two specialist units for long-sentenced young people (Carlford at Warren Hill and Oswald at Castington). Oswald had the highest proportion in the survey of young people able to make a phone call on arrival, while Castington had the lowest. Conversely, only 4% of young people at Castington said they had been physically restrained, compared to 42% at Oswald.

Black and minority ethnic (BME) young people analysis

There were some clear differences between BME and white young people's experiences.

- ◆ 23% of boys and girls were from BME groups.
- ◆ Overall, apart from questions concerning education, BME boys reported poorer treatment over a range of areas; this was less marked for girls.
- ◆ BME boys reported higher levels of victimisation by staff (32% compared to 19% of white boys); and far fewer (26% compared to 44%) felt they would be taken seriously if they were to tell staff they were being victimised. They were also much less likely than white boys to believe that most staff treated them with respect (63% compared to 79%).
- ◆ 44% of BME girls reported having experienced victimisation by staff, compared to only 14% of white girls.
- ◆ BME boys also reported significantly poorer experiences on reception and during their first few days, and significantly higher levels of use of force and adjudications.
- ◆ BME boys also responded more negatively to some resettlement questions (such as access to YOTs, and preparation for release), but more positively in relation to continuing education after release.

Dedicated establishment and split or mixed site analysis

The experiences of those held in dedicated establishments varied greatly in some areas compared to boys held in split or mixed sites.

- ◆ The first few days at the establishment were more positive for those in dedicated establishments; 87% thought they were searched in an understanding way, compared to 83% in split or mixed sites.
- ◆ Those in dedicated establishments generally had more positive experiences of day-to-day life; 24% had been physically restrained compared to 30%; 47% thought it was easy to make a complaint, compared to 41%; and 35% compared to 14% could go outside for exercise everyday.
- ◆ Boys held in dedicated establishments reported significantly far worse experiences in terms of safety; 36% compared to 28% had felt unsafe; for 6 out of 8 types of victimisation by other young people, boys in dedicated establishments reported significantly worse experiences than their counterparts in split or mixed sites.

Section 1: Introduction

1.1 Background to the report

Since September 2001, in collaboration with the Youth Justice Board, a team of researchers from HM Inspectorate of Prisons has conducted surveys of children held in custody across the YOI estate. This report details the survey responses collected between 1 April 2004 and 31 March 2006. The objective of the survey is to give young people held in YOIs the chance to comment on their treatment and conditions, in order to create a quantitative evidence-base for both HM Inspectorate of Prisons and the Youth Justice Board. The data collected are used not only in this report, but also for inspection purposes.

This is the third such report to be published; the previous two covered the periods April 2003 to March 2004 and November 2001 to March 2003. The evidence for this report has been collected from 22 establishments and from a total sample of 1033 young people.

1.2 The scope of the report

As with the two previous reports, there are separate sections for boys' and girls' establishments. Each section contains information on young people's perceptions of their conditions and treatment, from their transfer to the establishment to their preparation for release. This includes the overall percentage response to each question and, in the majority of cases, the establishments with the highest and lowest responses. As in previous reports, this serves to highlight the diversity of experiences within the whole YOI estate.

In addition to the main analysis, there are three other analyses for the boys' section and two for the girls' section of the report. The first for both boys and girls provides comparisons between the responses of black and minority ethnic (BME) young people and their white counterparts. A more detailed breakdown of ethnic groups for comparison was not possible, though the overall demographic breakdown within the two estates is provided in Figures 2 and 24. Statistically significant differences are highlighted between the two groups.

The second analysis for both groups looks at whether things have changed between this reporting period (1 April 2004 to 31 March 2006) and the last (1 April 2003 to 31 March 2004). Statistically significant differences are also highlighted in these sections.

The final comparison in the boys section compares the results from respondents in dedicated establishments with those held in mixed or split sites. Again, statistically significant differences are highlighted between the two groups.

1.3 Methodology

1.3.1 Selecting the sample

At each establishment visited a statistical formula¹ was used to calculate the representative baseline sample needed; a sample greater than the baseline was used if resources permitted. The percentage of each population included in the sample is outlined in Tables 1 and 2: this ranged from 26% to 100% across the whole YOI estate.

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

1.3.2 Methodology

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

1.3.3 Treatment of data

Data are weighted to mimic the whole population at each establishment. However, the demographic and background data included in sections 2.3 and 5.3 are not weighted.

Unless stated otherwise, percentages are calculated out of the whole sample for each establishment. However, where respondents have not answered a question, the missing data are not included in the analysis.

Section 2: Boys in custody – main analysis

2.1 Introduction

This section summarises the boys' survey responses from the 16 establishments visited during the two-year period. Demographic and background information about the boys surveyed is included, as well as their experiences from their most recent transfer through to their preparation for release. In total, 929 boys took part in the survey. The breakdown of responses from each establishment is shown in Table 1 below. It should be noted that the five category A boys surveyed at Woodhill are held outside the male YJB estate and are too few in number to be considered individually for analysis purposes. However, their experiences are included where the results from all boys surveyed are presented.

Table 1: Details of the sample taken at each male establishment

Establishment	Date of survey	Population at time of survey	Sample size	Percentage population of sampled
Ashfield	4 August 2004	209	77	37%
Brinsford	12 January 2005	183	83	45%
The Carlford Unit	27 September 2005	24	21	88%
Castington	4 May 2004	111	51	46%
Feltham	21 April 2005	193	77	37%
Hindley	21 November 2005	118	70	59%
Huntercombe	24 May 2004	347	98	28%
Lancaster Farms	19 September 2005	221	58	26%
The Oswald Unit	4 May 2004	33	31	94%
Parc	7 December 2005	34	22	65%
Stoke Heath	13 December 2004	176	84	48%
Thorn Cross	7 February 2005	53	47	89%
Warren Hill	27 September 2005	182	65	36%
Werrington	28 June 2005	131	60	46%
Wetherby	15 June 2004	298	81	27%
Woodhill	8 August 2005	6	5	83%
Total		2319	929	40%

2.2 The male estate

During the two-year survey period, boys were held in the following types of establishments:

- ◆ Dedicated site: holding juveniles only (15-18 years old).
- ◆ Split site: holding both juveniles and young adults (those 18-21 years old).

- ◆ Mixed site: holding juveniles, young adults and adults (over 21 years old).
- ◆ Specialist unit: small unit within an establishment holding juveniles convicted of serious offences.

Ashfield – dedicated site

At the time of the survey Ashfield held 209 boys. Ashfield changed from a split site to a dedicated site in 2004 and covers West Wales and the South West of England. It has been run by Premier Custodial Group (now Serco) since it opened in November 1999.

Brinsford – split site

Brinsford is located in Wolverhampton. At the time of the survey there were 183 boys at Brinsford.

The Carlford Unit – specialist unit

The Carlford Unit is located in the grounds of HMYOI Warren Hill (see below) and holds long-term sentenced young people convicted under sections 90/91 of the Powers of the Criminal Courts (Sentencing) Act 2000², which replaced section 53 of the Children and Young Persons Act 1933. At the time of the survey there were 24 boys held in the unit.

Castington – split site

Castington, located in Northumberland, held 111 sentenced and remanded boys at the time of the survey.

Feltham – split site

Feltham holds both remanded and sentenced boys. Situated in Middlesex, it mostly serves the London area. At the time of the survey the juvenile population was 193.

Hindley – split site

Hindley, near Wigan, holds remanded and sentenced boys. At the time of the survey there were 118 boys held there.

Huntercombe – dedicated site

At the time of the survey the population at Huntercombe was 347. Huntercombe is located in Oxfordshire and holds only sentenced juveniles.

Lancaster Farms – split site

Lancaster Farms is located in Lancaster. At the time of the survey 221 boys were held there.

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

The Oswald Unit – specialist unit

The Oswald Unit opened in 2000 and is a self-contained unit attached to Castington in Northumberland. It functions as a section 90/91 unit, in the same manner as the Carlford Unit (see above) and holds boys from across England and Wales. At the time of the survey 33 boys were held in the unit.

Parc – mixed site

Parc is the only male establishment to hold juveniles, young adults and adults on the same site. Parc is located in Wales and is a private prison. At the time of the survey 34 boys were held in a separate juvenile unit. During the last reporting period Parc held only remanded boys; it now holds both remanded and sentenced boys.

Stoke Heath – split site

Stoke Heath, in Shropshire, holds both remanded and sentenced boys. At the time of the survey there were 176 boys at Stoke Heath.

Thorn Cross – split site

Thorn Cross, in Cheshire, holds only sentenced juveniles and is the only open establishment for juveniles. At the time of the survey 53 boys were held there.

Warren Hill – dedicated site

Warren Hill is located in Suffolk and holds both remanded and sentenced boys. At the time of the survey it held 182 boys.

Werrington – dedicated site

Werrington is located near Stoke on Trent and holds only sentenced boys. At the time of the survey there were 131 boys held at Werrington.

Wetherby – dedicated site

Wetherby is located in North Yorkshire and holds both sentenced and remanded boys. At the time of the survey it held 298 boys.

Woodhill – mixed site

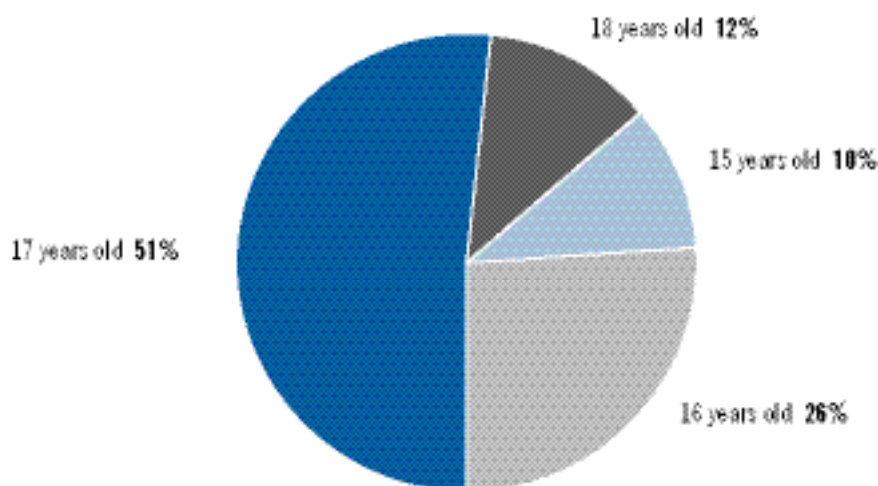
The juveniles held at Woodhill are not part of the contracted YJB estate. Those held there are 'restricted status' boys and were surveyed as part of the HMIP inspection programme. The number of boys held there at the time of the survey was six.

2.3 Profile of the boys surveyed

All respondents were asked to give some basic background and demographic information, including age, ethnicity and any previous experiences of custody.

2.3.1 Age

Figure 1: Age of boys



N.B. percentages have been rounded up or down and may not total 100%

The majority (51%) of boys surveyed were 17 years old. The highest proportion of 15 year olds was found at Parc (23%).

2.3.2 Are you sentenced?

Overall, 82% of the boys surveyed were sentenced. Feltham had the lowest proportion, only 47% of the population were sentenced. In total, 18% of boys were remanded (awaiting sentence, awaiting trial or awaiting deportation).

Across all establishments 43% of boys were serving 12 months or less and only 35% had less than two months left to serve.

2.3.3 Have you been in custody before?

In total, 41% of respondents said this was their first time in a young offender institution (YOI), secure training centre (STC) or local authority children's home (LASCH). Additionally, 29% of respondents had been to another YOI during this sentence.

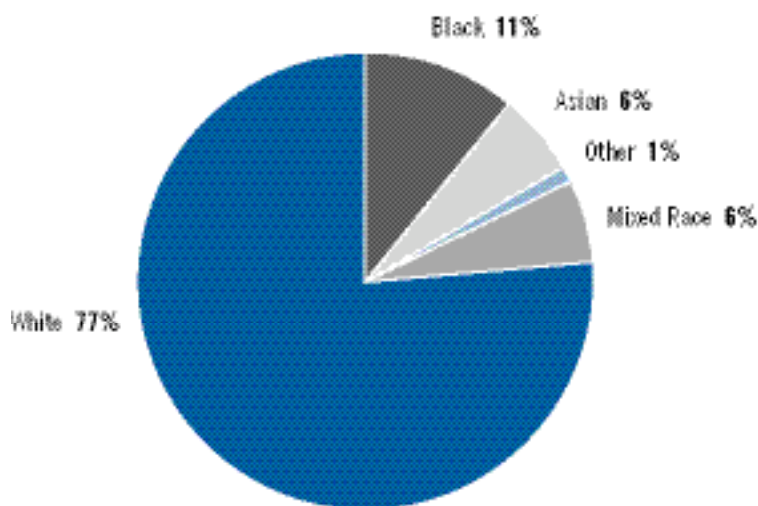
2.3.4 Nationality and language

Across establishments, 3% of respondents were foreign nationals, with the Oswald Unit and Castington having the highest proportion of foreign national boys (22% and 16% respectively). English was the first language for 93% of respondents. The lowest proportion of respondents with English as a first language was 77% at Feltham, and the highest proportion, 98%, was found at Wetherby, Stoke Heath, Lancaster Farms and Castington.

2.3.5 Ethnicity

Overall, 23% of boys were from a black and minority ethnic (BME) group. When the BME grouping is split into black, Asian, mixed race and other, the results are as in Figure 2 below:

Figure 2: Boys' ethnic group



N.B. percentages have been rounded up or down and may not total 100%

The percentages within each group are as follows³:

- ◆ White: 72% white British, 3% white Irish and 2% other white group.
- ◆ Black: 7% Caribbean, 3% African and 1% other black group.
- ◆ Asian: 1% Indian, 3% Pakistani, 1% Bangladeshi and 0% other Asian group.
- ◆ Mixed race: 4% white and Caribbean, 0% white and African, 1% white and Asian and 1% other mixed race group.
- ◆ Other: 0% Chinese and 1% other ethnic group.

2.3.6 Family background

Across establishments, 29% of boys had been in care before, with 10% on a care order at the time of the survey. The Oswald Unit (holding serious young offenders) had the highest proportion of children who had previously been in care: 50% compared to a low of 14% at Thorn Cross (the only open juvenile prison).

Only 10% of boys had children themselves, though 19% of those in the Oswald Unit had children.

2.3.7 Educational background

Overall, 45% of boys were under the age of 14 when they were last at school. This rose to 60% at Wetherby and dropped to 28% at Thorn Cross. Thorn Cross had the lowest proportion of boys who had been excluded from school: 61% compared to a high of 96% at Hindley, and an average of 81% across the whole estate.

³ Figures have been rounded up or down and may not total those in figure 2

Boys were also asked if they had ever truanted from school: in total, 77% said that they had truanted in the past. This was lowest at Feltham, where 59% said that they had truanted, and rose to 86% of respondents at Castington.

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

2.4.1 What was your most recent transfer like?

Overall, 10% of boys spent over four hours in the escort van. None of the respondents at Parc reported spending over four hours during their last transfer, while 39% of those at the Carlford Unit and 24% of those in the Oswald Unit had spent over four hours in the van. The specialist nature of these units means boys are more likely to have to travel greater distances. Outside the specialist units, the highest proportion was at Warren Hill where 19% of respondents reported having spent more than four hours in the van.

In total, 52% of respondents described feeling safe in the van. However, only 6% said it was comfortable and only 14% said that they had received comfort breaks during the journey. Only 31% overall said the van was clean; though this rose to 56% at Thorn Cross.

Respondents were also asked how they had been treated by escort staff. Overall, 63% said they had been treated well or very well by the staff, rising to 76% at Parc. Only 42% said that their health needs were looked after by escort staff.

2.4.2 What was it like when the van arrived at the establishment?

On average, 82% of respondents were aware of which establishment they were going to before they arrived. However, only 23% said they had received any written information about what would happen to them, this dropped to 16% at Stoke Heath.

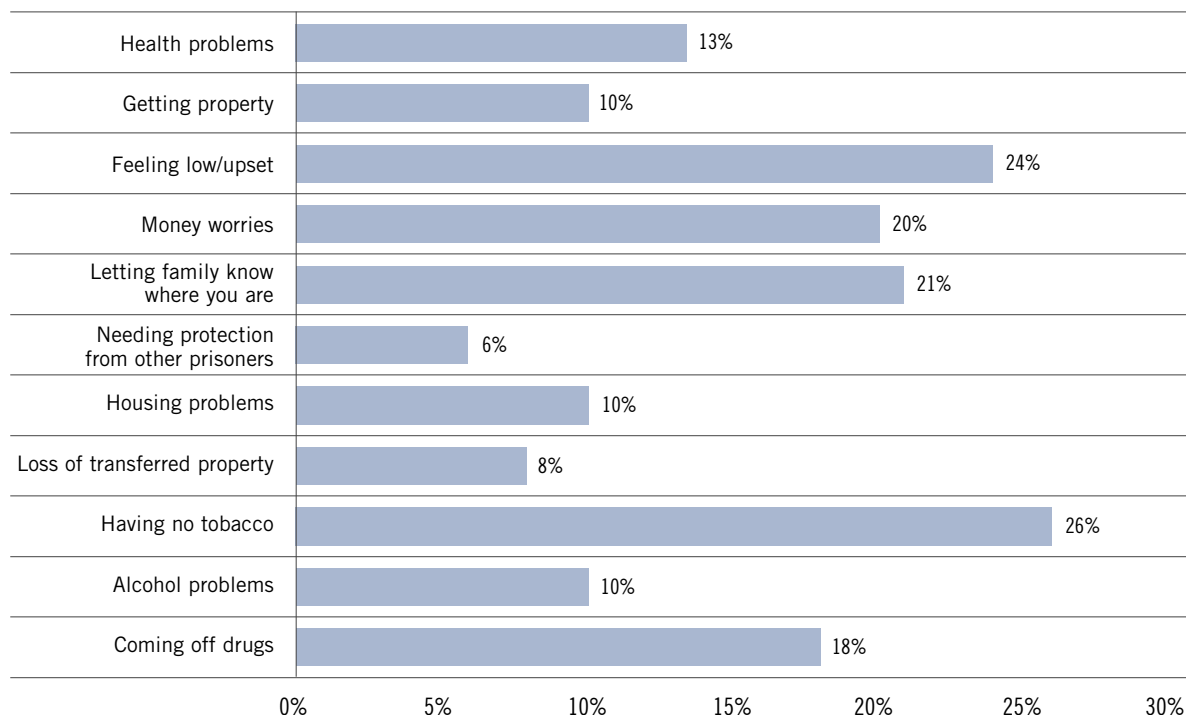
Overall, 80% of boys said their property had arrived at the establishment at the same time they did. At Warren Hill it was 92%, but dropped to 69% at Feltham.

2.5 What were your experiences of your first few days here?

2.5.1 Did you have any problems?

Collectively, 68% of respondents said they had problems that needed dealing with when they first arrived at the establishment. Stoke Heath had the highest proportion of boys arriving with problems (88%). The lowest proportion was 32% at Thorn Cross.

Respondents were asked to specify what problems they had when they first arrived and were given 11 options to choose from. The results of this are shown below:

Figure 3: Problems identified by boys on arrival at the establishment

It is notable that nearly a quarter of respondents indicated that they felt low or upset on arrival at the establishment and just over a fifth needed to let their family know where they were.

2.5.2 What was your experience of reception?

When asked how long they were in reception, 80% of boys across all establishments stated that they were in reception for less than two hours. At Thorn Cross this rose to 94% of respondents, while at Stoke Heath only 58% of respondents were in reception for less than two hours.

Respondents were also asked how they were treated by reception staff: 70% of boys across the estate felt they had been treated either well or very well by reception staff. This was particularly high at Ashfield (87%) and Hindley (84%), compared to 31% of respondents at the Oswald Unit, 49% at Lancaster Farms and 51% at Stoke Heath and Castington. Furthermore, 68% of boys felt that staff had told them everything they needed to know when they first arrived.

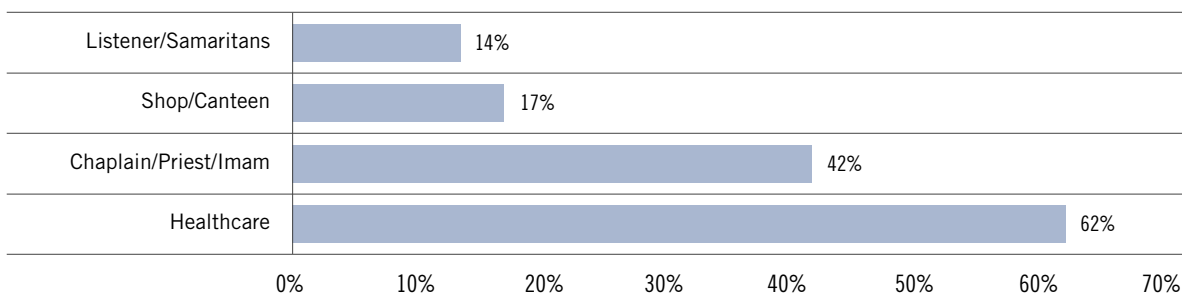
When asked more directly about their experiences of reception, 85% of respondents said that searches were carried out in an understanding way. All respondents at Parc expressed this view. Feltham had the lowest proportion of young people who said they had been searched in an understanding way in reception (69%).

Overall, 86% of boys said they were seen by a member of healthcare in reception, and 84% said they were able to make a phone call to family or friends at this point. Interestingly, given the similar nature of the Oswald and Carlford units, there was a marked difference between them in terms of being able to make a phone call: the Oswald Unit had the highest percentage in the whole survey, at 97%, compared to 71% at the Carlford Unit, which was the lowest.

2.5.3 What was the first week here like?

The boys surveyed were asked about their early experiences of the establishment, beyond reception. In particular they were asked about the access they had to certain services within the first 24 hours. The results are shown below:

Figure 4: Boys who had access to the following services within the first 24 hours



Thorn Cross had the highest proportion of respondents who said they could access Listeners/Samaritans or the prison canteen within the first 24 hours (29% and 41% respectively). The highest proportion of respondents who said they had access to a chaplain, priest or imam was at Warren Hill (67%), and the highest proportion who said they had access to someone from healthcare in the first 24 hours was 81% at Werrington.

Across the whole estate, 76% of boys said that they felt safe on their first night; and at every establishment, this was true for over half the young people surveyed. The highest percentage was recorded at Thorn Cross (94%); the lowest was at Stoke Heath (62%).

Boys were also asked about any induction courses they had been on after arriving at the establishment. Overall, 61% had been on an induction course within the first week, though only 52% felt the induction course covered everything they needed to know about the establishment. This varied greatly between establishments, with 71% of respondents at Wetherby and 67% at Parc feeling the induction course covered everything they needed to know, compared to 36% at Feltham and as few as 28% at Huntercombe.

2.6 What are your experiences of life in this establishment?

Boys were asked a range of questions about the day-to-day realities of life in each establishment.

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

Overall, 45% of boys felt the shop or canteen sold a wide enough range of goods to meet their needs. At Parc this increased to 81% of the population, whereas it was as low as 32% at Brinsford and 30% at Castington.

