



Oakhill STC

Survey methodology and results

28 September 2021

Survey methodology

A confidential survey of children is carried out at the start of every STC inspection by HMIP researchers. A self-completion questionnaire is offered to every child resident in the centre on the day of the survey. The questionnaire consists of structured questions covering the child's 'journey' from admission to release together with demographic and background questions which enable us to compare responses from different sub-groups (numbers permitting). There are also a few open questions which provide opportunities for children to express in their own words what they find most positive and negative about the centre.

The survey results are used in inspections, where they are triangulated with inspectors' observations, discussions with children and staff and documentation held in the establishment. More detail can be found in the inspection report.

The current questionnaire has been in use since October 2018 and is being used to support inspections of both STCs and YOIs holding children. The questionnaire was developed in consultation with HMIP and Ofsted inspectors. Draft questions were tested with children in both types of establishment and their input and feedback was invaluable in improving the relevance and accessibility of questions.

Distribution and collection of questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that children can give their informed consent¹ to participate, the purpose of the survey and the inspection is explained. We make clear that the questionnaire can also be administered via a face-to-face interview for those who have literacy difficulties and via a telephone translation service for those with limited English.

Children are made aware that participation in the survey is voluntary. We also explain that while they do not need to put their name on the questionnaire, individual respondents can be identified via a numbering system which is only accessible to the inspection team. This is so that any child protection and safeguarding concerns can be followed up (see section below for further information).

Children who agree to participate in the survey are provided with a sealable envelope for their completed questionnaire, which will later be collected by researchers.

Child protection and safeguarding

All completed questionnaires are checked by researchers for potential child protection and safeguarding issues on the day of the survey. Any concerns are followed up by inspectors and passed on to centre staff if necessary.

¹ For further information about the ethical principles which underpin our survey methodology, please see 'Ethical principles for research activities' which can be downloaded from HMIP's website <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results

Response rate

At the time of the survey on 28 September 2021 the population at Oakhill STC was 40. Using the approach described above, questionnaires were distributed to 38 children².

We received a total of 33 completed questionnaires, a response rate of 87%. Five young people declined to participate in the survey.

Survey results and analyses

Over the following pages we present the survey results for Oakhill STC.

First a full breakdown of responses is provided for each question. Percentages have been rounded and therefore may not add up to 100%.

We also present the following comparative analyses:

- The current survey responses from Oakhill STC in September 2021 compared with the responses of children surveyed at Oakhill STC in April 2019.
- The current survey responses from Oakhill STC in September 2021 compared with the responses of children surveyed during an assurance visit at Oakhill STC in November 2020.
- A comparison within the 2021 survey between the responses of children from racial minority groups and white children.
- A comparison within the 2021 survey between the responses of children who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2021 survey between the responses of children who reported that they had been in local authority care and those who said they had not.

In all the comparative analyses above, statistically significant³ differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in young peoples' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of children filtered to that question. For all other questions, percentages refer to the total

² Questionnaires were not distributed to two children who were released on the day of the survey.

³ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ was considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

number of responses to that question. All missing responses have been excluded from analyses.

Background information

Q1.1 What wing, unit or houseblock do you live on?

| | |
|--------------|----------|
| Ash | 13 (39%) |
| Willow | 19 (58%) |
| Oak..... | 1 (3%) |

Q1.2 How old are you?

| 12 | 13 | 14 | 15 | 16 | 17 | 18 or over |
|--------|--------|--------|----------|---------|----------|------------|
| 0 (0%) | 0 (0%) | 1 (3%) | 10 (31%) | 9 (28%) | 10 (31%) | 2 (6%) |

Q1.3 What is your gender?

| | |
|--------------|-----------|
| Male | 33 (100%) |
| Female | 0 (0%) |

Q1.4 What is your ethnic group?

| | |
|-----------------------------------------------------------------|----------|
| White - English/ Welsh/ Scottish/ Northern Irish/ British | 10 (30%) |
| White - Irish | 0 (0%) |
| White - Gypsy or Irish Traveller | 2 (6%) |
| White - any other White background | 2 (6%) |
| Mixed - White and Black Caribbean | 2 (6%) |
| Mixed - White and Black African..... | 1 (3%) |
| Mixed - White and Asian..... | 0 (0%) |
| Mixed - any other Mixed ethnic background..... | 1 (3%) |
| Asian/ Asian British - Indian..... | 0 (0%) |
| Asian/ Asian British - Pakistani..... | 0 (0%) |
| Asian/ Asian British - Bangladeshi..... | 0 (0%) |
| Asian/ Asian British - Chinese | 0 (0%) |
| Asian - any other Asian background..... | 0 (0%) |
| Black/ Black British - Caribbean | 5 (15%) |
| Black/ Black British - African | 7 (21%) |
| Black - any other Black/ African/ Caribbean background | 1 (3%) |
| Arab..... | 2 (6%) |
| Any other ethnic group | 0 (0%) |

Q1.5 Do you have any children?