Fifty per cent of young people thought it was easy or very easy to attend religious services.

Respondents were also asked whether they had spoken to an advocate since they had been at the establishment: overall, 26% of boys said that they had. However, it is notable that this proportion varied greatly between establishments. It ranged from as low as 9% at the Carlford Unit and 11% at Lancaster Farms and Huntercombe, to 52% at Thorn Cross.

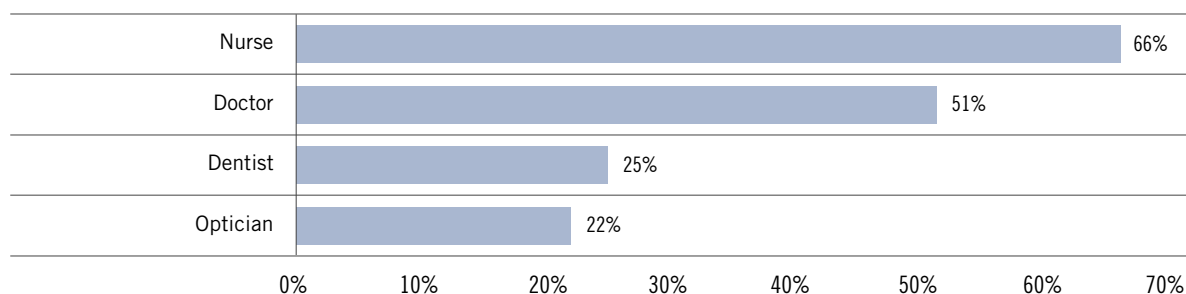
2.6.2 What are your experiences of healthcare here?

Respondents were asked about the overall quality of healthcare as well as individual aspects such as the dentist and access to help with alcohol problems.

Overall, 56% of respondents felt that the quality of healthcare in general was good or very good. At Werrington, 83% of the population surveyed thought it was good or very good, but this dropped to 37% at Hindley.

Respondents were asked how easy it was to see the doctor, nurse, dentist and optician and the results are shown in Figure 5 below.

Figure 5: Boys who thought it was easy to access various healthcare professionals



There was very little variation between establishments in response to these questions. However, it is notable that Werrington had the highest proportion of respondents who thought it was easy to see the doctor and the nurse (66% and 82% respectively), while Wetherby had the lowest proportion (42% and 51% respectively).

Of those boys taking medication, 40% said they had experienced problems in getting access to their medication. For those boys who said they had alcohol or drug problems, 51% reported receiving help with alcohol problems and 61% help with drug problems.

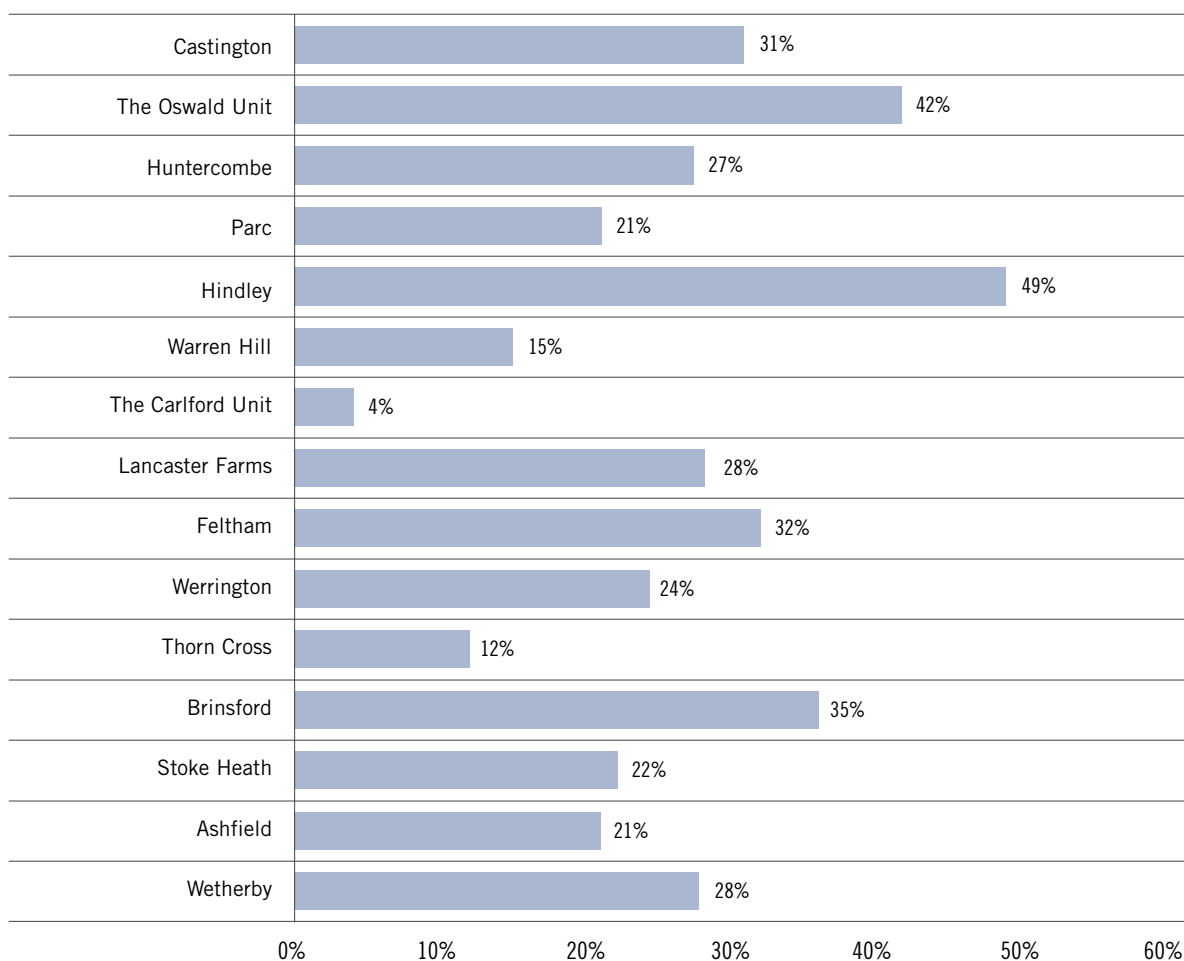
2.6.3 Have you been disciplined in this establishment?

Across all establishments, 57% of boys said they had had an adjudication or minor report since being at that establishment. Again, the two specialist units were at opposite ends of the scale: the highest proportion of boys who reported having had an adjudication was at the Oswald Unit (79%); the lowest proportion (44%) was at the Carlford Unit. Outside the specialist units the highest proportion was at Hindley (75%) and the lowest at Werrington (48%).

Of the boys who had spent time in the segregation unit, 43% felt that they had been treated well or very well by staff.

Respondents were also asked whether they had been physically restrained at the establishment. In total 27% of boys said they had been restrained. As Figure 6 below shows, this rose to 49% at Hindley and dropped to 4% at the Carlford Unit (a specialist unit) and 15% at Warren Hill, a closed and non-specialist unit.

Figure 6: Boys who said they had been physically restrained at each establishment

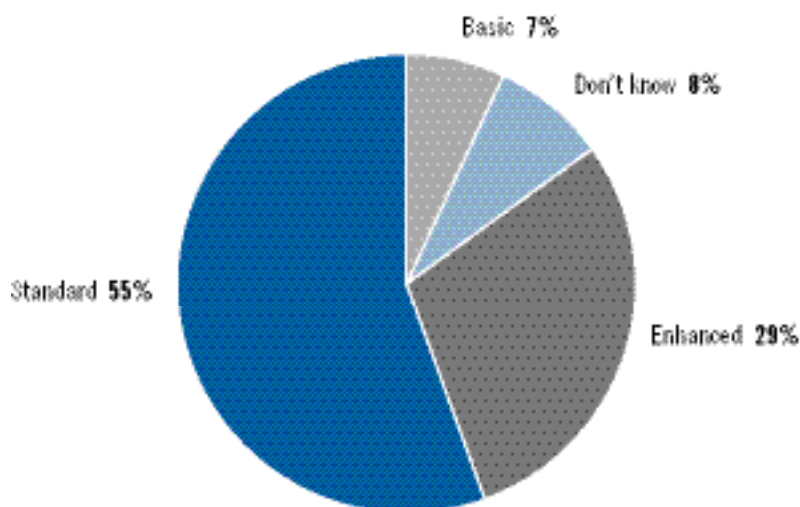


The difference between the two specialist units is marked: at Carlford, only 4% of boys said they had been physically restrained, while at Oswald unit, 42% said they had been restrained. This is also reflected in responses from the two 'parent' establishments, Warren Hill (15%) and Castington (31%).

2.6.4 What are your experiences of the reward scheme?

Respondents were asked what level of the reward scheme they were on. The percentage of boys on each level can be seen below:

Figure 7: Reward scheme levels across establishments



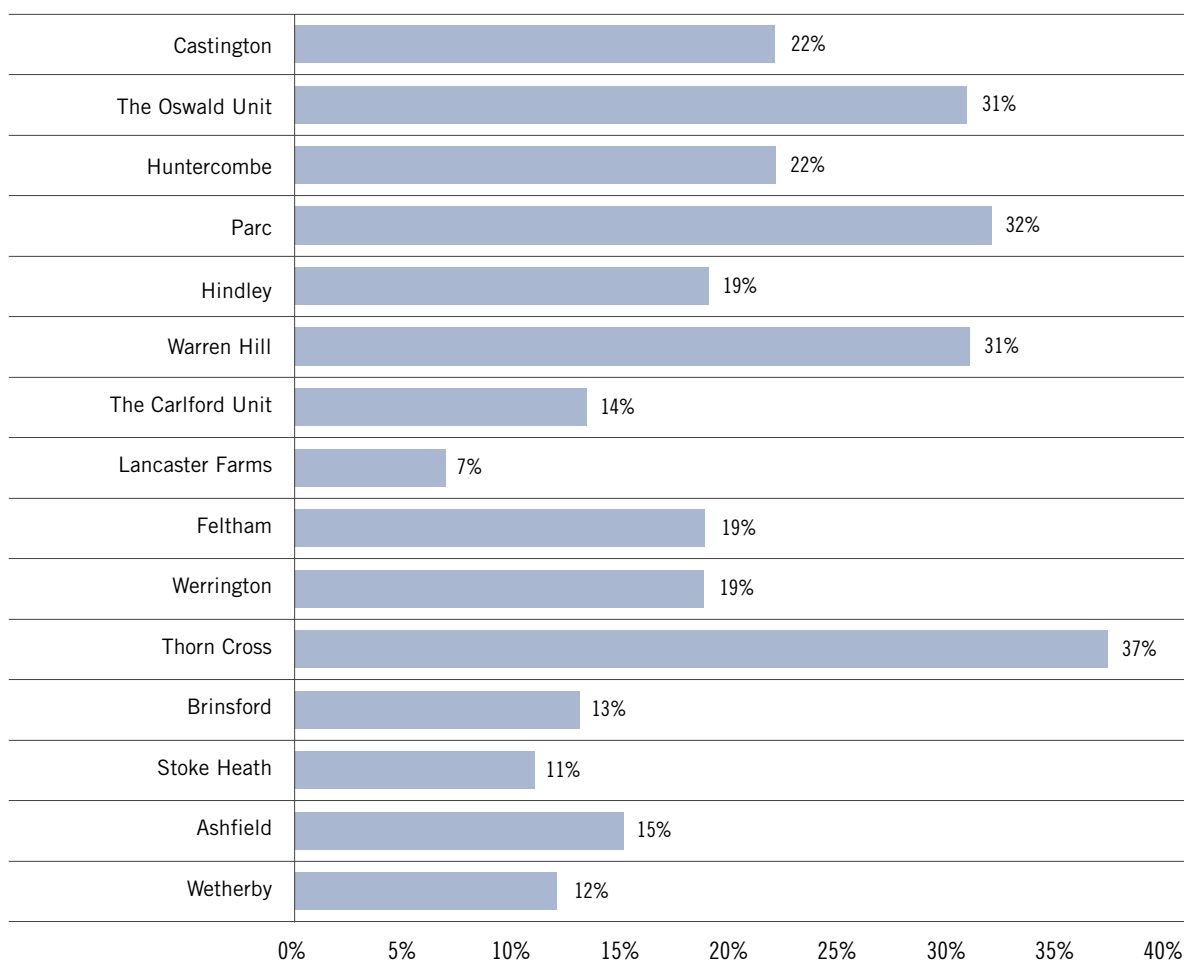
Overall, 29% of the population across all establishments were on the enhanced level of the reward scheme. However, at Hindley this dropped to 17% of the population surveyed. It is also noteworthy that 8% of boys did not know what level of the reward scheme they were on, implying that the reward scheme was not serving its purpose for around one in 12 boys.

The majority of respondents said that the different levels of the reward scheme made them change their behaviour (59%), and the majority also felt they had been treated fairly by the reward scheme (58%). This was relatively consistent across establishments for both questions. However, only 41% of respondents at Lancaster Farms said the different levels made them change their behaviour; this rose to 71% at the Oswald Unit (specialist unit) and 67% at Thorn Cross.

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

Overall, 85% of boys said that they knew how to make a complaint. At Thorn Cross, Feltham, the Carlford Unit, Warren Hill, Hindley, Huntercombe and the Oswald Unit this was 90% or above, whereas at Wetherby and Stoke Heath it dropped to 74% and 75% respectively.

Despite the fact 85% of respondents knew how to make a complaint, only 45% thought it was easy to make a complaint and only 17% thought complaints were sorted out fairly. At Lancaster Farms only 7% of respondents thought complaints were sorted out fairly. The results for each establishment are shown below:

Figure 8: Boys who thought complaints were sorted out fairly

Overall, 11% of all respondents said that they had been encouraged to withdraw a complaint.

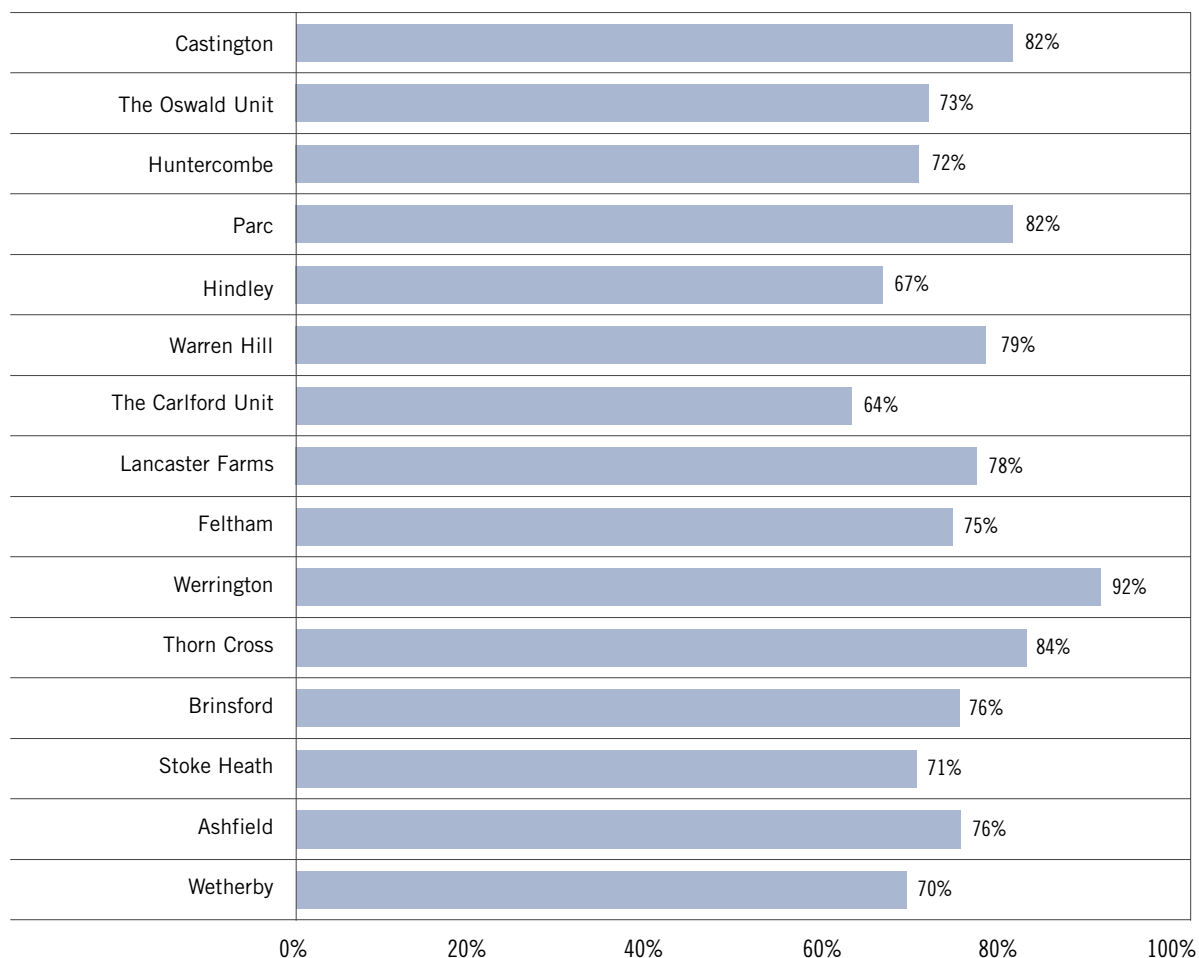
2.6.6 What are your experiences of day-to-day life on the wing?

Across all establishments, 20% of respondents thought the food was good or very good. This rose to 53% at Thorn Cross, but fell to 7% at Hindley.

In total, 57% of all respondents said that they were able to have a shower every day if they wanted to, with 100% of respondents at Parc and Thorn Cross saying they were able to, but only 10% at Brinsford.

Overall, 33% of boys said their cell call bell was normally answered within five minutes. The highest percentage was at Parc, where 79% of the boys surveyed said their cell call bells were answered within this time; and the lowest at Brinsford (only 9%).

Respondents were also asked whether they thought most staff treated them with respect. Overall, 76% of boys said most staff treated them with respect. The results for each establishment can be seen below:

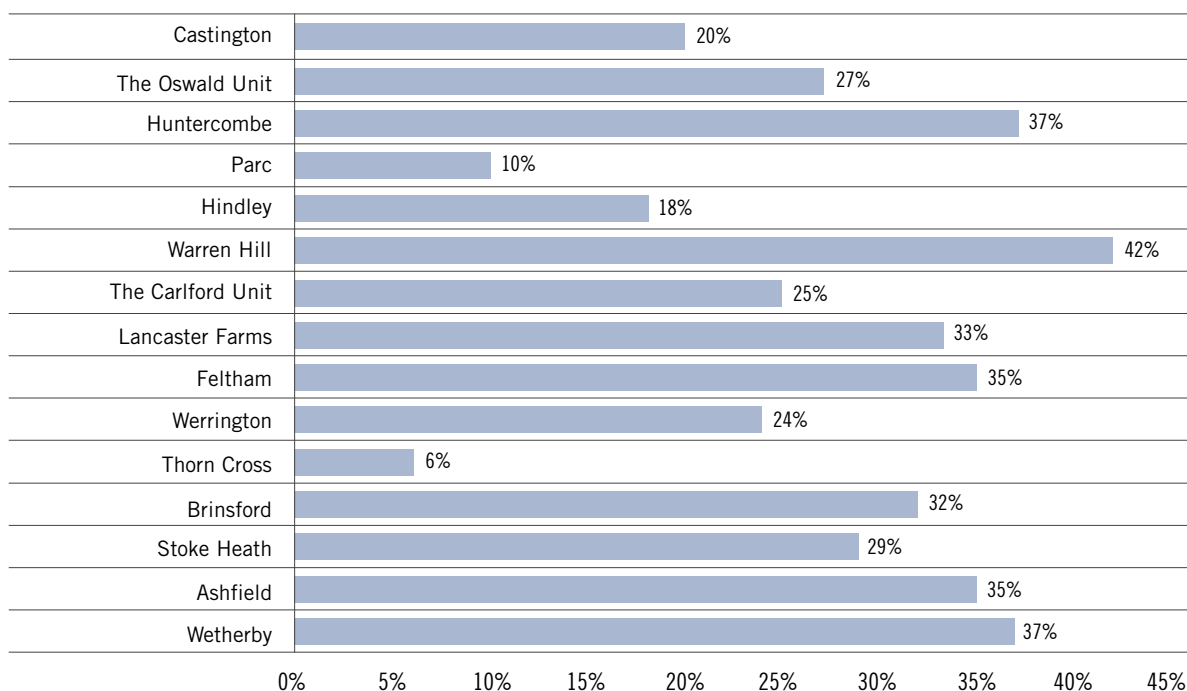
Figure 9: Boys who said most staff treated them with respect

2.7 How safe do you feel here?

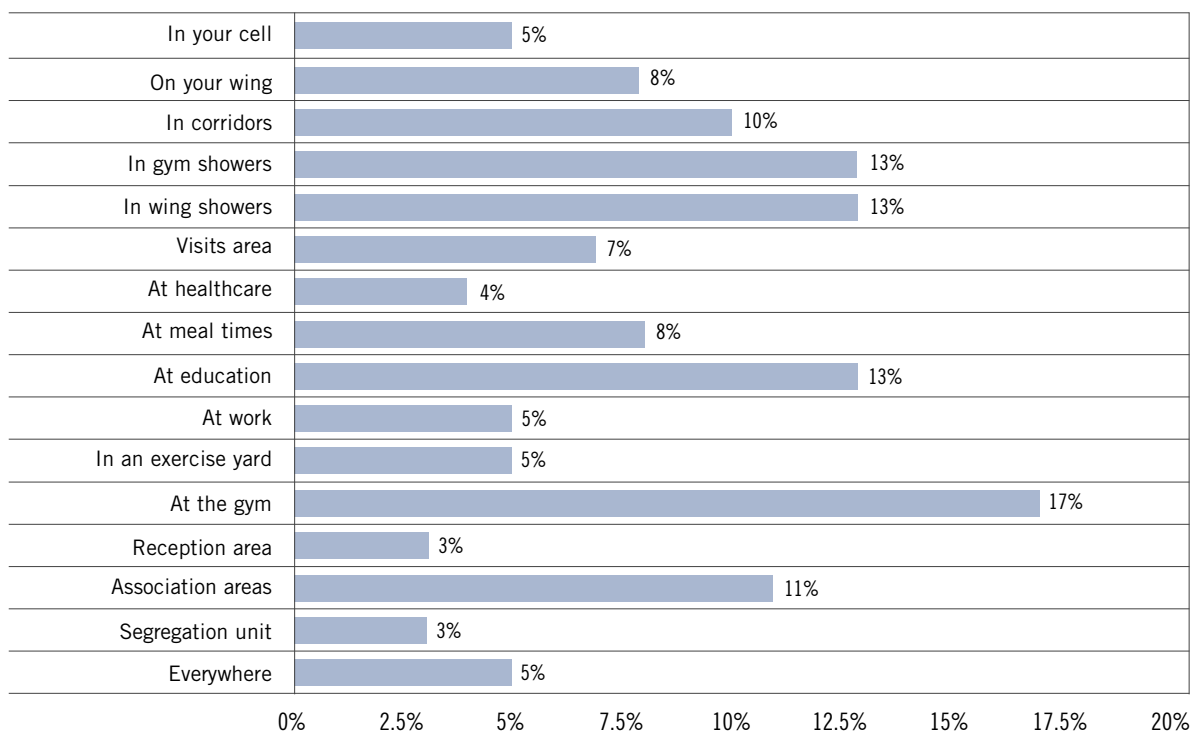
Respondents were asked a variety of questions about how safe they felt at their establishment and whether they had been victimised during their stay.

2.7.1 Have you ever felt unsafe here?

Across all establishments, 32% of respondents reported having felt unsafe in their establishment at some time. The highest proportion of respondents who said they had felt unsafe was at Warren Hill (42% of the population). This was followed by both Huntercombe and Wetherby, where 37% of the population said they had felt unsafe at the establishment. The lowest proportion was at Thorn Cross (6%).

Figure 10: Boys who reporting having felt unsafe at their establishment

Respondents who had felt unsafe were asked to elaborate by specifying where they had felt unsafe. The results were as follows:

Figure 11: Areas of the prison boys felt unsafe

The area where boys were most likely to feel unsafe was the gym (17%), followed by the showers (both on the wing and in the gym) and education (13%).

2.7.2 Do people shout through the windows here?

Overall, 38% of boys said other young people had shouted through the windows at them when they arrived in the establishment and, of this group, 27% said they found this shouting threatening. At Thorn Cross only 2% of respondents had experienced other young people shouting through the windows on their arrival, and none reported finding this threatening.

Across the estate, 26% said other young people shouted through the windows at them at the time of the survey, with 18% of this group finding this threatening. Again, only 2% of boys at Thorn Cross were experiencing this, and none found it threatening. However, 26% of respondents at Ashfield had experienced other young people shouting through the windows at them, and of this number 37% found the shouting threatening.

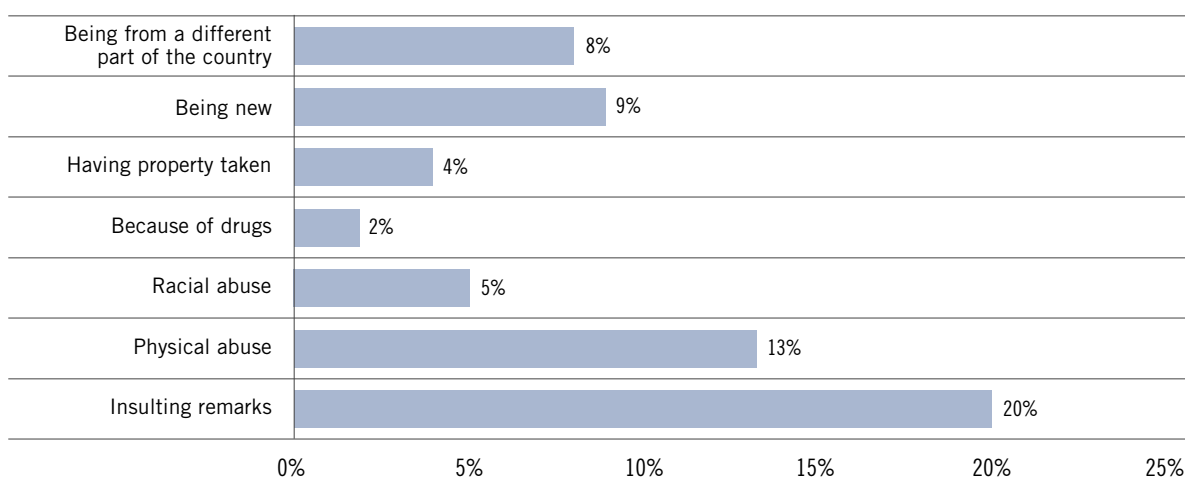
Respondents were also asked whether they shouted at other young people: 23% reported doing this, with the highest proportion at Parc (59%), and the lowest at the Carlford Unit (14%).

2.7.3 Have you been victimised by other young people?

In total, 31% of boys reported that other young people had insulted or assaulted them at their establishment. This rose to 50% at the Oswald Unit and dropped to 13% at Thorn Cross. Outside the open or specialist establishments, 22% reported this at Castington and Lancaster Farms, while 46% reported this at Warren Hill.

Respondents were also asked what type of victimisation the incident/s involved. The full responses to this question can be seen below:

Figure 12: Levels of the various types of victimisation by other young people



The most common form of victimisation by other young people was insulting remarks (20% across the whole estate). This rose to 39% at Warren Hill and dropped to 4% at Thorn Cross.

The 13% who reported having experienced physical abuse rose to 24% at the Oswald Unit; nobody at Parc said they had experienced physical abuse by other young people.

At Thorn Cross, reported levels of victimisation on other grounds were very low, or non-existent. The highest percentages of respondents reporting these types of abuse were:

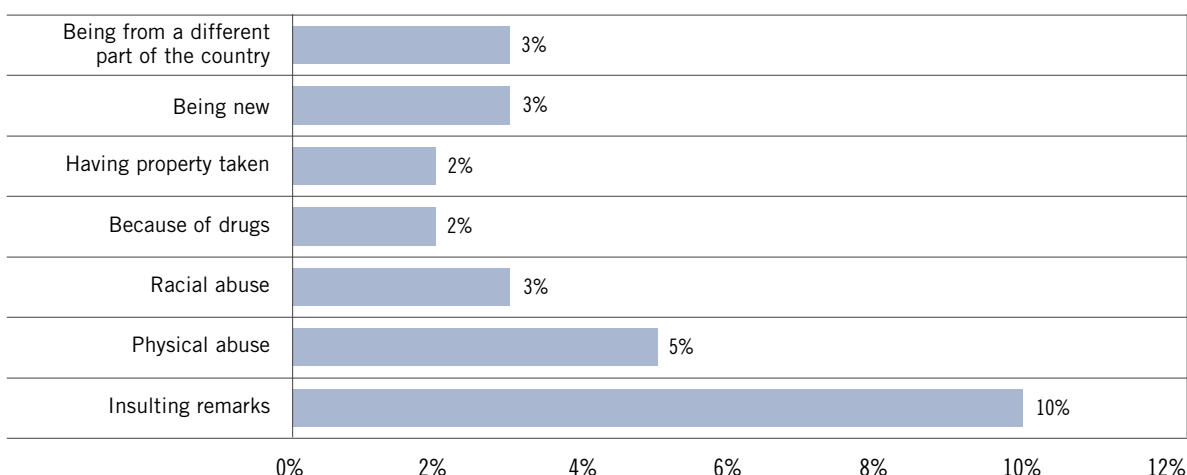
- ◆ Racial abuse: 9% at the Oswald Unit, Huntercombe and the Carlford Unit.
- ◆ Because of drugs: 6% at the Oswald Unit and 5% at Warren Hill.
- ◆ Having property taken: 13% at the Carlford Unit and 11% at Warren Hill.
- ◆ Being new: 11% at both Huntercombe and Wetherby.
- ◆ Being from a different part of the country: 20% at Parc.

2.7.4 Have you been victimised by staff?

Overall, 22% of respondents reported having been insulted or assaulted in some way by a member or group of staff. The highest percentages of respondents who said they had experienced this were at the Carlford Unit (36%), Castington (34%) and Wetherby (30%). The lowest was 6%, at Thorn Cross.

Respondents were asked about the type of victimisation they had experienced (see Figure 13):

Figure 13: Levels of the various types of victimisation by staff



As with victimisation by other young people, the most commonly reported victimisation by staff took the form of insulting remarks (10%). At Thorn Cross, no respondents reported experiencing this type of abuse, or any other form of victimisation except drugs (4%) and being from a different part of the country (1%).

The highest percentages for all other types of abuse were as follows:

- ◆ Physical abuse: 12% at the Oswald Unit.
- ◆ Racial abuse: 9% at Huntercombe.
- ◆ Because of drugs: 5% at the Carlford Unit and 4% at Thorn Cross.
- ◆ Having property taken: 5% at the Carlford Unit and 4% at both Castington and Lancaster Farms.
- ◆ Being new: 10% at Castington.

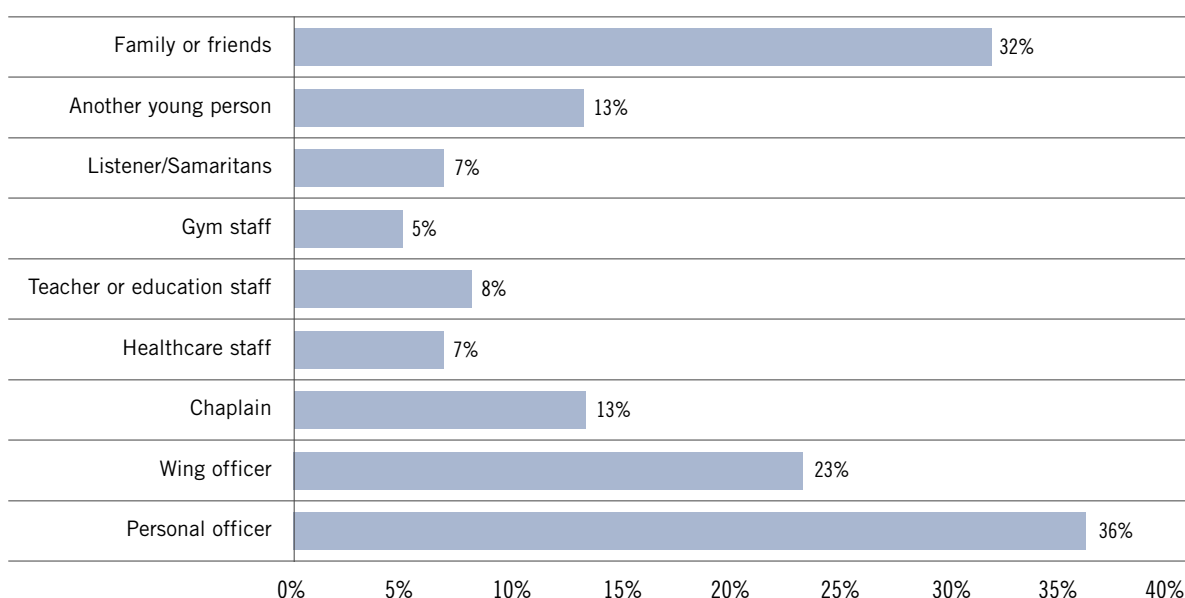
- ◆ Being from a different part of the country: 7% at Castington (highest proportion outside the specialist units).

2.7.5 Who would you tell if you were being victimised?

Across all establishments, 66% of boys said they would tell someone if they were being victimised by either another young person or staff.

Respondents were also asked who they would tell:

Figure 14: Who respondents would tell if they were being victimised



Overall, only 40% of respondents thought staff would take them seriously if they were to tell them that they were being victimised. This rose to 66% of respondents at Thorn Cross and dropped to 31% at Stoke Heath.

2.7.6 Do staff check on you personally?

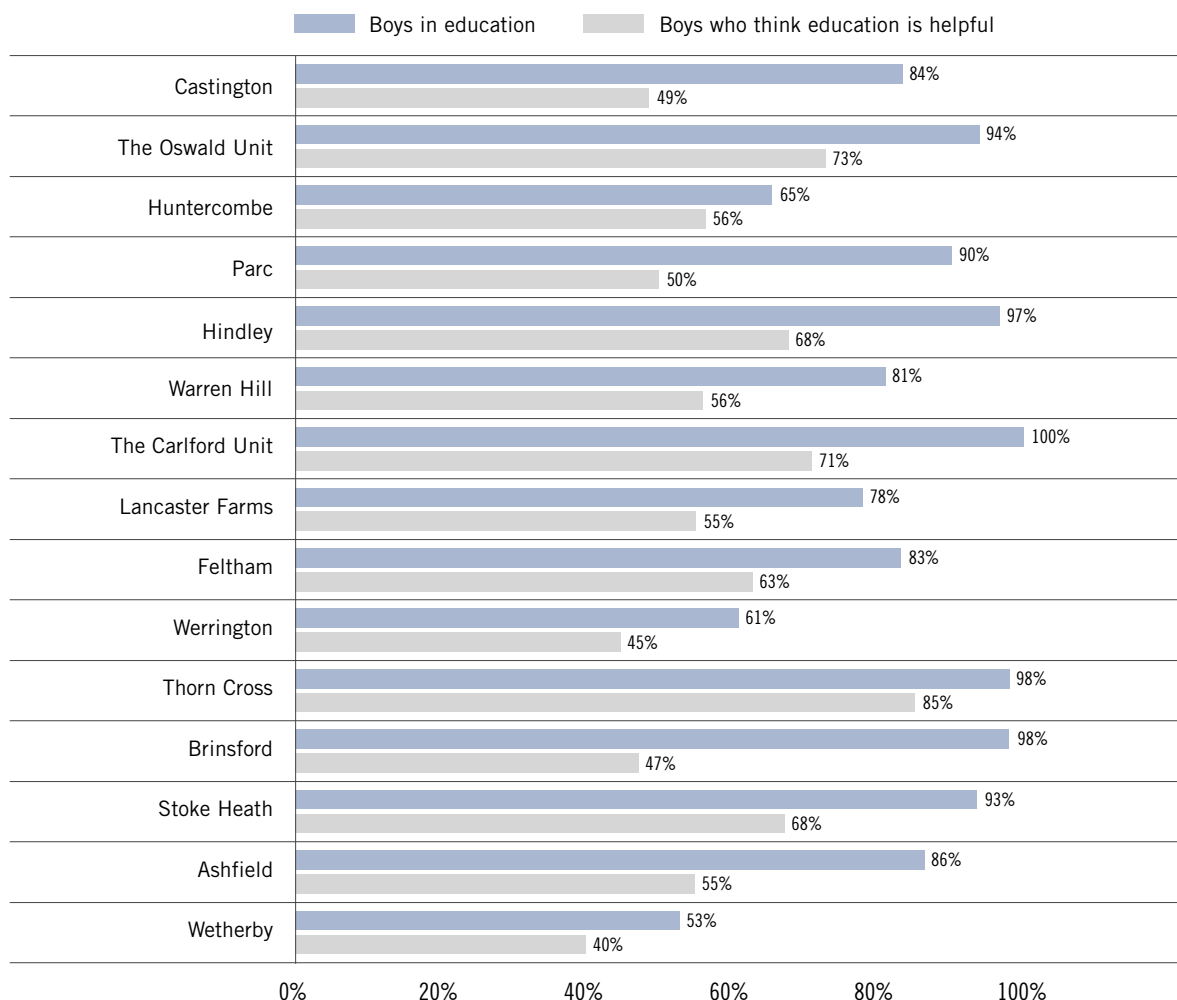
Respondents were asked if staff had checked on them personally in the last week: in total, 33% across the male estate said they had been checked on during this time. At Thorn Cross this was only 2% of the population surveyed, compared to 47% at Wetherby.

2.8 How do you spend your time at this establishment?

2.8.1 Are you in education here?

Overall, 79% of boys across the estate said they were in education at the time of the survey. Wetherby had the lowest proportion of boys who said they were in education (53%), while Thorn Cross and Brinsford had 98%, and Stoke Heath 97%, of boys in education.

Respondents were also asked if they felt that the education they were doing was helping them at all. In total, 55% of respondents felt that education was helping them. The relationship between whether boys were in education and how helpful they felt education was across all establishments can be seen below:

Figure 15: Boys in education and boys who think education is helpful

While 98% of boys at both Thorn Cross and Brinsford were in education, 85% at Thorn Cross thought education was helpful, compared to only 47% at Brinsford. At Stoke Heath the figures were 97% and 68%.

Respondents were also asked if they felt they needed help with reading, writing or maths: overall, 34% of boys felt they needed this help. Thorn Cross, Werrington and Feltham all had the lowest proportion of boys who said they needed help (30%).

Additionally, 52% of boys across all establishments thought that teachers had been understanding about their educational problems when they first arrived in the establishment.

2.8.2 Do you have a job here?

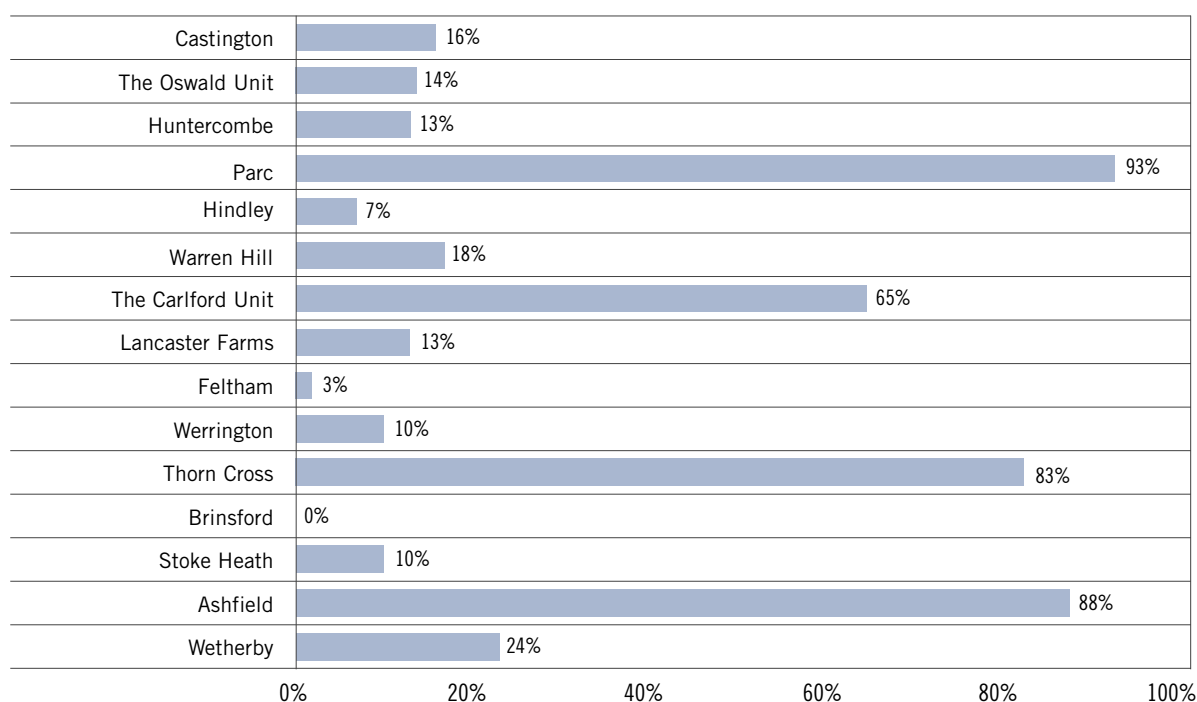
In total, 33% of boys across the estate said they had a job in their establishment at the time of the survey. However, this varied greatly between establishments: at Thorn Cross 94% said they had a job, the next highest was Wetherby at 71%, while only 2% at Stoke Heath and only 7% at Parc had jobs.

Across establishments, 48% of boys said that they were learning a skill or trade of some kind. The highest proportion was at Thorn Cross (75%), and the lowest proportion at Castington (31%).

2.8.3 Do you have the opportunity to exercise here?

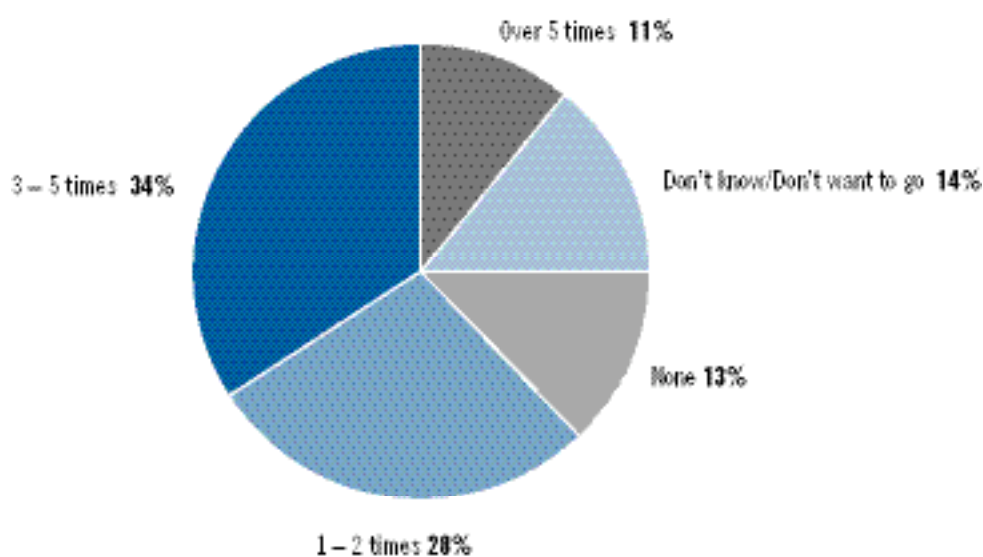
Only 26% of boys said that they could go outside for exercise every day. Again this varied greatly across the estate. At Parc it rose to 93% of the population surveyed, Ashfield, with 88%, was the next highest; it dropped to 0% at Brinsford and 3% at Feltham. The results from across the estate are shown below:

Figure 16: Boys who could go outside for exercise every day



Boys were also asked about access to the gym in their establishment:

Figure 17: Average number of times boys said they went to the gym each week



Although the majority of boys said they were able to go to the gym three to five times a week, only 11% actually went more than five times in a week. This increased to 31% of boys at Thorn Cross, but dropped to nobody having this amount of access at Parc and only 2% at both Castington and Brinsford.

2.8.4 How often do you have association?

Overall, 49% of boys said they had association more than five times each week. This rose to 100% of respondents at Parc and fell to only 1% at Brinsford and 10% at Werrington.