| | |
|-----------|----------|
| Yes | 2 (7%) |
| No..... | 28 (93%) |

Q1.6 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?

| | |
|-----------|----------|
| Yes | 3 (9%) |
| No..... | 30 (91%) |

Q1.7 Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker)?

| | |
|-----------|----------|
| Yes | 13 (39%) |
| No..... | 20 (61%) |

Arrival and induction

- Q2.1 When you were searched in reception/admissions, was this done in a respectful way?**
- | | |
|------------------------|----------|
| Yes | 27 (82%) |
| No..... | 0 (0%) |
| Don't remember..... | 3 (9%) |
| I wasn't searched..... | 3 (9%) |
- Q2.2 Overall, how were you treated in reception/admissions?**
- | | |
|---------------------|----------|
| Well | 25 (76%) |
| Badly | 2 (6%) |
| Don't remember..... | 6 (18%) |
- Q2.3 When you first arrived here did staff help you with any problems or worries you had?**
- | | |
|---------------------------------------------|----------|
| Yes | 24 (73%) |
| No..... | 3 (9%) |
| Don't remember..... | 2 (6%) |
| I didn't have any problems or worries | 4 (12%) |
- Q2.4 Did you feel safe on your first night here?**
- | | |
|---------------------|----------|
| Yes | 24 (75%) |
| No..... | 5 (16%) |
| Don't remember..... | 3 (9%) |
- Q2.5 In your first few days were you told everything you needed to know about life here?**
- | | |
|-----------|----------|
| Yes | 22 (69%) |
| No..... | 10 (31%) |

Living conditions

- Q3.1 How comfortable is the temperature of your room?**
- | | |
|-------------------|----------|
| Too cold..... | 2 (7%) |
| About right | 17 (57%) |
| Too hot | 11 (37%) |
- Q3.2 Can you shower every day?**
- | | |
|-----------------|----------|
| Yes | 32 (97%) |
| No..... | 1 (3%) |
| Don't know..... | 0 (0%) |
- Q3.3 Do you normally have enough clean, suitable clothes for the week?**
- | | |
|-----------------|----------|
| Yes | 31 (94%) |
| No..... | 2 (6%) |
| Don't know..... | 0 (0%) |
- Q3.4 Do you have clean sheets every week?**
- | | |
|-----------------|----------|
| Yes | 23 (70%) |
| No..... | 9 (27%) |
| Don't know..... | 1 (3%) |

- Q3.5 Can you get your stored property if you need it?**
Yes 22 (67%)
No..... 9 (27%)
Don't know..... 2 (6%)
- Q3.6 Is it normally quiet enough for you to relax or sleep at night?**
Yes 20 (63%)
No..... 10 (31%)
Don't know..... 2 (6%)
- Q3.7 Do you usually spend more than 2 hours out of your room on weekdays?**
Yes 28 (90%)
No..... 3 (10%)
Don't know..... 0 (0%)
- Q3.8 Do you usually spend more than 2 hours out of your room on Saturdays and Sundays?**
Yes 29 (91%)
No..... 3 (9%)
Don't know..... 0 (0%)

Food and canteen

- Q4.1 What is the food like here?**
Very good 1 (3%)
Quite good..... 8 (26%)
Quite bad..... 13 (42%)
Very bad..... 9 (29%)
- Q4.2 Do you get enough to eat at mealtimes?**
Always 4 (13%)
Most of the time 7 (23%)
Some of the time 12 (39%)
Never..... 8 (26%)
- Q4.3 Does the tuck shop sell the things that you need?**
Yes 9 (27%)
No..... 23 (70%)
Don't know..... 1 (3%)

Health and well-being

- Q5.1 How easy or difficult is it to see the following health staff?**
- | | Easy | Difficult | Don't know |
|-----------------------|----------|-----------|------------|
| Doctor | 13 (41%) | 16 (50%) | 3 (9%) |
| Nurse | 18 (56%) | 11 (34%) | 3 (9%) |
| Dentist | 12 (38%) | 13 (41%) | 7 (22%) |
| Mental health workers | 16 (50%) | 9 (28%) | 7 (22%) |
- Q5.2 Do you have any health problems (including mental health problems)?**
Yes 13 (43%)
No..... 17 (57%)

- Q5.3 Have you been helped with your health problems since you've been here?**
Yes 11 (37%)
No..... 2 (7%)
Don't have any health problems 17 (57%)
- Q5.4 Do you have a disability? This includes any physical, mental or learning needs that affect your day-to-day life.**
Yes 12 (39%)
No..... 19 (61%)
- Q5.5 If you have a disability, are you getting the support you need?**
Yes 6 (19%)
No..... 6 (19%)
Don't have a disability..... 19 (61%)
- Q5.6 Did you have an alcohol problem when you came here?**
Yes 0 (0%)
No..... 30 (100%)
- Q5.7 Did you have a drug problem when you came here?**
Yes 8 (26%)
No..... 23 (74%)
- Q5.8 Have you been helped with your drug or alcohol problem since you've been here?**
Yes 7 (23%)
No..... 1 (3%)
Did not have a drug or alcohol problem..... 23 (74%)
- Q5.9 Can you spend time outside in the fresh air most days (not counting time spent going to and from activities)?**
Yes 16 (50%)
No..... 13 (41%)
Don't know..... 3 (9%)
- Q5.10 How often do you go to the gym or play sports?**
More than once a week 14 (44%)
About once a week..... 12 (38%)
Less than once a week..... 4 (13%)
Never..... 2 (6%)