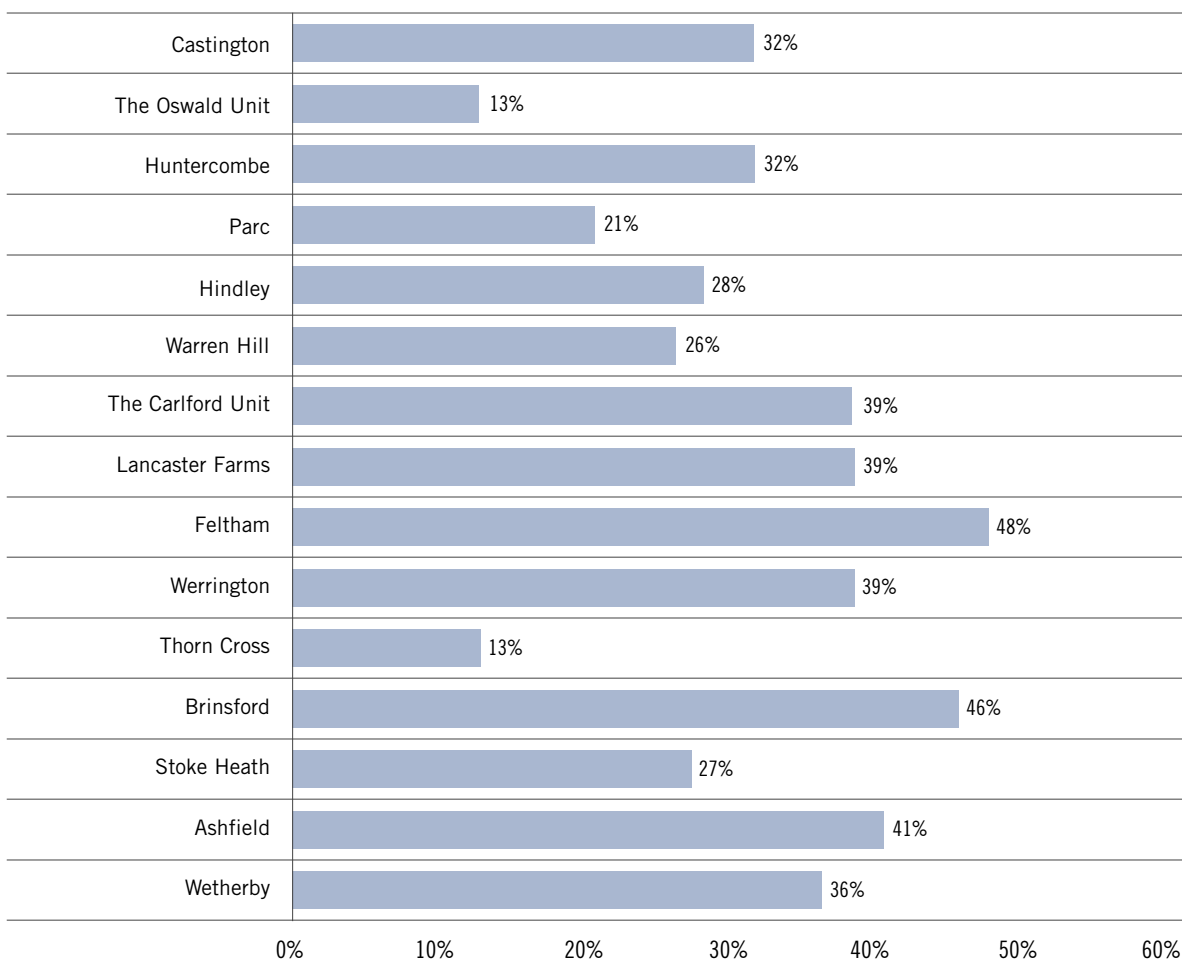
2.9 How easy is it to keep in touch with your family and friends?

2.9.1 Do you have any problems accessing telephones or mail?

Across establishments, 51% of boys said that they were able to use the phone to speak to someone in their family every day. The highest proportion of boys who were able to do this was at Parc (100%), followed by 95% at Thorn Cross. It dropped to 14% at Brinsford and 17% at Castington.

Respondents were also asked if they had had any problems getting access to phones. In total, 35% said that they had experienced problems. The results for each establishment can be seen below:

Figure 18: Boys who experienced problems getting access to phones



Boys were also asked if they had experienced problems with sending or receiving mail. Overall, 31% of boys had experienced such problems, with the highest proportion at Brinsford (41%) (Brinsford also had one of the highest responses to problems of access to phones), compared to a low of 10% at Parc.

2.9.2 Is it easy for family and friends to visit you here?

Overall, 37% of boys reported that it was easy or very easy for their family and friends to visit them. This rose to 78% at Castington and dropped to 17% (outside the specialist units) at Stoke Heath. Additionally, 51% of respondents said that they got two or more visits a month, with Hindley having the highest proportion at 66%.

Respondents were asked whether they arrived on time for their visits. Overall, 61% of boys stated that they did arrive on time and at Hindley the figure rose to 85%. However, only 12% of boys at Castington could say the same.

Boys were also asked about how they felt their family and friends were treated by staff during visits. Overall, 57% of boys reported that visits staff treated their family and friends either well or very well.

2.10 How are you being prepared for release?

Boys were asked questions about a selection of topics in relation to their preparation for release. These ranged from the help they received from their personal officer to whether they had spoken to anyone about going to school or college on release.

2.10.1 Have you been helped by your personal officer?

Across establishments, 41% of boys said they had met their personal officers within the first week. However, 22% had still not met their personal officer at the time of the survey. The highest proportion of respondents who said they had met their personal officers within the first week was at Parc (83%). This dropped to 20% at Brinsford.

Of those respondents who had personal officers, only 48% felt helped by them. However, this rose to 81% at Thorn Cross.

2.10.2 Do you have a sentence/training plan?

In total, 9% of respondents said that they did not have a sentence/training plan.

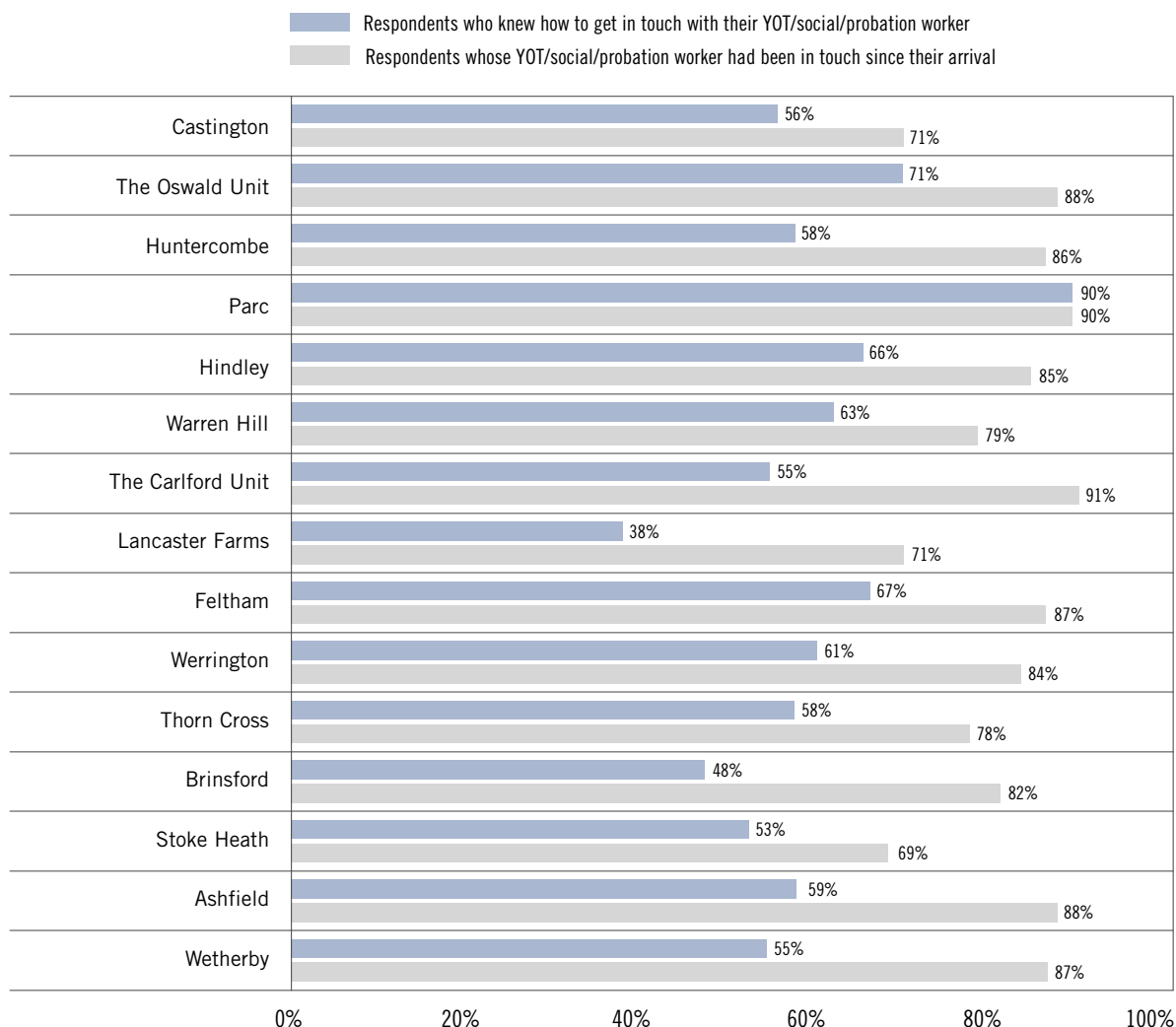
Despite this, 64% of the whole estate knew what targets they had been set in their sentence/training plan and 39% said that they were able to see their sentence/training plan if they wanted to. This figure rose to 79% at the Oswald Unit, but dropped to 11% at Brinsford.

2.10.3 Have you been in touch with your youth offending team (YOT), social or probation worker?

Across the estate, 82% of boys said that their YOT, social or probation worker had been in touch since they arrived at the establishment; though this varied from 90% at Parc to only 53% at Stoke Heath. However, when asked if they knew how to get in touch with their YOT, social or probation worker, only 57% said that they knew how to do this.

The difference between these two questions across establishments is shown below:

Figure 19: Boys' contact with YOT, social or probation worker



2.10.4 Do you want to stop offending?

In total, 75% of boys said that they wanted to stop offending in the future.

Boys were also asked what they thought would be most likely to stop them offending in the future. The most frequent response was 'getting a job', which 62% of respondents chose. This was followed by 'having something to do that isn't crime', which was chosen by 41% of respondents. The option chosen by the fewest respondents was 'talking about my offending behaviour with staff' (8%).

Respondents were also asked if they had done anything or if anything had happened to them while they had been in their establishment that they thought would make them less likely to offend in the future. Overall, 42% said that they had. The highest proportion of boys was at the Carlford Unit (90%) and Thorn Cross (70%). Outside the specialist units, the highest proportion was at Castington, where 55% of boys responded in this way. The lowest proportion was found at Feltham, Lancaster Farms and Brinsford (32%).

2.10.5 How are you being prepared for release?

Respondents were asked a range of questions about how they were being prepared for release in the establishment. The overall percentages for each question are shown below:

- ◆ 43% of boys had had a say in what would happen to them when they were released
- ◆ 68% were going to be living with a family member on release
- ◆ 23% had had help with finding accommodation
- ◆ 32% were going to school or college on release
- ◆ 30% had had someone speak to them about going to school or college on release
- ◆ 28% had a job to go to on release
- ◆ 47% felt that they had done something during their time at the establishment that would help them to get a job on release
- ◆ 25% had spoken to someone about getting a job on release or about the New Deal
- ◆ 37% had a Connexions personal adviser
- ◆ 39% felt there was something that they would still like help with before they were released.

Thus, while 62% of boys said that getting a job was the thing that would most likely prevent them reoffending, only 28% had a job to go to, and only 47% felt that they had done something which made employment more likely.

Section 3: Boys in custody – BME analysis

3.1 Background to the analysis

Both the male and female juvenile estates are made up of predominantly white young people. This is reflected in the numbers included in the sample of respondents used in this analysis: there were 209 black and minority ethnic (BME) boys compared to 705 white boys (see section 2.3.5 for a breakdown of boys according to ethnic group). For many ethnic groups the numbers involved were small, and did not allow a detailed analysis. However, comparing BME boys' responses to those from white boys enabled questions to be tested for statistical significance. It should be borne in mind that the questionnaire did not directly ask for BME young people to comment on their experiences of racism, or to actively comment as BME young people; the data have simply been produced by comparing responses based on demographic information and looking for significant differences.

Figure 20 highlights the areas that were statistically significantly different between BME and white respondents. Where there are large differences in numbers which are not highlighted as significant, this is likely to be due to chance. Missing data has been excluded for each question.

3.2 Differences between BME and white respondents

As can be seen in Figure 20 below, BME boys' experiences were generally significantly worse (where differences existed) compared to their white counterparts. For example:




- ◆ **Courts, transfers and escorts:** 54% of BME respondents compared to 66% of white respondents said that they had been treated well or very well by escort staff.
- ◆ **Your first few days here:** 75% of BME boys compared to 88% of white respondents thought that they had been searched in an understanding and sensitive way; and 71% of BME respondents compared to 78% of white respondents said that they had felt safe on their first night in the establishment.
- ◆ **Life here:** 31% of BME respondents, compared to 50% of white respondents thought the shop sold a wide enough range of goods, and 14% compared to 21% thought the food was good.
- ◆ **Adjudications/C&R:** 62% of BME respondents, compared to 55% of white respondents, said they had been on adjudication; and 34%, compared to 25%, said they had been physically restrained.
- ◆ **Reward scheme:** only 39% of BME respondents, compared to 63% of white respondents, thought they had been treated fairly under the reward scheme.
- ◆ **Safety:** 32% of BME respondents compared to 19% of white respondents said that a member of staff had victimised them; and only 26%, compared to 44%, thought staff would take any victimisation seriously if they told them.
- ◆ **Keeping in touch with family and friends:** 39% of BME respondents compared to 29% of white respondents said that they had experienced problems with sending or receiving mail.
- ◆ **Resettlement:** 31% of BME respondents compared to 41% of white respondents said that they could see their sentence or training plan if they wanted.

However, there were a small number of questions where BME respondents reported better experiences than white respondents: for example, 65% of BME boys thought it was easy or very easy to attend religious services.

It is noteworthy that BME respondents gave significantly more positive responses with regard to education. Not only is this true of the majority of the education-related questions in the section called 'using your time here usefully', but also in the education-based questions in the resettlement section. Indeed, 56% of BME respondents reported that they were going to school or college on release (compared to only 26% of white respondents) and 37% stated that someone had spoken to them about going to school or college on release (compared to 28%).

Figure 20: Analysis of BME boys' experiences against white boys' experiences

Key to tables

-  Any numbers highlighted in grey are significantly better than white respondents
-  Any numbers highlighted in blue are significantly worse than white respondents
-  Numbers which are not highlighted show there is no significant difference between BME respondents and white respondents

		BME	White
	Number of completed questionnaires returned	209	705
Section 1: General information (Not tested for significance)			
2	Are you 18 years of age?	9	13
3	Are you sentenced?	79	83
4	Is your sentence 12 months or less?	31	47
5	Do you have less than two months to serve?	31	36
6	Have you been in this prison for 6-12 months?	22	17
7	Have you been to any other YOI during this sentence?	28	26
8	Do you usually live in this country?	78	83
9	Is English your first language?	78	98
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	57	36
12	Do you have any children?	9	9
13	Have you ever been in care? (either foster care or children's home)	16	34
14	Are you on a care order now?	6	11
Section 2: Courts, transfers and escorts			
15a	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean?	33	31
15b	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable?	7	6

15c	We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe?	47	54
15d	We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks?	14	15
15e	We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after?	37	43
16	Did you spend more than four hours in the van?	7	10
17	Were you treated well/very well by the escort staff?	54	66
18a	Did you know where you were going when you left court or when transferred from another establishment?	78	84
18b	Did you receive written information about what would happen to you before you arrived?	22	23
18c	When you first arrived here did your property arrive at the same time as you?	74	82

Section 3: Your first few days here

20	Did you have any problems when you first arrived?	71	67
21a	Please answer the following question about your first few days here: Were you seen by a member of healthcare staff in reception?	83	88
21b	Please answer the following question about your first few days here: When you were searched was this carried out in an understanding way?	75	88
21c	Please answer the following question about your first few days here: were you told what you needed to know by the staff when you first arrived?	59	71
21d	Please answer the following question about your first few days here: were you able to make a telephone call to your family/friends on your first day here?	82	85
22	Were you in reception for less than 2 hours?	81	80
23	Were you treated well/very well in reception?	64	72
24a	Did you have access to a Chaplain/priest/Imam within the first 24 hours of you arriving at this prison?	37	43
24b	Did you have access to someone from healthcare within the first 24 hours of you arriving at this prison?	58	64
24c	Did you have access to a listener/samaritans within the first 24 hours of you arriving at this prison?	11	14
24d	Did you have access to the prison shop/canteen within the first 24 hours of you arriving at this prison?	18	16
25	Did you feel safe on your first night here?	71	78
26	Did you go on an induction course within your first week?	62	60
27	Did the induction course cover everything you needed to know about the prison?	43	54

Section 4: Life here			
29	Is it easy/very easy for you to attend religious services?	65	45
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	31	50
31	Do you find the food here good/very good?	14	21
32	Do you think the overall quality of the healthcare is good/very good?	48	58
33a	Is it easy for you to see the Doctor?	40	53
33b	Is it easy for you to see the Nurse?	64	67
33c	Is it easy for you to see the Dentist?	20	26
33d	Is it easy for you to see the Optician?	15	24
34	Have you had any problems getting your medication?	23	15
35	Have you received any help with any alcohol problems?	9	19
36	Have you received any help with any drugs problems?	21	29
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	62	55
38	Have you been physically restrained (Cand R) since you have been here?	34	25
39	If you have spent a night in the segregation unit, did the staff treat you well/very well?	9	11
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	24	27
41	Are you on the enhanced (Top) level of the reward scheme?	31	29
42a	Please answer the following question about the reward scheme: Do the different levels make you change your behaviour?	54	60
42b	Please answer the following question about the reward scheme: Do you feel you have been treated fairly in your experience of the reward scheme?	39	63
43	Do you know how to make a complaint?	86	85
44a	Please answer the following questions about complaints: Is it easy to make a complaint?	53	42
44b	Please answer the following questions about complaints: Do you feel complaints are sorted out fairly?	17	18
44c	Please answer the following questions about complaints: Have you ever been made to or encouraged to withdraw a complaint?	14	10
45	Are you normally able to shower everyday if you want to?	49	59
46	Is your cell call bell normally answered within five minutes?	30	33
47	Do most staff treat you with respect?	63	79
Section 5: Safety			
49	Have you ever felt unsafe in this prison?	28	32
51	Has another young person or group of young people victimised (insulted or assaulted) you here?	30	31

52a	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Insulting remarks?	17	20
52b	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Physical abuse?	13	14
52c	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Sexual abuse?	2	1
52d	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Racial or Ethnic abuse?	14	3
52e	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Drugs?	2	3
52f	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Having your canteen/property taken?	3	5
52g	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Because you were new here?	7	10
52h	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Being from a different part of the country than others?	5	9
54	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	32	19
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	13	10
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	10	4
55c	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Sexual abuse?	2	1
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	9	2
55e	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Drugs?	2	2
55f	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Having your canteen/property taken?	5	1
55g	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Because you were new here?	3	3
55h	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Being from a different part of the country than others?	4	2
57	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	64	66
58	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	26	44
59a	When you first arrived here did other young people shout through the windows at you?	35	39
59b	Did you find this shouting threatening?	12	15
59c	Do other young people shout through the windows at you now?	27	25
59d	Do you find this threatening now?	6	9
59e	Do you shout through the windows at others?	25	23
59f	Have staff checked on you personally in the last week to see how you are getting on?	30	35

Section 6: Using your time here usefully

61	Were you under the age of 14 when you were last at school?	37	49
62a	Have you ever been excluded from school?	75	82
62b	Have you ever truanted from school?	60	82
62c	Do you feel you need help with reading, writing or maths?	34	34
62d	Are you doing any education here?	86	77
62e	Is education helping you?	57	55
62f	Were the teachers understanding with any school problems when you first arrived?	50	53
62g	Are you learning a skill or trade?	47	48
62h	Are you in a job here?	29	35
63	Do you go to the gym more than 5 times each week?	10	11
64	Do you go on association more than 5 times each week?	48	50
65	Can you go outside for exercise everyday?	14	29

Section 7: Keeping in touch with family and friends

67	Are you able to use the telephone to speak to someone in your family every day?	45	52
68	Have you had any problems getting access to the telephones?	44	33
69	Have you had any problems with sending or receiving mail?	39	29
70	Is it easy/very easy for you family and friends to get here to visit you?	36	38
71	Do you get 2 or more visits each month?	55	51
72	Do you arrive on time for a visit?	58	62
73	Are you and your family/friends treated well/very well by visits staff?	50	59

Section 8: Resettlement

75	Did you meet your personal officer within your first week here?	42	41
76	Do you feel helped by your personal officer?	45	50
77a	Do you know what targets you have been set in your training/sentence plan?	62	65
77b	If you want, can you see your training/sentence plan?	31	41
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	82	82
79	Do you know how to get in touch with your YOT/social worker/probation officer?	52	59
80	Do you want to stop offending?	69	77
82a	Please answer the following questions on preparation for release: Have you had a say in what will happen to you when you are released?	34	46
82b	Please answer the following questions on preparation for release: When you are released will you be living with a family member?	67	68

82c	Please answer the following questions on preparation for release: Have you had help with finding accommodation?	15	26
82d	Please answer the following questions on preparation for release: Are you going to school or college on release?	56	26
82e	Please answer the following questions on preparation for release: Has anyone spoken to you about going to college on release?	37	28
82f	Please answer the following questions on preparation for release: Do you have a job to go to on release?	20	30
82g	Please answer the following questions on preparation for release: Have you done anything during your time here that you think will help you to get a job on release?	46	47
82h	Please answer the following questions on preparation for release: Has anyone from here spoken to you about getting a job on release or about New Deal?	24	26
82i	Please answer the following questions on preparation for release: Do you have a Connexions personal adviser?	36	37
82j	Please answer the following questions on preparation for release: Is there anything you would still like help with before you are released?	43	38
83	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	46	41

Section 4 : Boys in custody – have things changed?

4.1 Background to the analysis

The establishments in the boys' estate have not changed between this reporting period (2004-2006) and the last (2003-2004). However, as previously noted, during the 2004-2006 period there were an additional five boys surveyed who were held outside the YJB estate at HMP Woodhill.

Figure 21 at the end of this section highlights those areas that were statistically significantly different between the two surveying periods. Where there are large differences in numbers, which are not highlighted as significant, this is likely to be due to chance. Due to changes having been made to questionnaire during this time, not all questions included in the current questionnaire are comparable. Missing data has been excluded for each question.

4.2 How have things changed?

4.2.1 Deteriorations

Many of the significant differences were negative. This was particularly evident in relation to visits from family and friends, and the first few days at the establishment. Only 68% of respondents in this reporting period said they were told what they needed to know by staff when they first arrived, compared to 80% in the last reporting period; and only 84%, compared to 90%, said they could make a phone call on arrival.

In relation to family contact, 35% of boys in this reporting period had experienced problems accessing phones, compared to 26% in the last reporting period; and more (31% to 21%) said they had problems with mail. Fewer (37% compared to 40%) said it was easy or very easy for families to visit.




Responses on food, access to the doctor and access to medication were also less positive.

4.2.2 Improvements

There were also areas where change has been positive. This can be seen clearly in the questions relating to safety. Fewer boys (32% compared to 38%) said they had felt unsafe. Responses in relation to all the different kinds of victimisation, both from other young people and staff, were significantly better than in the last reporting period: for example, only 13% compared to 21% said they had experienced physical abuse by another young person. This is an interesting finding, given that the YJB has established focused objectives aimed at improving safety in YOIs during this period. Nonetheless, boys did report higher levels of people shouting through the windows when they arrived at the establishment (38%) and that they found that shouting threatening both then and now (14% and 8% respectively).

The results for activity were also improved: boys were more likely to report having association more than five times each week and to say that they could go outside every day for exercise (although, even then, only 26% were able to do so). It is disappointing that the results for education, and its benefits, and for learning a skill or trade, have remained static over the two periods; and access to gym appears to have decreased.

Figure 21: Comparison across the boys' estate between this reporting period and the last

Key to tables		2003-2004 survey period	2004-2006 survey period
	Any numbers highlighted in grey are significantly better than the 03-04 figure		
	Any numbers highlighted in blue are significantly worse than the 03-04 figure		
	Numbers which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		861	929
Section 1: General information (Not tested for significance)			
3	Are you sentenced?	82	83
6	Have you been in this prison for 6-12 months?	14	19
10	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	26	23
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	37	41
12	Do you have any children?	13	9
Section 2: Courts, transfers and escorts			
18a	Did you know where you were going when you left court or when transferred from another establishment?	78	82
Section 3: Your first few days here			
20	Did you have any problems when you first arrived?	65	68
21c	Please answer the following question about your first few days here: were you told what you needed to know by the staff when you first arrived?	80	68
21d	Please answer the following question about your first few days here: were you able to make a telephone call to your family/friends on your first day here?	90	84
Section 4: Life here			
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	43	45
31	Do you find the food here good/very good?	25	20
33a	Is it easy for you to see the Doctor?	55	51
33b	Is it easy for you to see the Nurse?	67	66
33c	Is it easy for you to see the Dentist?	24	25
33d	Is it easy for you to see the Optician?	19	22

34	Have you had any problems getting your medication?	6	16
35	Have you received any help with any alcohol problems?	8	17
36	Have you received any help with any drugs problems?	18	27
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	56	57
38	Have you been physically restrained (Cand R) since you have been here?	25	27
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	25	26
45	Are you normally able to shower everyday if you want to?	57	57

Section 5: Safety

49	Have you ever felt unsafe in this prison?	38	32
52a	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Insulting remarks?	33	20
52b	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Physical abuse?	21	13
52d	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Racial or Ethnic abuse?	8	5
52f	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Having your canteen/property taken?	6	4
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	19	10
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	10	5
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	6	3
59a	When you first arrived here did other young people shout through the windows at you?	31	38
59b	Did you find this shouting threatening?	8	14
59c	Do other young people shout through the windows at you now?	27	26
59d	Do you find this threatening now?	6	8
59e	Do you shout through the windows at others?	29	23
59f	Have staff checked on you personally in the last week to see how you are getting on?	36	34

Section 6: Using your time here usefully

61	Were you under the age of 14 when you were last at school?	47	46
62a	Have you ever been excluded from school?	86	81
62b	Have you ever truanted from school?	76	77
62c	Do you feel you need help with reading, writing or maths?	36	34
62d	Are you doing any education here?	80	78
62e	Is education helping you?	55	55

62f	Were the teachers understanding with any school problems when you first arrived?	68	52
62g	Are you learning a skill or trade?	48	48
62h	Are you in a job here?	36	33
63	Do you go to the gym more than 5 times each week?	25	11
64	Do you go on association more than 5 times each week?	39	49
65	Can you go outside for exercise everyday?	18	26

Section 7: Keeping in touch with family and friends

68	Have you had any problems getting access to the telephones?	26	35
69	Have you had any problems with sending or receiving mail?	21	31
70	Is it easy/very easy for you family and friends to get here to visit you?	40	37

Section 8: Resettlement

75	Did you meet your personal officer within your first week here?	39	41
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	75	82
79	Do you know how to get in touch with your YOT/social worker/probation officer?	60	57

Section 5: Boys in custody – dedicated unit and split site analysis

5.1 Background to the analysis

The majority of establishments across the boys' estate are split or mixed sites (eight establishments are split or mixed, and five are dedicated). For the purpose of this analysis, the Carlford Unit and the Oswald Unit have been removed due to their specialist nature. The establishments included in each category are shown in the table below:

Table 2: Boys' dedicated and split or mixed sites

Dedicated	Split or Mixed
Ashfield	Brinsford
Huntercombe	Castington
Warren Hill	Feltham
Werrington	Hindley
Wetherby	Lancaster Farms
	Parc
	Stoke Heath
	Thorn Cross

Figure 22 highlights the areas that were statistically significantly different between respondents in dedicated establishments and respondents in split or mixed sites. Where there are large differences in numbers that are not highlighted as significant, this is likely to be due to chance. Missing data has been excluded for each question.

5.2 Differences in responses

Overall, Figure 22 highlights that respondents' experiences in dedicated establishments were not generally significantly better or worse than their peers' in split and mixed sites. However, when each area of the questionnaire is considered a different picture emerges.

Certainly, respondents in dedicated establishments generally had significantly better experiences of day-to-day facilities and regimes than their counterparts in mixed or split establishments. For example:




- ◆ Overall, 35% of boys in dedicated establishments could go outside for exercise everyday, compared to 14% of boys in split or mixed sites.
- ◆ In total, 67% of boys in dedicated establishments knew what targets they had been set in their sentence/training plan, compared to 60% of boys in mixed or split sites.

However, Figure 22 also reveals that boys in dedicated establishments have significantly worse experiences of safety and education. This is particularly prominent in terms of boys being victimised by other young people; 17% of boys reported experiencing physical abuse from another young person, compared to only 9% of their counterparts in split or mixed sites.

In relation to education, boys held in dedicated units were less likely to report that they were in education, finding it helpful or that the teachers were understanding about problems with school when boys first arrived. However, this is also reflected in the questions relating to education and resettlement. For example:

- ◆ Only 30% of boys in dedicated units reported that they were going to school or college on release, compared to 35% of boys in split or mixed sites
- ◆ Overall 28% of those in dedicated sites said that someone had spoken to them about going to college on release, compared to 33% elsewhere.

Figure 22: Comparison between the experiences of those held in dedicated sites and those in split or mixed sites

Key to tables		Dedicated	Split or Mixed
	Any numbers highlighted in grey are significantly better than the juvenile split sites		
	Any numbers highlighted in blue are significantly worse than the juvenile split sites		
	Numbers which are not highlighted show there is no significant difference between the dedicated and split or mixed sites		
Number of completed questionnaires returned		380	497
Section 1: General information (Not tested for significance)			
2	Are you 18 years of age?	12	12
3	Are you sentenced?	90	73
4	Is your sentence 12 months or less?	48	41
5	Do you have less than two months to serve?	38	33
6	Have you been in this prison for 6-12 months?	17	20
7	Have you been to any other YOI during this sentence?	27	24
8	Do you usually live in this country?	75	91
9	Is English your first language?	94	92
10	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	22	24
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	42	41
12	Do you have any children?	8	10
13	Have you ever been in care? (either foster care or children's home)	32	27
14	Are you on a care order now?	11	9
Section 2: Courts, transfers and escorts			
15a	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean?	31	32
15b	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable?	6	6

15c	We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe?	51	53
15d	We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks?	14	15
15e	We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after?	42	41
16	Did you spend more than four hours in the van?	10	8
17	Were you treated well/very well by the escort staff?	64	63
18a	Did you know where you were going when you left court or when transferred from another establishment?	83	81
18b	Did you receive written information about what would happen to you before you arrived?	23	22
18c	When you first arrived here did your property arrive at the same time as you?	79	82

Section 3: Your first few days here

20	Did you have any problems when you first arrived?	70	66
21a	Please answer the following question about your first few days here: were you seen by a member of healthcare staff in reception?	88	85
21b	Please answer the following question about your first few days here: when you were searched was this carried out in an understanding way?	87	83
21c	Please answer the following question about your first few days here: were you told what you needed to know by the staff when you first arrived?	71	65
21d	Please answer the following question about your first few days here: were you able to make a telephone call to your family/friends on your first day here?	85	83
22	Were you in reception for less than 2 hours?	82	79
23	Were you treated well/very well in reception?	79	61
24a	Did you have access to a chaplain/priest/imam within the first 24 hours of you arriving at this prison?	41	41
24b	Did you have access to someone from healthcare within the first 24 hours of you arriving at this prison?	63	61
24c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?	14	13
24d	Did you have access to the prison shop/canteen within the first 24 hours of you arriving at this prison?	18	15
25	Did you feel safe on your first night here?	77	75
26	Did you go on an induction course within your first week?	62	59
27	Did the induction course cover everything you needed to know about the prison?	53	50

Section 4: Life here

29	Is it easy/very easy for you to attend religious services?	49	51
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	48	43
31	Do you find the food here good/very good?	24	15
32	Do you think the overall quality of the healthcare is good/very good?	58	52

33a	Is it easy for you to see the doctor?	51	50
33b	Is it easy for you to see the nurse?	62	70
33c	Is it easy for you to see the dentist?	24	25
33d	Is it easy for you to see the optician?	24	18
34	Have you had any problems getting your medication?	14	19
35	Have you received any help with any alcohol problems?	16	18
36	Have you received any help with any drugs problems?	24	30
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	57	56
38	Have you been physically restrained (C and R) since you have been here?	24	30
39	If you have spent a night in the segregation unit, did the staff treat you well/very well?	9	12
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	28	26
41	Are you on the enhanced (Top) level of the reward scheme?	30	28
42a	Please answer the following question about the reward scheme: do the different levels make you change your behaviour?	60	57
42b	Please answer the following question about the reward scheme: do you feel you have been treated fairly in your experience of the reward scheme?	60	55
43	Do you know how to make a complaint?	85	84
44a	Please answer the following questions about complaints: is it easy to make a complaint?	47	4
44b	Please answer the following questions about complaints: do you feel complaints are sorted out fairly?	18	16
44c	Please answer the following questions about complaints: have you ever been made to or encouraged to withdraw a complaint?	11	11
45	Are you normally able to shower everyday if you want to?	58	55
46	Is your cell call bell normally answered within five minutes?	24	42
47	Do most staff treat you with respect?	76	76

Section 5: Safety

49	Have you ever felt unsafe in this prison?	36	28
51	Has another young person or group of young people victimised (insulted or assaulted) you here?	34	26
52a	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: Insulting remarks?	22	16
52b	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: Physical abuse?	17	9
52c	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: Sexual abuse?	2	1
52d	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: Racial or ethnic abuse?	6	4
52e	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: Drugs?	2	2

52f	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: having your canteen/property taken?	4	4
52g	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: because you were new here?	11	7
52h	If you have felt victimised by another young person or group of young people, what did the incident(s) involve: being from a different part of the country than others?	10	6
54	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	22	21
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: insulting remarks?	10	10
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: physical abuse?	5	5
55c	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: sexual abuse?	2	0
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: racial or ethnic abuse?	4	2
55e	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: drugs?	2	2
55f	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: having your canteen/property taken?	2	2
55g	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: because you were new here?	4	2
55h	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: being from a different part of the country than others?	2	2
57	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	65	66
58	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	41	38
59a	When you first arrived here did other young people shout through the windows at you?	41	36
59b	Did you find this shouting threatening?	15	13
59c	Do other young people shout through the windows at you now?	26	26
59d	Do you find this threatening now?	9	8
59e	Do you shout through the windows at others?	23	24
59f	Have staff checked on you personally in the last week to see how you are getting on?	34	34

Section 6: Using your time here usefully

61	Were you under the age of 14 when you were last at school?	50	42
62a	Have you ever been excluded from school?	77	85
62b	Have you ever truanted from school?	80	75
62c	Do you feel you need help with reading, writing or maths?	34	33
62d	Are you doing any education here?	69	89
62e	Is education helping you?	51	59

62f	Were the teachers understanding with any school problems when you first arrived?	49	56
62g	Are you learning a skill or trade?	51	44
62h	Are you in a job here?	44	21
63	Do you go to the gym more than 5 times each week?	10	12
64	Do you go on association more than 5 times each week?	51	45
65	Can you go outside for exercise everyday?	35	14

Section 7: Keeping in touch with family and friends

67	Are you able to use the telephone to speak to someone in your family every day?	52	48
68	Have you had any problems getting access to the telephones?	35	36
69	Have you had any problems with sending or receiving mail?	28	35
70	Is it easy/very easy for your family and friends to get here to visit you?	34	43
71	Do you get 2 or more visits each month?	51	53
72	Do you arrive on time for a visit?	62	63
73	Are you and your family/friends treated well/very well by visits staff?	59	56

Section 8: Reettlement

75	Did you meet your personal officer within your first week here?	35	46
76	Do you feel helped by your personal officer?	47	50
77a	Do you know what targets you have been set in your training/sentence plan?	67	60
77b	If you want, can you see your training/sentence plan?	41	35
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	85	78
79	Do you know how to get in touch with your YOT/social worker/probation officer?	56	55
80	Do you want to stop offending?	80	69
82a	Please answer the following questions on preparation for release: have you had a say in what will happen to you when you are released?	45	40
82b	When you are released will you be living with a family member?	65	70
82c	Have you had help with finding accommodation?	24	23
82d	Are you going to school or college on release?	30	35
82e	Has anyone spoken to you about going to college on release?	28	33
82f	Do you have a job to go to on release?	30	25
82g	Have you done anything during your time here that you think will help you to get a job on release?	50	42
82h	Has anyone from here spoken to you about getting a job on release or about New Deal?	24	26
82i	Do you have a Connexions personal adviser?	36	38
82j	Is there anything you would still like help with before you are released?	37	40
83	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	39

Section 6: Girls in custody – main analysis

6.1 Introduction

This section gives an insight into surveyed girls' experiences during the two-year period (1 April 2004 to 31 March 2006). As with the boys, girls were asked about their experiences from the transfer and escorts through to preparation for release, along with background and demographic information. In total, 104 girls took part in the survey and Table 2 below shows the responses according to establishment.

Table 3: Details of the sample taken at each female establishment

Establishment	Date of survey	Population at time of survey	Sample size	Percentage of population sampled
Bullwood Hall	27 July 2005	24	22	92%
Cookham Wood	6 February 2006	15	14	93%
Downview	19 July 2005	16	13	81%
Eastwood Park	3 August 2005	11	11	100%
New Hall	27 October 2004	41	40	98%
Holloway	4 October 2004	4	4	100%
Total		111	104	94%

6.2 The female estate

During the two-year survey period the girls' estate began a significant process of change. Two new, small, discrete units opened in the grounds of Cookham Wood and Downview (Sir Evelyn House and the Josephine Butler Unit respectively), as the precursors of the units in which it was proposed to hold all girls. However, at the time of the surveys, girls elsewhere continued to be held on normal wings in establishments that also held young and adult women.

Since the surveys were completed, specialist units have opened in the grounds of Eastwood Park (Mary Carpenter Unit) and New Hall (Rivendell Unit). All girls are now therefore held in four small, dedicated units and girls are no longer held at either Holloway or Bullwood Hall.

At the time of each survey, responses indicated that each female establishment could hold both sentenced and remanded girls.

Bullwood Hall

Bullwood Hall in Essex was originally built in the 1960s as a female borstal. At the time of the survey, there were 24 girls held there, all of whom were sentenced. (Girls are no longer held at Bullwood Hall.)

Cookham Wood (Sir Evelyn House) – dedicated unit

Sir Evelyn House is a dedicated unit for young girls, situated in the grounds of Cookham Wood in Kent. The unit opened in 2005 and has an operational capacity of 17. At the time of the survey there were 15 girls held in the unit.

Downview (Josephine Butler Unit) – dedicated unit

The Josephine Butler Unit is situated within the grounds of Downview prison in Surrey. It opened in December 2004 and holds sentenced and remanded girls. At the time of the survey it had reached its operational capacity of 16 girls.

Eastwood Park

Eastwood Park is situated in Gloucester. At the time of the survey 11 girls were held there.

New Hall

New Hall is located in Wakefield, West Yorkshire. At the time of the survey there were 41 girls held at New Hall.

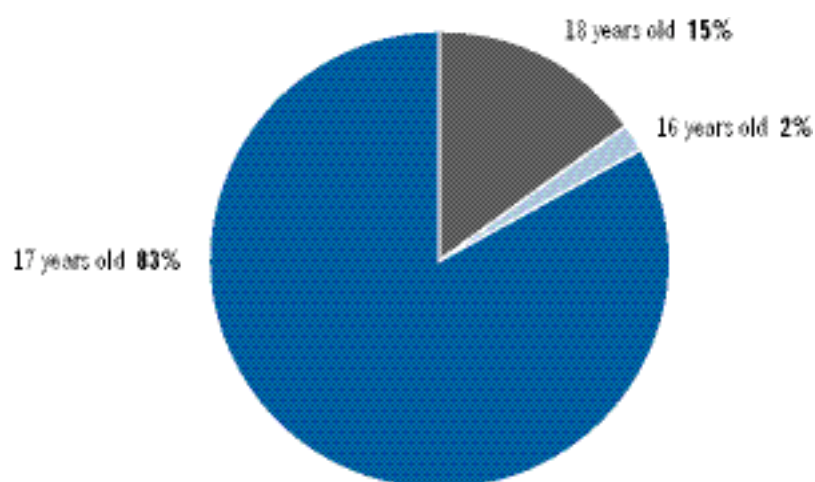
Holloway

Holloway is located in North London. At the time of the survey there were four girls held at Holloway, all of whom were remanded. (Girls are no longer held at Holloway.)

6.3 Profile of the girls surveyed

6.3.1 Age

Figure 23: Age of girls



The largest proportion of 17-year olds was at Cookham Wood (93%). The two 16- year olds surveyed were at New Hall and Downview.

6.3.2 Are you sentenced?

Overall, 78% of the female population was sentenced. At Holloway, all four respondents were remanded, while at Bullwood Hall all respondents were sentenced (n=22). In total, 22% of girls reported that they were not sentenced because they were awaiting trial, awaiting sentence or awaiting deportation.

Of all respondents (both sentenced and remanded), 45% were serving 12 months or less, with 55% of respondents at Bullwood Hall and Eastwood Park serving 12 months or less. New Hall had the highest proportion of girls with less than two months to serve (33%); the overall percentage of girls with less than two months to serve was 28%.

6.3.3 Have you been in custody before?

For 56% of respondents across the estate, this was their first time in a young offender institution (YOI), secure training centre or local authority secure home (LASCH). At Cookham Wood this rose to 71% of the girls surveyed, but it dropped to 46% at Eastwood Park.

Downview had the highest proportion of girls who had been in another YOI as part of their current sentence (33%), with 18% of the overall population having been to another YOI.

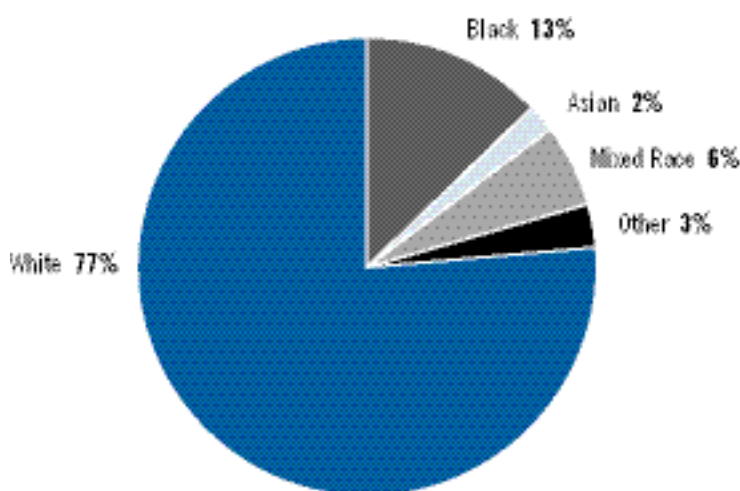
6.3.4 Nationality and language

Overall, 5% (n=5) of girls surveyed were foreign nationals. This was split evenly between establishments, with only New Hall not holding any foreign nationals. Only 3% of girls did not have English as their first language.

6.3.5 Ethnicity

Overall, 23% of the girls surveyed were from black and minority ethnic (BME) groups.

Figure 24: Girls' ethnic group



N.B. percentages have been rounded up or down and may not total 100%

The percentages within each group were as follows⁴:

- ◆ White: 74% white British and 3% white other.
- ◆ Black: 10% Caribbean and 3% African.
- ◆ Asian: 2% other Asian group (other than Indian, Pakistani and Bangladeshi).
- ◆ Mixed race: 5% white and Caribbean and 1% other mixed race group.
- ◆ Other: 3% other ethnic group.

6.3.6 Family background

In total, 44% of girls had been in care; 17% were on a care order at the time of the survey.

Across establishments, 6% of girls surveyed had children themselves. These girls were found at New Hall (10%) and Eastwood Park (18%).

6.3.7 Educational background

Across the estate, 41% of girls said they were under the age of 14 when they were last at school, and 76% had at some point been excluded from school. Moreover, 74% of girls had truanted from school at some point; this rose to 88% (n=35) at New Hall.

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

6.4.1 What was your most recent transfer like?

Across establishments, 15% of girls said they spent more than four hours in the van. Of the 11 girls at Eastwood Park, no respondents had spent longer than four hours in the van.

The majority of girls reported feeling safe in the van (54%), and this rose to 63% at Bullwood Hall. Similarly, 56% of respondents thought the van was clean, although only 9% thought the van was comfortable and only 14% reported having enough comfort breaks.

When asked if they felt they had been treated well or very well by the escort staff, 76% of girls responded that they had. This rose to 88% at Downview, but dropped to 68% at New Hall. However, only 47% of girls overall felt that their health needs had been looked after during their most recent transfer.

6.4.2 What was it like when the van arrived at the establishment?

Overall, 72% of respondents said that they knew which establishment they were going to before they arrived: this increased to 83% of respondents at Bullwood Hall. Nonetheless, only 12% of girls overall had received written information about what would happen to them, and none of the four girls at Holloway had received this.

In total, 67% of girls reported that their property had arrived at the same time they did.

⁴ Figures have been rounded up or down and may not total those in figure 24.

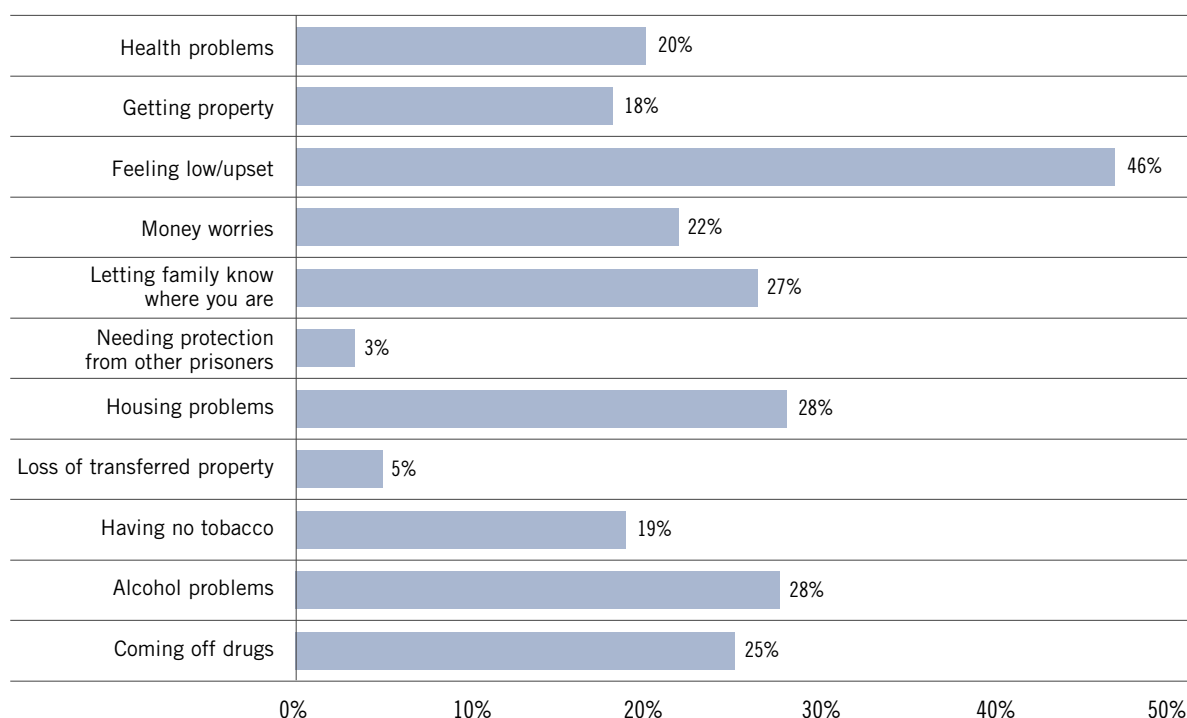
6.5 What were your experiences of your first few days here?

6.5.1 Did you have any problems?

Overall, 80% of girls reported having problems that needed to be dealt with when they first arrived at the establishment. At Bullwood Hall 88% of respondents had arrived with problems that needed to be dealt with, and 87% of those at Cookham Wood said the same.

The problems girls had are shown below:

Figure 25: Problems identified by girls on arrival in the establishment

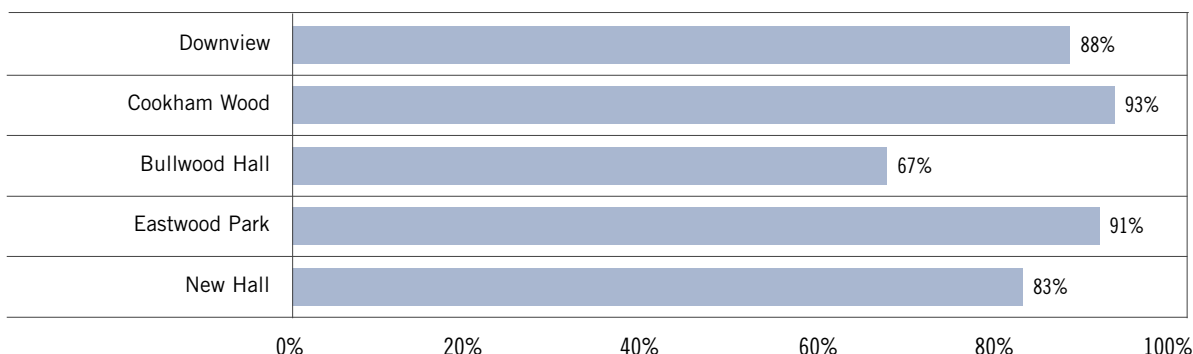


It is noteworthy that nearly half the girls surveyed reported that they felt low or upset on arrival at prison.

6.5.2 What was your experience of reception?

Overall, 82% of girls were in reception for less than two hours. This rose to 88% at both New Hall and Downview, but dropped to 64% at Eastwood Park.

Girls were asked how they felt they were treated by reception staff. Overall, 82% reported that they had been treated well or very well by reception staff. The results for each establishment can be seen below:

Figure 26: Girls who reported being treated well or very well in reception

N.B: Three of the four respondents at Holloway reported being treated well or very well in reception.

Girls were also asked in more detail about their experiences of reception. In total, 82% of girls thought that when they had been searched in reception it had been carried out in an understanding manner. However, only 60% of girls said that they had been told what they needed to know by staff when they first arrived.

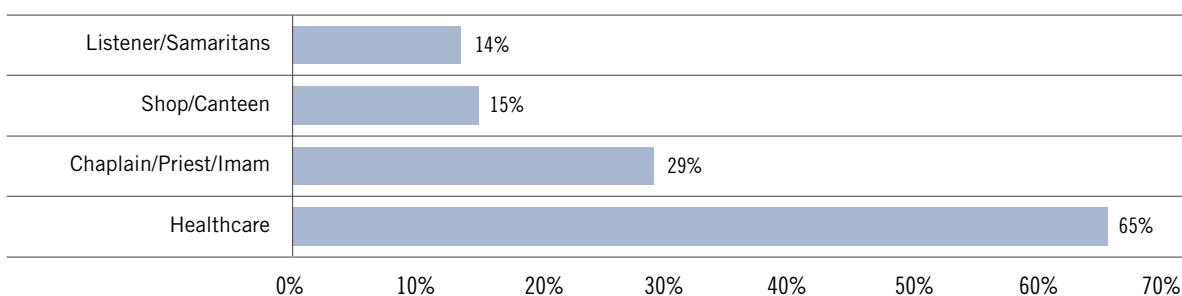
Overall, 85% of girls were seen by a member of healthcare staff in reception, with Bullwood Hall having the lowest proportion of girls who had seen healthcare staff (71%).

Eighty-two per cent of all respondents said they were able to make a phone call to their family and friends on their first day.

6.5.3 What was the first week here like?

Overall, 70% of girls said that they felt safe on their first night. This rose to 80% of girls at Cookham Wood but dropped to 55% at Eastwood Park.

In terms of the access girls had to various services within their first 24 hours, the results are shown below:

Figure 27: Girls who said they had access to the following services within the first 24 hours

Downview had the highest proportion of respondents who said they had access to the shop or canteen and the highest proportion of respondents with access to the chaplain, priest or imam (31% and 44% respectively). No respondents at Eastwood Park (n=11) said they had had access to the shop or canteen within their first 24 hours.

Girls were also asked about any induction courses they had been on. Across the estate, 56% of girls said they had been on an induction course within their first week. New Hall had the highest proportion at 70% and Downview had the lowest at 44%. Overall, 42% of girls reported that the induction course covered everything that they needed to know.

6.6 What are your experiences of life in this establishment?

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

Girls were asked about the availability of specific services: the shop or canteen, religious services and whether they had talked to an advocate.

Across the estate, 61% of girls thought the shop or canteen sold a wide enough range of goods to meet their needs. Similarly, 59% of girls stated that it was easy or very easy for them to attend religious services. This dropped to 33% at Cookham Wood, but rose to 78% at New Hall.

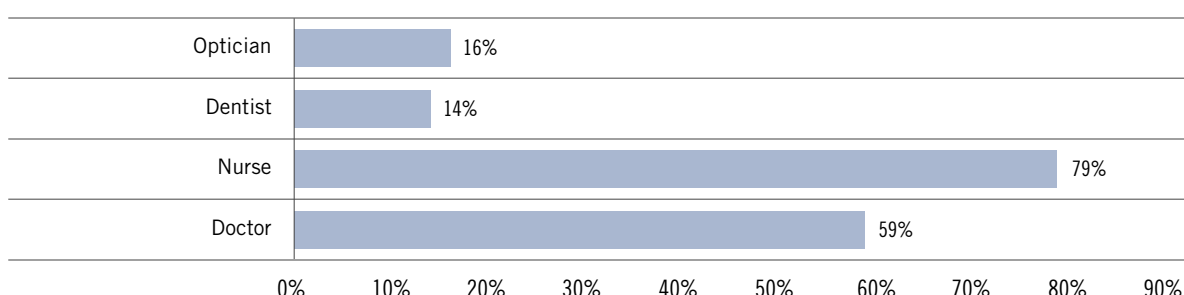
When asked if they had spoken to an advocate since they had been at the establishment, 36% of girls stated that they had. The highest proportion of girls who said they had spoken to an advocate was at Downview (56%); the lowest was at Cookham Wood (13%).

6.6.2 What are your experiences of healthcare here?

Across all female establishments, 64% of respondents described the overall quality of healthcare as good or very good. The largest proportion was at Cookham Wood (80%). The lowest proportion, 44%, was at Downview.

Girls were also asked about their ease of access to the various healthcare professionals:

Figure 28: Girls who thought it was easy to access the various healthcare professionals



Across establishments, Bullwood Hall had the highest proportion of respondents who thought it was easy to see the nurse (88%), dentist (29%) and the optician (38%). However, at both Eastwood Park and Cookham Wood, no respondents thought it was easy to see a dentist or optician.

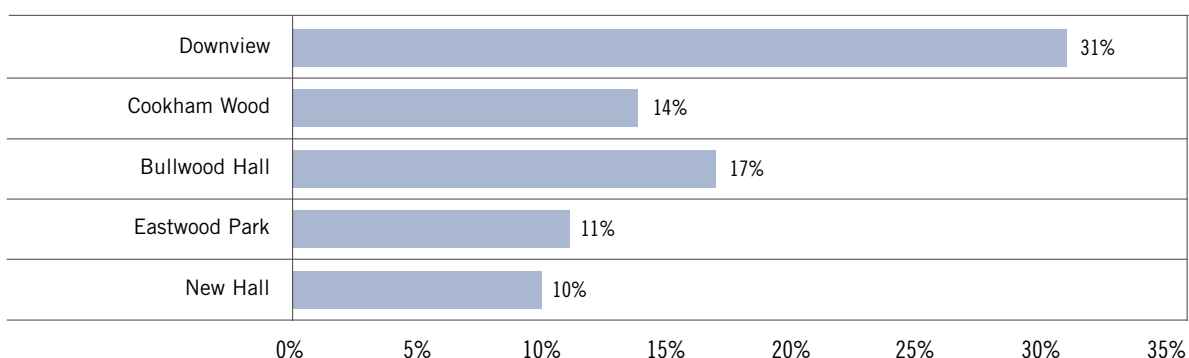
Of those taking medication, 26% confirmed that they had experienced problems. Of those with alcohol and drug problems, 50% had received help with alcohol problems and 56% had received help with drug problems.

6.6.3 Have you been disciplined in this establishment?

Overall, 40% of girls had received an adjudication or minor report since being at that establishment. At Bullwood Hall this increased to 54% of the girls surveyed and it dropped to 27% at Eastwood Park.

Girls were also asked if they had been physically restrained while at their establishment. Across the estate, 19% of girls said they had been restrained. The results for each establishment are shown below:

Figure 29: Girls who said they had been physically restrained at each establishment



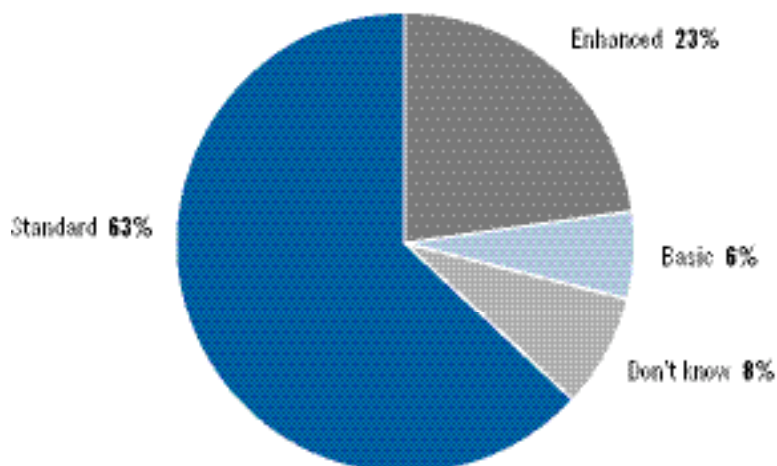
N.B: Two of the four respondents at Holloway reported that they had been physically restrained.

Of the girls who had spent time in the segregation unit, 42% felt that staff had treated them well or very well.

6.6.4 What are your experiences of the reward scheme?

Girls were asked which level of the reward scheme they were on; the results are set out below:

Figure 30: Reward scheme levels across establishments



Of the 23% who said that they were on the enhanced level of the reward scheme, the highest proportion were found at Eastwood Park (40%) and the lowest proportion at Downview (6%). It is noteworthy that, as with boys, 8% of the girls surveyed did not know what level of the reward scheme they were on.

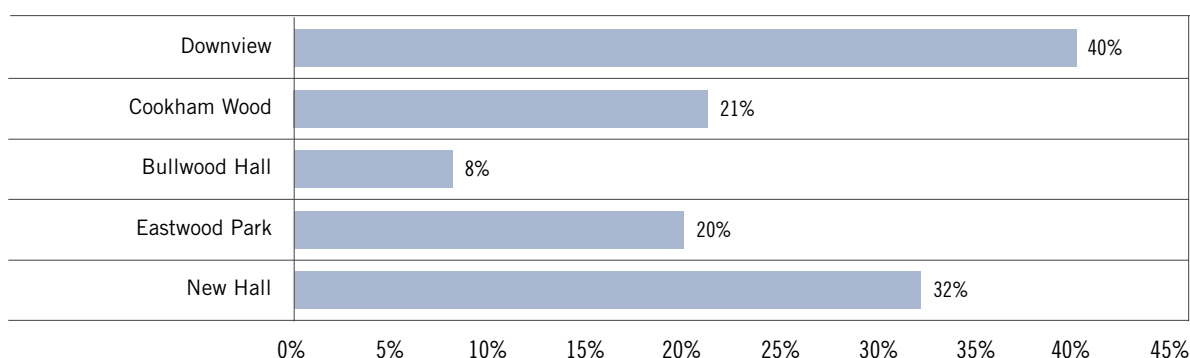
Overall, 48% of girls thought that the different levels of the reward scheme made them change their behaviour. This rose to 64% of respondents at New Hall, whilst only 27% of the respondents at Eastwood Park thought the different levels made them change their behaviour.

Across the female estate, 59% of girls felt that they had been treated fairly in their experience of the reward scheme.

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

Overall, 89% of girls knew how to make a complaint. This was consistent across establishments. However, only 56% of girls thought it was easy to make a complaint and only 24% thought complaints were sorted out fairly. The results for each establishment are below:

Figure 31: Girls who thought complaints were sorted out fairly



N.B: None of the four respondents at Holloway thought complaints were sorted out fairly.

It is noteworthy that all four respondents at Holloway knew how to make a complaint, yet none thought that complaints were sorted out fairly. Across the estate, 12% of girls said that they had been encouraged to withdraw a complaint. This increased to 17% at Bullwood Hall and dropped to 6% at Downview.

6.6.6 What are your experiences of day-to-day life on the wing?

Across the female estate, 28% of respondents thought the food was good or very good. The largest proportion was at Downview where over half described the food in this way (56%). None of the respondents at Holloway thought the food was good or very good and only 9% at Eastwood Park had this view.

In total, 90% of the girls stated that they were able to have a shower every day. At Downview, Cookham Wood and Eastwood Park this rose to 100%.

Respondents were asked if they thought most staff treated them with respect. Across the estate, 75% said that this was the case. Eastwood Park had the highest proportion of girls

who thought this (90%), while Bullwood Hall had the lowest (61%). Only 35% of girls overall said that their cell call bells were answered within five minutes. This dropped to 18% at New Hall.

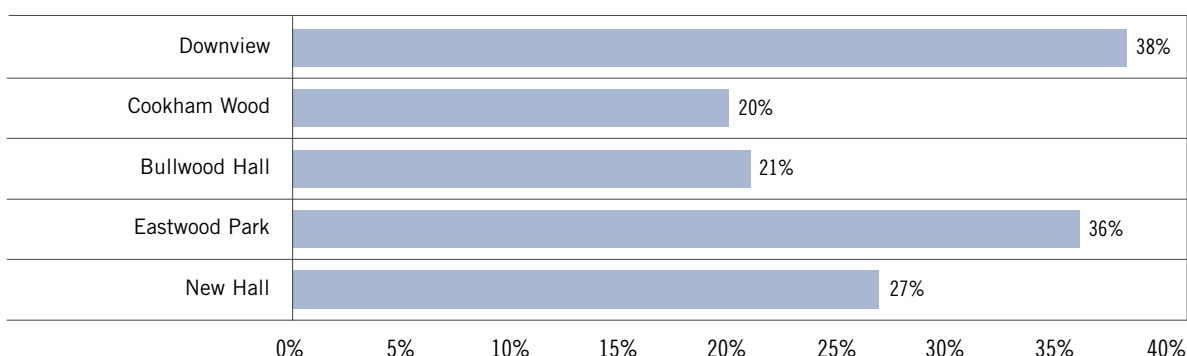
6.7 How safe do you feel here?

Girls were asked a range of questions about how safe they felt. This included any experiences of being victimised, either by staff or other young people.

6.7.1 Have you ever felt unsafe here?

Overall, 30% of girls said that they had felt unsafe at their establishment. At Downview this rose to 38%, but it dropped to 20% at Cookham Wood. The results for each establishment are shown below:

Figure 32: Girls who reported having felt unsafe at their establishment



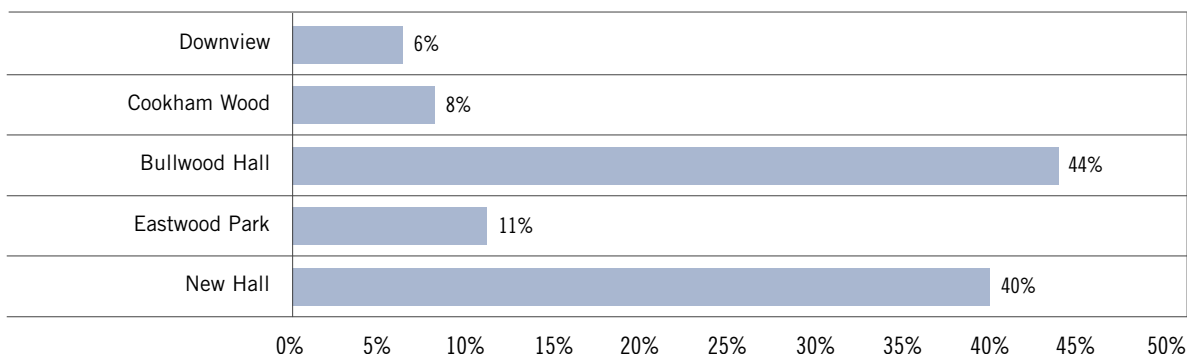
N.B: Two of the four girls at Holloway reported having felt unsafe at their establishment.

6.7.2 Do people shout through the windows here?

Girls were asked if other young people shouted through the windows at them when they first arrived: 33% across the estate said that this had happened. The highest proportion of girls who reported this was at New Hall (48%), compared with only 7% at Cookham Wood. Of those who said they had been shouted at when they first arrived, 28% found it threatening.

Overall, 28% of respondents said that young people shouted through the windows at them now. The results for each establishment are below:

Figure 33: Levels of young people shouting through the windows at others now



N.B: Of the four respondents at Holloway none reported that young people shout through the windows now.

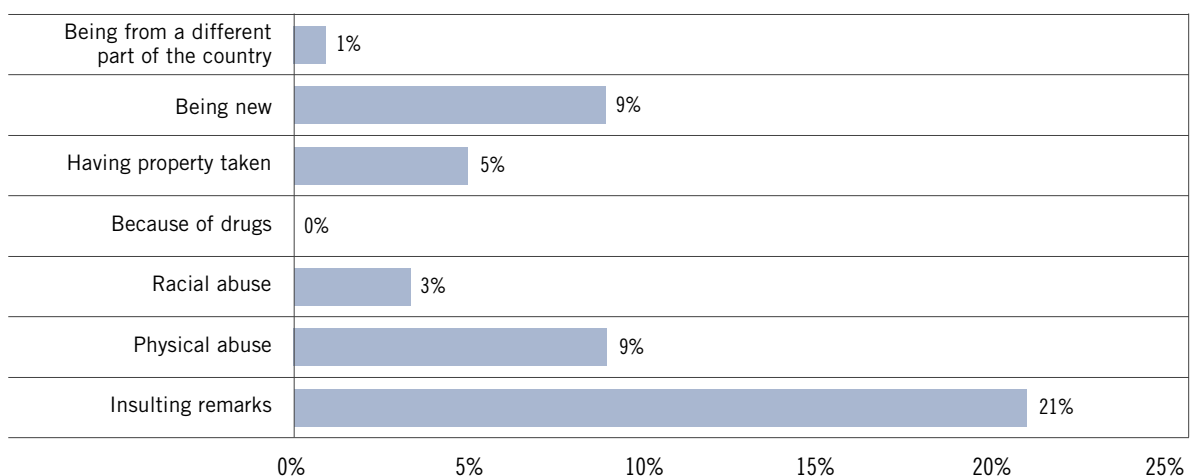
Only 10% of respondents stated that they found this shouting threatening now.

When asked if they shouted through the windows at others, 28% of girls said that they did. The highest proportion was at Bullwood Hall (36%).

6.7.3 Have you been victimised by other young people?

Overall, 33% of girls said that they had been victimised in some way by another young person. The various ways in which girls said that they had been insulted or assaulted are shown below:

Figure 34: Levels of the various types of victimisation by other young people



As was the case in the male estate, the most common form of victimisation by other young people was insulting remarks (21%).

Overall, 9% of girls said they had experienced physical abuse by another young person, though this rose to 13% at Downview. None of the respondents at Holloway, and only 4% at Bullwood Hall, reported this type of victimisation.

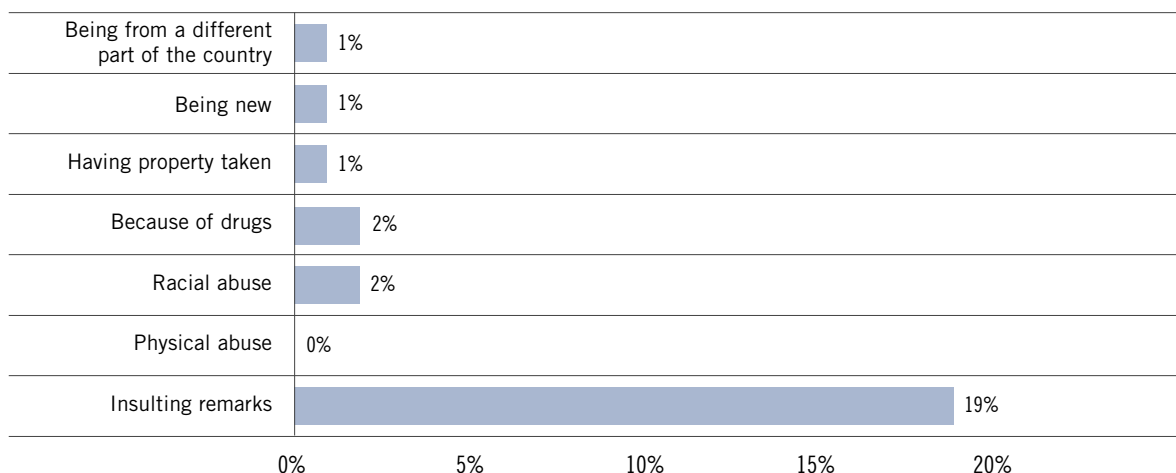
Incidents of racial abuse by other young people were only reported at Bullwood Hall and Cookham Wood, when the proportions were 8% and 7% respectively.

The establishments with the highest proportion of the other types of victimisation were as follows:

- ◆ Having property taken: Downview (25%) and Eastwood Park (10%); all other establishments had none.
- ◆ Being new: New Hall (15%) and Eastwood Park (10%); Downview and Bullwood Hall had none.
- ◆ Being from a different part of the country: New Hall (3%); all other establishments had none.

6.7.4 Have you been victimised by staff?

Overall, 21% of girls reported having being victimised by staff. The highest percentage was at Eastwood Park (33%) and the lowest was 6% at Downview.

Figure 35: Levels of the various types of victimisation by staff

Reported victimisation by staff predominantly took the form of insulting remarks. This was reported by girls at all establishments; the highest proportion was at Cookham Wood (27%) and Bullwood Hall was the lowest at 4%.

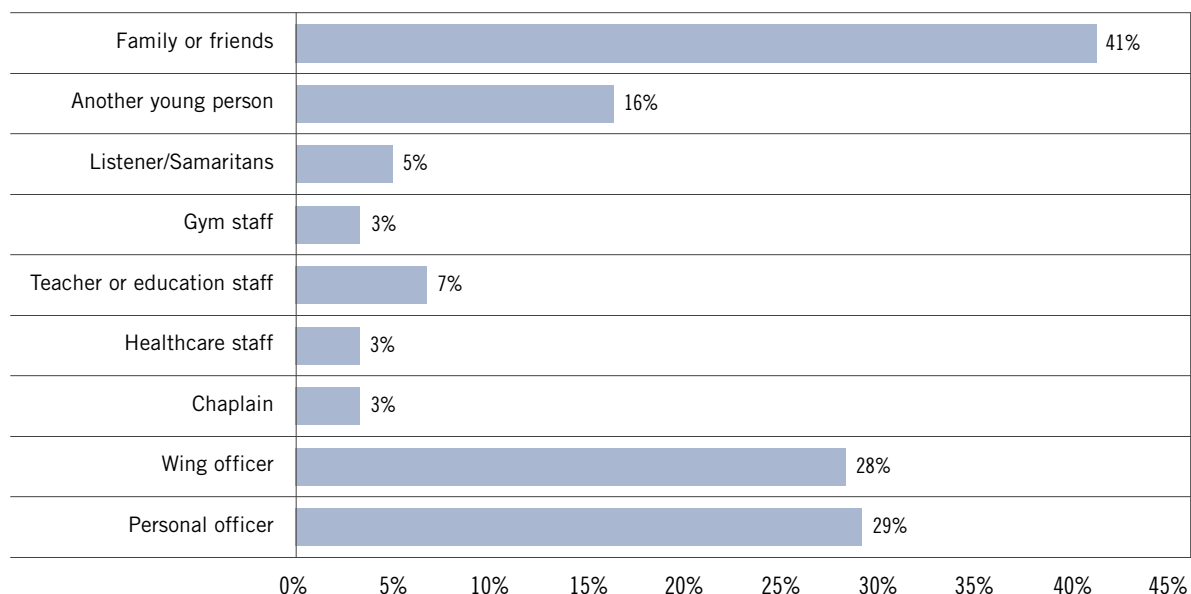
Respondents who reported having experienced other kinds of victimisation were limited to one or two establishments:

- ◆ Racial abuse: Only one respondent at Holloway reported having experienced this type of abuse.
- ◆ Drugs: 11% at Eastwood Park and 3% at New Hall.
- ◆ Having property taken: 3% at New Hall.
- ◆ Being new: 4% at Bullwood Hall.
- ◆ Being from a different part of the country: 7% at Cookham Wood.

6.7.5 Who would you tell if you were being victimised?

Girls were asked if they thought they would be able to tell anyone if they were being victimised. Across the estate, 72% of girls said that they would tell somebody if they were being victimised. At Cookham Wood 93% of girls said this.

Respondents were also asked who they would tell and the results are shown below:

Figure 36: Who respondents would tell if they were being victimised

Across establishments, 41% of girls thought that staff would take them seriously if they were to tell them that they were being victimised. The highest percentage for this was at Downview (75%) and the lowest at Bullwood Hall (14%).

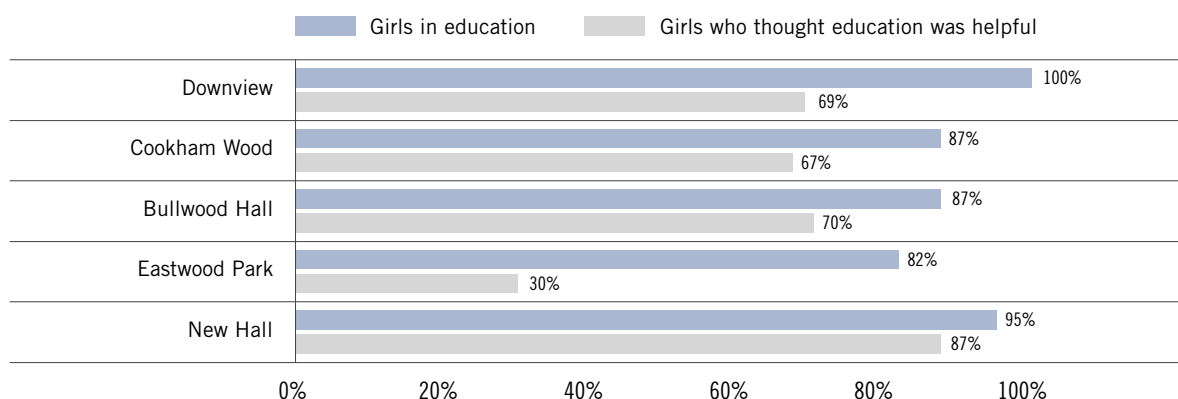
6.7.6 Do staff check on you personally?

Overall, 40% of respondents said that staff had checked on them personally in the last week. This rose to 71% at Downview and dropped to 36% at Bullwood Hall.

6.8 How do you spend your time at this establishment?

6.8.1 Are you in education here?

In total, 89% of respondents said that they were in education at the time of the survey, though only 68% overall stated that they thought education was helping them. The relationship between these two questions in different establishments can be seen below:

Figure 37: Girls in education and girls who thought education was helpful

N.B: Two of the four respondents at Holloway reported that they were in education and one of the four respondents reported that education was helpful.

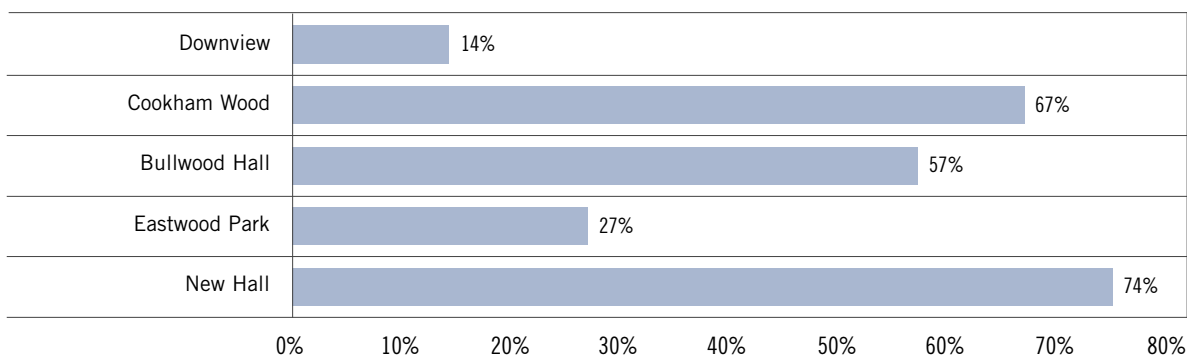
Girls were also asked if they felt they needed help with reading, writing and maths: 29% of girls said they did. The lowest proportion of girls who felt that they needed this help was at Bullwood Hall (19%); compared to 38% at Downview.

6.8.2 Do you have a job here?

Across establishments, 7% of girls said that they were in a job at the time of the survey. In the majority of establishments, no respondents stated that they had a job. However, at New Hall and Cookham Wood 15% and 13% of respondents respectively said they had a job.

Overall, 51% of girls said that they were learning a skill or a trade. The results for each establishment can be seen below:

Figure 38: Girls who were learning a skill or a trade

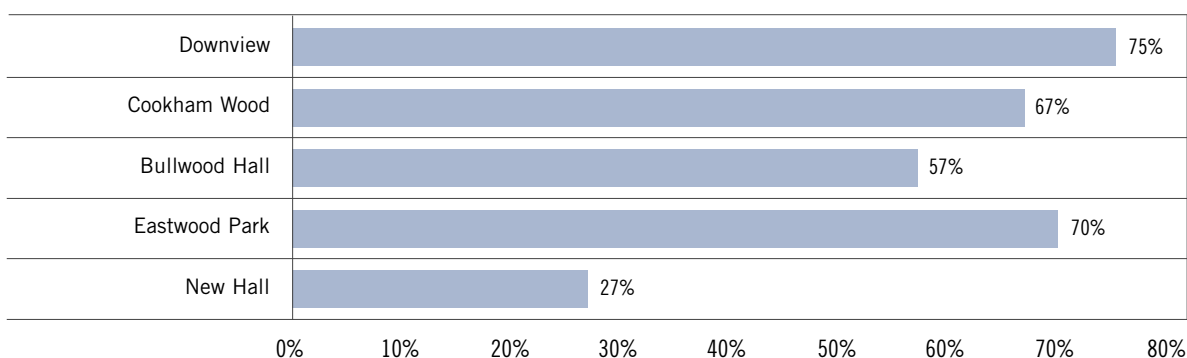


N.B: None of the four respondents at Holloway reported that they were learning a skill or a trade.

6.8.3 Do you have the opportunity to exercise here?

Across the girls' estate, 52% of respondents said that they could go outside for exercise everyday. This rose to 75% at Downview, but dropped to 27% at New Hall. The results for each establishment are shown below:

Figure 39: Girls who could go outside for exercise each day



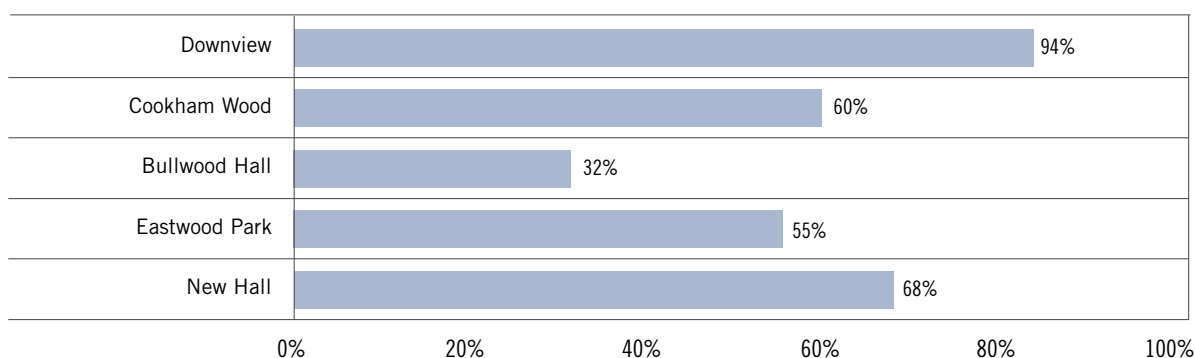
N.B: Three of the four girls at Holloway reported that they could go outside for exercise each day.

Only 10% of girls overall reported that they were able to go to the gym more than five times a week and only 24% reported that they could go three to five times a week. Across the estate, the most common response from girls was that they could go one to two times each week (45%).

6.8.4 How often do you have association?

Overall, 58% of girls said that they could go on association more than five times a week. However, there was quite a difference between establishments:

Figure 40: Girls who had association more than five times each week



N.B: One of the four respondents at Holloway reported having association more than five times a week.

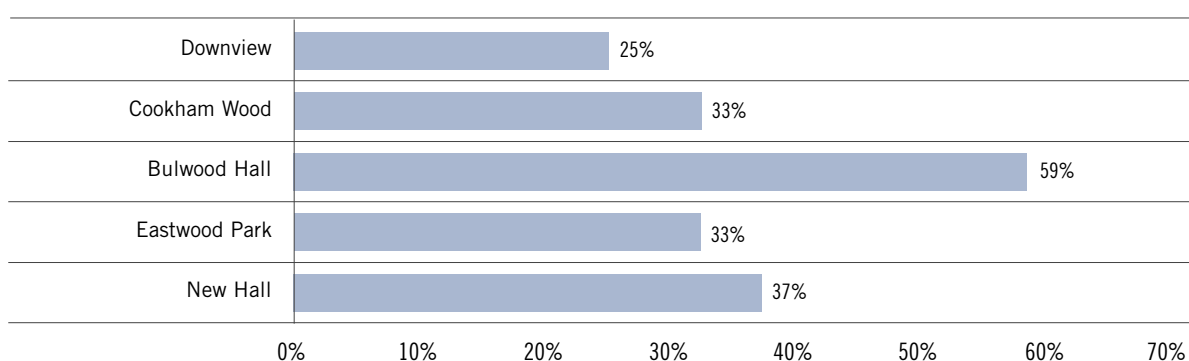
6.9 How easy is it to keep in touch with your family and friends?

6.9.1 Do you have any problems accessing telephones or mail?

Across establishments, 76% of girls said that they were able to speak to someone in their family every day. This rose to 100% of girls at Downview, but dropped to only 50% at Eastwood Park.

Furthermore, 39% of girls said that they had experienced problems in accessing the phones. Bullwood Hall had the highest proportion of respondents who had experienced this problem (59%). The results for each establishment are shown below:

Figure 41: Girls who had experienced problems in accessing the phones



N.B: One of the four girls at Holloway reported that she had experienced problems in accessing the phones.

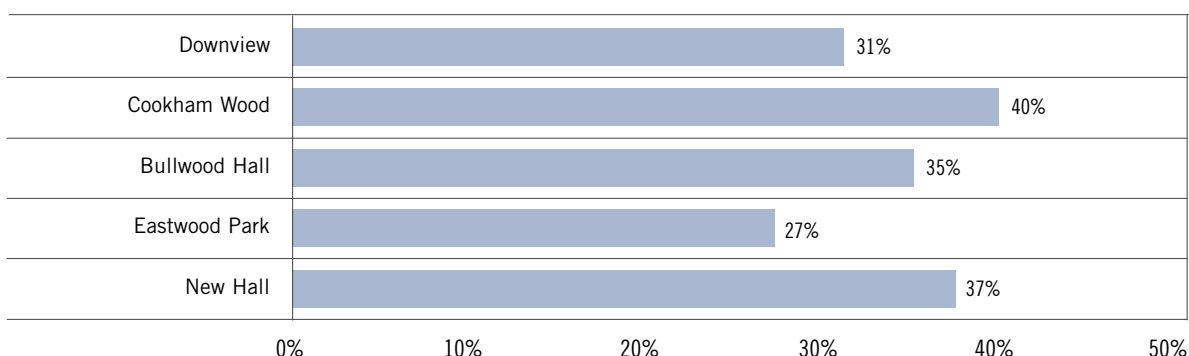
Girls were also asked about any problems they had in sending or receiving mail: 41% of respondents said that they had problems.

6.9.2 Is it easy for family and friends to visit you here?

Overall, only 26% of respondents stated that it was easy or very easy for their family and friends to visit them, and no respondents at Eastwood Park said this was the case.

Girls were also asked about how many visits they received each month. Overall, 34% said they received two or more visits each month.

Figure 42: Girls who received two or more visits each month



N.B: One of the four respondents at Holloway reported that she received two or more visits each month.

Overall, 50% of respondents said that they arrived on time for visits; this increased to 68% at Bullwood Hall and dropped to 34% at New Hall.

When asked if their family and friends were treated well by staff at visit times, 60% of respondents across the estate said they were treated well or very well. This was fairly consistent across the estate, with the highest proportion at Downview (69%) and the lowest at New Hall and Eastwood Park (55%).

6.10 How are you being prepared for release?

6.10.1 Have you been helped by your personal officer?

Overall, 44% of girls said that they had met their personal officer within the first week of arriving at the establishment. At Downview this increased to 75%, but at Eastwood Park it dropped to 20%.

Similarly, 46% of respondents across the estate said that they felt helped by their personal officer. However, this was only 27% at Eastwood Park. It is noteworthy that none of the four respondents at Holloway reported this. The highest percentage was at Downview, where 63% of girls reported that they were helped by their personal officer.

6.10.2 Do you have a sentence plan?

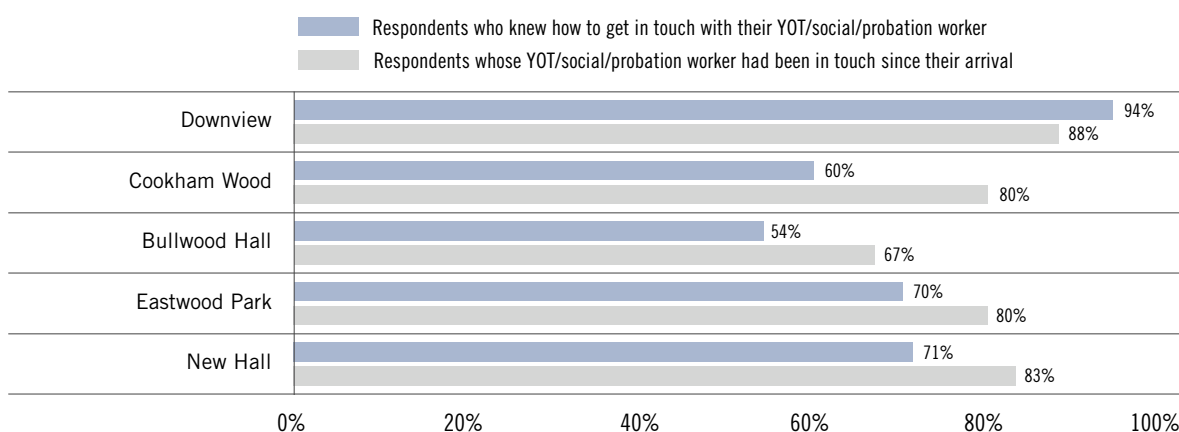
Overall, 13% of girls said that they did not have a sentence/training plan, though 61% were aware of the targets that had been set in their plan.

Across the estate, 37% said that they could see their sentence/training plan if they wanted to. However, 60% of respondents at Downview stated that they could see their sentence plan, compared to only 28% at New Hall. Given the higher number of respondents who reported that they were sentenced at New Hall, the difference is quite stark.

6.10.3 Have you been in touch with your youth offending team (YOT) worker or social worker?

Across establishments, 75% of girls said that their YOT, social or probation worker had been in touch since they arrived at the establishment and 68% said that they knew how to get in touch with their YOT, social or probation worker. Downview had the highest proportion of girls who knew how to get in touch with their worker (94%), and Bullwood Hall had the lowest at 54%.

Figure 43: Girls' contact with YOT, social or probation worker



N.B: Three of the four respondents at Holloway knew how to get in touch with their YOT/social/probation worker. One of the four respondents reported that her YOT/social/probation worker had been in touch since her arrival.

6.10.4 Do you want to stop offending?

Overall, 69% of girls said that they wanted to stop offending in the future.

When sentenced respondents were asked what was most likely to make them stop offending in the future, the most common answer was 'getting a job' (52%), followed by 'staying off alcohol or drugs' (37%) and 'getting a place of my own' (32%).

Respondents were also asked if they had done anything or if anything had happened to them while they had been at their establishment that they thought would make them less likely to offend in the future. Overall, 37% of respondents said that they had. The highest numbers of respondents who said this were at Cookham Wood (54%) and Bullwood Hall (52%).

6.10.5 How are you being prepared for release?

Girls were asked a range of questions about how prepared they felt they were for release. The overall percentages for each question are shown below:

- ◆ 41% of girls said they had had a say in what would happen to them when they were released

- ◆ 46% said they would be living with a family member on release
- ◆ 30% said they had had help with finding accommodation
- ◆ 51% said they were going to school or college on release
- ◆ 44% said they had had someone speak to them about going to school or college on release
- ◆ 7% said they had a job to go to on release
- ◆ 41% felt that they had done something during their time at the establishment that would help them to get a job on release
- ◆ 26% said they had spoken to someone about getting a job on release or about the New Deal
- ◆ 57% said they had a Connexions personal adviser
- ◆ 37% felt that there was something that they would still like help with before they were released.

Section 7: Girls in custody – BME analysis

7.1 Background to the analysis

Both the boys' and girls' estates are made up of predominantly white young people. This is reflected in the numbers included in the sample of respondents used in this analysis: there were 24 black and minority ethnic (BME) girls compared to 80 white girls (see section 5.3.5 for a breakdown of girls according to ethnic group). For many ethnic groups the numbers involved were small, and did not allow detailed analysis. However, comparing BME girls' responses to those from white girls enabled questions to be tested for statistical significance. It should be borne in mind that the questionnaire did not directly ask for BME young people to comment on their experiences of racism, or to actively comment as BME young people; the data have simply been produced by comparing responses based on demographic information and looking for significant differences.

Figure 44 highlights the areas that were statistically significantly different between the BME respondents and white respondents. Where there are large differences in numbers, which are not highlighted as significant, this is likely to be due to chance. Missing data has been excluded for each question.

7.2 Differences between BME and white respondents




Although the experiences of custodial life for BME girls and white girls did not vary as much as for boys, there were important areas where BME girls reported more negative experiences of custodial life than white respondents. Notably, in the safety section, a significantly greater proportion of BME girls reported that they had been victimised by staff (44% compared to 14%) and more reported experiencing insulting remarks from staff (41% compared to 11%).

Of the three questions that indicated BME girls had more positive experiences than white girls, two related to education. However, the girls' experiences of truanting and educational needs relate strongly to pre-custodial experiences rather than educational experiences in custody. When this is looked at a little more closely, Figure 44 reveals that BME girls were actually much less likely than white girls to believe that teachers understood their school problems while in custody (46% against 72%).

BME girls did report more positive experiences in terms of having their cell call bell answered: 64% of BME girls reported that their cell call bell was answered within five minutes, compared to 26% of white girls.

Figure 44: Analysis of BME girls' experiences compared to white girls' experiences
Survey Responses: Girls Ethnicity Analysis

Key to tables

-  Any numbers highlighted in grey are significantly better than white respondents
-  Any numbers highlighted in blue are significantly worse than white respondents
-  Numbers which are not highlighted show there is no significant difference between BME respondents and white respondents

	BME	White
Number of completed questionnaires returned	24	80
Section 1: General information (Not tested for significance)		
2 Are you 18 years of age?	11	16
3 Are you sentenced?	63	78
4 Is your sentence 12 months or less?	29	48

05	Do you have less than two months to serve?	24	29
6	Have you been in this prison for 6-12 months?	12	7
7	Have you been to any other YOI during this sentence?	17	19
8	Do you usually live in this country?	82	99
9	Is English your first language?	100	97
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	76	49
12	Do you have any children?	4	6
13	Have you ever been in care? (either foster care or children's home)	31	50
14	Are you on a care order now?	11	20

Section 2: Courts, transfers and escorts

15a	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean?	68	52
15b	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable?	7	9
15c	We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe?	33	60
15d	We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks?	11	14
15e	We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after?	26	54
16	Did you spend more than four hours in the van?	4	18
17	Were you treated well/very well by the escort staff?	69	77
18a	Did you know where you were going when you left court or when transferred from another establishment?	62	76
18b	Did you receive written information about what would happen to you before you arrived?	4	14
18c	When you first arrived here did your property arrive at the same time as you?	46	73

Section 3: Your first few days here

20	Did you have any problems when you first arrived?	83	79
21a	Please answer the following question about your first few days here: Were you seen by a member of healthcare staff in reception?	76	87
21b	Please answer the following question about your first few days here: When you were searched was this carried out in an understanding way?	70	86
21c	Please answer the following question about your first few days here: Were you told what you needed to know by the staff when you first arrived?	56	60
21d	Please answer the following question about your first few days here: Were you able to make a telephone call to your family/friends on your first day here?	67	87
22	Were you in reception for less than 2 hours?	86	80

23	Were you treated well/very well in reception?	72	84
24a	Did you have access to a chaplain/priest/imam within the first 24 hours of you arriving at this prison?	21	32
24b	Did you have access to someone from healthcare within the first 24 hours of you arriving at this prison?	74	63
24c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?	7	16
24d	Did you have access to the prison shop/canteen within the first 24 hours of you arriving at this prison?	18	14
25	Did you feel safe on your first night here?	64	72
26	Did you go on an induction course within your first week?	46	59
27	Did the induction course cover everything you needed to know about the prison?	23	48

Section 4: Life here

29	Is it easy/very easy for you to attend religious services?	57	59
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	35	70
31	Do you find the food here good/very good?	25	29
32	Do you think the overall quality of the healthcare is good/very good?	57	66
33a	Is it easy for you to see the doctor?	39	65
33b	Is it easy for you to see the nurse?	68	82
33c	Is it easy for you to see the dentist?	4	17
33d	Is it easy for you to see the optician?	4	19
34	Have you had any problems getting your medication?	14	21
35	Have you received any help with any alcohol problems?	21	28
36	Have you received any help with any drugs problems?	21	33
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	50	37
38	Have you been physically restrained (C and R) since you have been here?	19	18
39	If you have spent a night in the segregation unit, did the staff treat you well/very well?	4	5
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	33	37
41	Are you on the enhanced (Top) level of the reward scheme?	18	25
42a	Please answer the following question about the reward scheme: Do the different levels make you change your behaviour?	30	54
42b	Please answer the following question about the reward scheme: Do you feel you have been treated fairly in your experience of the reward scheme?	50	61
43	Do you know how to make a complaint?	93	87
44a	Please answer the following questions about complaints: Is it easy to make a complaint?	64	54

44b	Please answer the following questions about complaints: Do you feel complaints are sorted out fairly?	15	28
44c	Please answer the following questions about complaints: Have you ever been made to or encouraged to withdraw a complaint?	22	8
45	Are you normally able to shower everyday if you want to?	85	92
46	Is your cell call bell normally answered within five minutes?	64	26
47	Do most staff treat you with respect?	68	77

Section 5: Safety

49	Have you ever felt unsafe in this prison?	38	28
51	Has another young person or a group of young people victimised (insulted or assaulted) you here?	44	29
52a	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Insulting remarks?	25	19
52b	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Physical abuse?	7	8
52c	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Sexual abuse?	0	0
52d	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Racial or Ethnic abuse?	7	1
52e	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Drugs?	0	0
52f	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Having your canteen/property taken?	4	4
52g	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Because you were new here?	11	8
52h	If you have felt victimised by a young person or a group of young people, what did the incident(s) involve: Being from a different part of the country than others?	0	1
54	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	44	14
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	41	11
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	0	0
55c	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Sexual abuse?	0	0
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	8	0
55e	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Drugs?	0	2
55f	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Having your canteen/property taken?	0	1
55g	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Because you were new here?	4	0

55h	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Being from a different part of the country than others?	4	0
57	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	69	72
58	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	35	42
59a	When you first arrived here did other young people shout through the windows at you?	32	33
59b	Did you find this shouting threatening?	19	6
59c	Do other young people shout through the windows at you now?	19	31
59d	Do you find this threatening now?	8	1
59e	Do you shout through the windows at others?	22	30
59f	Have staff checked on you personally in the last week to see how you are getting on?	50	37

Section 6: Using your time here usefully

61	Were you under the age of 14 when you were last at school?	33	45
62a	Have you ever been excluded from school?	74	77
62b	Have you ever truanted from school?	44	81
62c	Do you feel you need help with reading, writing or maths?	8	35
62d	Are you doing any education here?	82	91
62e	Is education helping you?	52	73
62f	Were the teachers understanding with any school problems when you first arrived?	46	72
62g	Are you learning a skill or trade?	41	55
62h	Are you in a job here?	0	10
63	Do you go to the gym more than 5 times each week?	4	12
64	Do you go on association more than 5 times each week?	54	59
65	Can you go outside for exercise everyday?	67	48

Section 7: Keeping in touch with family and friends

67	Are you able to use the telephone to speak to someone in your family every day?	58	81
68	Have you had any problems getting access to the telephones?	48	36
69	Have you had any problems with sending or receiving mail?	60	36
70	Is it easy/very easy for you family and friends to get here to visit you?	27	26
71	Do you get 2 or more visits each month?	44	31
72	Do you arrive on time for a visit?	52	49
73	Are you and your family/friends treated well/very well by visits staff?	61	60

Section 8: Resettlement			
75	Did you meet your personal officer within your first week here?	41	45
76	Do you feel helped by your personal officer?	36	49
77a	Do you know what targets you have been set in your training/sentence plan?	54	64
77b	If you want, can you see your training/sentence plan?	36	37
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	74	76
79	Do you know how to get in touch with your YOT/social worker/probation officer?	61	71
80	Do you want to stop offending?	58	71
82a	Please answer the following questions on preparation for release: Have you had a say in what will happen to you when you are released?	46	39
82b	Please answer the following questions on preparation for release: When you are released will you be living with a family member?	30	51
82c	Please answer the following questions on preparation for release: Have you had help with finding accommodation?	42	27
82d	Please answer the following questions on preparation for release: Are you going to school or college on release?	68	46
82e	Please answer the following questions on preparation for release: Has anyone spoken to you about going to college on release?	33	47
82f	Please answer the following questions on preparation for release: Do you have a job to go to on release?	12	5
82g	Please answer the following questions on preparation for release: Have you done anything during your time here that you think will help you to get a job on release?	32	43
82h	Please answer the following questions on preparation for release: Has anyone from here spoken to you about getting a job on release or about New Deal?	17	28
82i	Please answer the following questions on preparation for release: Do you have a Connexions personal adviser?	36	64
82j	Please answer the following questions on preparation for release: Is there anything you would still like help with before you are released?	16	35
83	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	36	38

Section 8: Girls in custody – have things changed?

8.1 Background to the analysis

8.1.1 Changes in the estate

This reporting period and the last (April 2003 to April 2006) have seen changes in the structure of the girls' estate. The majority of them took place towards the end of the recent reporting period, when girls began to be moved into small, dedicated units, such as the Josephine Butler Unit at Downview: at the time of writing all girls have been now moved into such units. Therefore, making comparisons between this reporting period and the last provides a backdrop for future comparisons of 'old' and 'new' methods of incarcerating girls.

The table below outlines the establishments included in each timeframe:

Table 4: Girls' establishments surveyed in this reporting year and the last

1 April 2003 to 31 March 2004	1 April 2004 to 31 March 2006
Brockhill	Eastwood Park
Eastwood Park	Bullwood Hall
Bullwood Hall	Holloway
Holloway	New Hall
New Hall	Downview (Josephine Butler Unit)
	Cookham Wood (Sir Evelyn House)

8.1.2 Background to the data

Figure 45 highlights those areas that were statistically significantly different between the two surveying periods. Where there are large differences in numbers, which are not highlighted as significant, this is likely to be due to chance. Due to changes that were made to the questionnaire during this time, not all questions included in the current questionnaire are comparable. Missing data has been excluded for each question.




8.2 How have things changed?

Statistically, there has been very little significant change between the two survey periods. However, of those differences that are significant, the majority were positive. This is most notable in the questions relating to safety; only 30% of respondents reported having felt unsafe, compared to 63% in the previous period. Respondents were also less likely to report physical abuse both from other young people and staff: in the case of physical abuse by staff, none reported this in the 2004 - 2006 period, compared to 8% in 2003-2004. As with the changes for boys over the two time frames, the results for safety reflect the YJB's objectives over this period.

Girls were also more positive about food and the prison shop. It is disappointing that there have been no significant improvements in responses to other questions. This is particularly true in relation to access to and the benefits of education, and in questions about resettlement.

There were only three questions where responses indicated deterioration in experiences between the two periods. One important deterioration relates to family visits: only 26% of girls in this reporting period said that it was easy or very easy for families to visit, compared to 46% last time. Fewer girls (52% against 74%) said they were learning a skill or trade; and significantly more said they had problems getting medication (20% compared to 9%).

Figure 45: Comparison across the girls' estate between this reporting period and the last

Key to tables		2003-2004 survey period	2004-2006 survey period
	Any numbers highlighted in grey are significantly better than the 03-04 figure		
	Any numbers highlighted in blue are significantly worse than the 03-04 figure		
	Numbers which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		85	103
Section 1: General information (Not tested for significance)			
3	Are you sentenced?	87	74
6	Have you been in this prison for 6-12 months?	18	8
10	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	24	25
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	47	55
12	Do you have any children?	10	5
Section 2: Courts, transfers and escorts			
18a	Did you know where you were going when you left court or when transferred from another establishment?	81	73
Section 3: Your first few days here			
20	Did you have any problems when you first arrived?	78	80
21c	Please answer the following question about your first few days here: Were you told what you needed to know by the staff when you first arrived?	72	59
21d	Please answer the following question about your first few days here: Were you able to make a telephone call to your family/friends on your first day here?	88	82
Section 4: Life here			
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	34	61
31	Do you find the food here good/very good?	12	28
33a	Is it easy for you to see the doctor?	60	58
33b	Is it easy for you to see the nurse?	77	78
33c	Is it easy for you to see the dentist?	15	14
33d	Is it easy for you to see the optician?	18	16

34	Have you had any problems getting your medication?	9	20
35	Have you received any help with any alcohol problems?	16	27
36	Have you received any help with any drugs problems?	41	29
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	46	41
38	Have you been physically restrained (C and R) since you have been here?	16	19
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	27	36
45	Are you normally able to shower everyday if you want to?	86	91

Section 5: Safety

49	Have you ever felt unsafe in this prison?	63	30
52a	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Insulting remarks?	31	21
52b	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Physical abuse?	20	9
52d	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Racial or Ethnic abuse?	4	3
52f	If you have felt victimised by a young person/group of young people, what did the incident(s) involve: Having your canteen/property taken?	7	5
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	15	19
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	8	0
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	5	2
59a	When you first arrived here did other young people shout through the windows at you?	41	33
59b	Did you find this shouting threatening?	14	10
59c	Do other young people shout through the windows at you now?	53	28
59d	Do you find this threatening now?	5	3
59e	Do you shout through the windows at others?	51	28
59f	Have staff checked on you personally in the last week to see how you are getting on?	44	39

Section 6: Using your time here usefully

61	Were you under the age of 14 when you were last at school?	43	42
62a	Have you ever been excluded from school?	68	76
62b	Have you ever truanted from school?	77	74
62c	Do you feel you need help with reading, writing or maths?	30	29
62d	Are you doing any education here?	91	89
62e	Is education helping you?	71	69

62f	Were the teachers understanding with any school problems when you first arrived?	57	66
62g	Are you learning a skill or trade?	74	52
62h	Are you in a job here?	11	7
63	Do you go to the gym more than 5 times each week?	9	10
64	Do you go on association more than 5 times each week?	44	59
65	Can you go outside for exercise everyday?	54	53

Section 7: Keeping in touch with family and friends

68	Have you had any problems getting access to the telephones?	48	39
69	Have you had any problems with sending or receiving mail?	40	42
70	Is it easy/very easy for you family and friends to get here to visit you?	46	26

Section 8: Resettlement

75	Did you meet your personal officer within your first week here?	51	44
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	85	76
79	Do you know how to get in touch with your YOT/social worker/probation officer?	76	69

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Challen, M. and Walton, T. (2004) *Her Majesty's Inspectorate of Prisons: Juveniles in Custody; a unique insight into the perceptions of young people held in Prison Service custody in England and Wales*. London: HM Inspectorate of Prisons.

Appendix 1: The questionnaire

Section one: About you

Q1 What wing or houseblock are you currently living on?

Q2 What is your age? ☐ 14 or under ☐ 15 ☐ 16 ☐ 17 ☐ 18

Q3 Are you sentenced?

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

Q4 What is the length of your sentence?

☐ Not sentenced ☐ Four months ☐ Six months ☐ Eight months ☐ Twelve months
☐ Eighteen months ☐ Two years ☐ Two to four years ☐ Four years or more

Q5 Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?

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

Q6 How long have you been in this YOI?

☐ Less than one month ☐ One to six months ☐ Six to twelve months
☐ One to two years ☐ Two years or more

Q7 Have you been to any other YOI during this sentence?

☐ None ☐ One ☐ Two ☐ Three ☐ More than three

Q8 Do you usually live in this country? (England, Ireland, Scotland or Wales) ☐ Yes ☐ No

Q9 Is English your first language? ☐ Yes ☐ No

Q10 What is your ethnic origin?

<input type="checkbox"/> 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 / Please specify	<input type="text"/>	

Q11 How many times have you been in a YOI, secure children's home or secure training centre before either sentenced or on remand?

☐ None ☐ Once ☐ Two to five ☐ More than five

Q12 Do you have any children under the age of 18? ☐ Yes ☐ No

Q13 Have you ever been in care? (Either foster care or children's home)

☐ Yes

☐ No

Q14 Are you on a care order now?

☐ Yes

☐ No

Section two: Courts, transfers and escorts

Q15 We want to know about the most recent journey you have made either to or from court or between establishments:

	Yes	No	Don't remember	Not applicable
Was the van clean?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the van comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel safe?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you have enough comfort breaks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your health needs looked after?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 How long did you spend in the van?

☐ Less than one hour

☐ One to two hours

☐ Two to four hours

☐ More than four hours

☐ Don't remember

Q17 How did you feel you were treated by the escort staff?

☐ Very well

☐ Well

☐ Neither

☐ Badly

☐ Very badly

☐ Don't remember

Q18 Please answer the following questions about when you first arrived here:

	Yes	No	Don't remember
Did you know where you were going before you got here?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before you arrived here did you receive any written information about what would happen to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When you first arrived here did your property arrive at the same time as you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Do you have any comments you wish to make any aspect of courts, transfers and escorts?

Section three: Your first few days here

Q20 Did you have any of the following problems when you first arrived here?

(Please tick all that apply to you)

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

Other please specify

Q21 Please answer the following questions about your first day here: Yes No Don't remember

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| Were you seen by a member of healthcare staff in reception? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| When you were searched was this carried out in an understanding way? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were you told what you needed to know by the staff when you first arrived? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were you able to make a telephone call to your family/friends on your first day here? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q22 How long were you in reception?

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

Q23 Overall, how well did you feel you were treated in reception?

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

Q24 Did you have access to the following people/services within the first 24 hours of you arriving at this prison?

- | | | |
|--|--|---|
| <input type="checkbox"/> Chaplain/priest/imam | <input type="checkbox"/> Someone from healthcare | <input type="checkbox"/> A Listener/Samaritans |
| <input type="checkbox"/> The prison shop/canteen | <input type="checkbox"/> Don't remember | <input type="checkbox"/> Did not have access to any of these services |

Q25 Did you feel safe on your first night here? ☐ Yes ☐ No ☐ Don't remember

Q26 How soon after your arrival did you go on an induction course?

- | | | |
|---|--|--|
| <input type="checkbox"/> Have not been on an induction course | <input type="checkbox"/> Within two days | <input type="checkbox"/> Within the first week |
| <input type="checkbox"/> More than a week | <input type="checkbox"/> Don't remember | |

Q27 Did the induction course cover everything you needed to know about the prison?

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

Q28 Do you have any comments you wish to make about any aspect of your first few days here?

Section four: Life here

Q29 How easy or difficult is it for you to attend religious services?

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

Q30 Does the shop/canteen sell a wide enough variety of products?

- ☐ Have not bought anything yet
 ☐ Yes
 ☐ No

Q31 What is the food like here?

- ☐ Very good
 ☐ Good
 ☐ Neither
 ☐ Bad
 ☐ Very bad

Q32 What do you think of the overall quality of the healthcare?

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

Q33 Is it easy to see the following people if you need to?

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

Q34 Have you had any problems getting your medication?

- ☐ Not taking any medication
 ☐ Yes
 ☐ No

Q35 Have you received any help with any alcohol problems?

- ☐ Not had any alcohol problems
 ☐ Yes
 ☐ No

Q36 Have you received any help with any drug problems?

- ☐ Not had any drug problems
 ☐ Yes
 ☐ No

Q37 Have you had a 'nicking' (adjudication or minor report) since you have been here?

- ☐ Yes
 ☐ No
 ☐ Don't know

Q38 If you have been physically restrained (C and R), how many times has this happened since you have been here?

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

Q39 If you have spent a night in the segregation unit, how were you treated by staff?

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

Q40 Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?

- ☐ Yes
 ☐ No
 ☐ Don't know what an advocate is

Q41 What level of the reward scheme are you now on?

- ☐ Don't know what the reward scheme is ☐ Enhanced (Top) ☐ Standard (Middle)
☐ Basic (Bottom) ☐ Don't know

Q42 Please answer the following questions about the reward scheme:

	Don't know what the reward scheme is	Yes	No
Do the different levels make you change your behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you have been treated fairly in your experience of the reward scheme?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q43 Do you know how to make a complaint? ☐ Yes ☐ No

Q44 Please answer the following questions about complaints:

	Not made a complaint	Yes	No
Is it easy to make a complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel complaints are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been made to or encouraged to withdraw a complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 Are you normally able to have a shower everyday if you want?

- ☐ Yes ☐ No ☐ Don't know

Q46 Is your cell call bell normally answered within five minutes?

- ☐ Yes ☐ No ☐ Don't know

Q47 Do most staff treat you with respect? ☐ Yes ☐ No

Q48 Do you have any comments you wish to make about life in this establishment?

Section five: Safety

Q49 Have you ever felt unsafe in this establishment? ☐ Yes ☐ No

Q50 If you have ever felt unsafe, in which areas of this prison do you/have you ever felt unsafe?

(Please tick all that apply)

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

Q51 Has another young person or group of young people victimised (insulted or assaulted) you here?

☐ Yes ☐ No If No, go to question 54

Q52 If you have felt victimised by a young person/group of young people, what did the incident(s) involve? (Please tick all that apply)

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

Q53 If you have ticked any of the above please give details:

Q54 Has a member of staff or group of staff victimised (insulted or assaulted) you here?

☐ Yes ☐ No If No, go to question 57

Q55 If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve?

(Please tick all that apply)

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

Q56 If you have ticked any of the above please give details:

Q57 If you were ever victimised in future who would you tell?

- ☐ No-one ☐ Teacher/Education staff ☐ Personal Officer ☐ Gym staff
☐ Wing Officer ☐ Listener/Samaritan/Buddy ☐ Chaplain ☐ Another trainee
☐ Healthcare staff ☐ Family/friends

Other please specify

Q58 Do you think staff would take it seriously if you did tell them that you had been victimised ?

- ☐ Yes ☐ No ☐ Don't know

Q59 Please answer all the following questions about safety here:

	Yes	No	Not been shouted at
When you first arrived here did other young people shout through the windows at you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you find this shouting threatening?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do other young people shout through the windows at you now?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you find this threatening?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you shout through the windows at others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have staff checked on you personally in the last week to see how you are getting on?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q60 Do you have any comments you wish to make about any aspect of safety?

Section six: Using your time here usefully

Q61 How old were you when you were last at school?

- ☐ 14 or under ☐ Over 14

Q62 Please answer the following questions about education and work:

	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"/>
Do you feel you need help with reading, writing or maths?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you doing any education here?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is education helping you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were the teachers understanding with any school problems when you first arrived?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you learning a skill or trade?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you in a job here?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q63 On average how many times do you go to the gym each week (Monday-Sunday)?

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

Q64 On average, how many times do you go on association or free time each week (Monday to Sunday)?

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

Q65 Can you go outside for exercise everyday?

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

Q66 Do you have any other comments you wish to make about any aspects of purposeful activity?

Section seven: Keeping in touch with family and friends

Q67 Are you able to use the telephone to speak to someone in your family every day?

- ☐ Yes ☐ No ☐ Don't know

Q68 Have you had any problems getting access to the telephones?

- ☐ Yes ☐ No ☐ Don't know

Q69 Have you had any problems with sending or receiving letters?

- ☐ Yes ☐ No ☐ Don't know

Q70 How easy or difficult is it for your family and friends to get here to visit you?

- ☐ Very easy ☐ Easy ☐ Neither ☐ Difficult ☐ Very difficult ☐ Don't know

Q71 How many times have you been visited by family or friends in the last month?

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

Q72 Do you arrive on time for a visit?

- ☐ Don't get visits ☐ Yes ☐ No

Q73 How are you and your family/friends treated by visits staff?

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

Q74 Do you have any other comments you wish to make about any aspects of keeping in touch with family and friends?

Section eight: Resettlement

Q75 When did you first meet your personal officer?

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

Q76 Do you feel helped by your personal officer?

☐ Still have not met him/her ☐ Yes ☐ No

Q77 Please answer the following questions about your review board meetings:

	Yes	No	Don't know	Have not got a plan
Do you know what targets you have been set in your training/sentence plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you want can you see your plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q78 Has your YOT/social worker/probation officer been in touch since you arrived here?

☐ Yes ☐ No

Q79 Do you know how to get in touch with your YOT/social worker/probation officer?

☐ Yes ☐ No

Q80 Do you want to stop offending? ☐ yes ☐ No ☐ Don't know ☐ Not sentenced

Q81 What is most likely to stop you offending in the future? (Please tick all that apply to you)

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

Q82 Please answer the following questions on preparation for release:

	Yes	No	Don't know	Have not needed help
Have you had a say in what will happen to you when you are released?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When you are released will you be living with a family member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had any help with finding accommodation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you going to school or college on release?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has anyone from here spoken to you about going to college on release?	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Have you done anything during your time here that you think will help you to get a job on release?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Please answer the following questions on preparation for release:

	Yes	No	Don't know	Have not needed help
Has anyone from here spoken to you about getting a job on release or about New Deal?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a Connexions personal adviser?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there anything you would still like help with before you are released?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q83 Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?

☐ Not sentenced ☐ Yes ☐ No

Q84 Do you have any comments about any aspect of resettlement?

Section nine: Overall impressions

Q85 What would you say are the best things for you here?

Q86 What would you most like to see changed here?