Complaints

- Q6.1 Do you know how to make a complaint?**
Yes 30 (94%)
No..... 2 (6%)
- Q6.2 If you have made any complaints here, please answer the questions below:**
- | | Yes | No | Not made a complaint |
|--------------------------------------------------------|----------|----------|----------------------|
| Were your complaints usually dealt with fairly? | 10 (32%) | 11 (35%) | 10 (32%) |
| Were your complaints usually dealt with within 7 days? | 11 (35%) | 10 (32%) | 10 (32%) |

| | | |
|-------------|-----------------------------------------------------------|----------|
| Q6.3 | Have you ever felt too scared to make a complaint? | |
| | Yes | 3 (10%) |
| | No..... | 27 (87%) |
| | Never wanted to make a complaint | 1 (3%) |

Safety and security

| | | |
|-------------|---------------------------------------------------------------------------------------------------------|----------|
| Q7.1 | Have you ever felt unsafe here? | |
| | Yes | 9 (27%) |
| | No..... | 24 (73%) |
| Q7.2 | Do you feel unsafe now? | |
| | Yes | 3 (9%) |
| | No..... | 29 (91%) |
| Q7.4 | Is your emergency call bell or intercom normally answered within 5 minutes? | |
| | Yes | 25 (78%) |
| | No..... | 4 (13%) |
| | Don't know..... | 3 (9%) |
| Q7.5 | Have other young people here ever done any of the following to you? (Please tick all that apply) | |
| | Verbal abuse | 18 (60%) |
| | Threats or intimidation | 13 (43%) |
| | Physical assault..... | 11 (37%) |
| | Sexual assault | 1 (3%) |
| | Being forced to assault another young person | 2 (7%) |
| | Theft of canteen or property | 1 (3%) |
| | Other bullying or victimisation..... | 2 (7%) |
| | Young people here have not done any of these things to me .. | 12 (40%) |
| Q7.6 | If you were being bullied/victimised by other young people here, would you report it? | |
| | Yes | 13 (45%) |
| | No..... | 16 (55%) |
| Q7.7 | Have staff here ever done any of the following to you? (Please tick all that apply) | |
| | Verbal abuse | 6 (20%) |
| | Threats or intimidation | 2 (7%) |
| | Physical assault..... | 3 (10%) |
| | Sexual assault | 1 (3%) |
| | Theft of canteen or property | 1 (3%) |
| | Other bullying or victimisation..... | 1 (3%) |
| | Staff here have not done any of these things to me | 22 (73%) |
| Q7.8 | If you were being bullied/victimised by staff here, would you report it? | |
| | Yes | 16 (57%) |
| | No..... | 12 (43%) |

Behaviour management

| | | |
|-------------|--------------------------------------------------------------------------------------|----------|
| Q8.1 | Do the rewards or incentives for good behaviour encourage you to behave well? | |
| | Yes | 12 (40%) |
| | No..... | 16 (53%) |
| | Don't know | 2 (7%) |

- Q8.2 Do you think the system of rewards or incentives is fair?**
 Yes 7 (23%)
 No..... 19 (63%)
 Don't know..... 4 (13%)
- Q8.3 Do staff usually let you know when your behaviour is good?**
 Yes 18 (62%)
 No..... 11 (38%)
- Q8.4 If you get in trouble, do staff usually explain what you have done wrong?**
 Yes 13 (46%)
 No..... 12 (43%)
 Not applicable (never been in trouble here) 3 (11%)
- Q8.5 Have you been physically restrained (e.g. MPR) since you have been here?**
 Yes 22 (71%)
 No..... 9 (29%)
- Q8.6 If you have been restrained, did a member of staff come and talk to you about it afterwards?**
 Yes 9 (31%)
 No..... 8 (28%)
 Don't remember..... 3 (10%)
 Not been restrained here..... 9 (31%)
- Q8.7 Since you have been here, have you ever been kept locked up and stopped from mixing with other young people as a punishment? (This might include time spent in a segregation unit or in your own room.)**
 Yes 22 (71%)
 No..... 9 (29%)

Staff

- Q9.1 Do you feel cared for by most staff here?**
 Yes 20 (67%)
 No..... 10 (33%)
- Q9.2 Do most staff here treat you with respect?**
 Yes 25 (83%)
 No..... 5 (17%)
- Q9.3 If you had a problem, are there any staff here you could turn to for help?**
 Yes 28 (90%)
 No..... 3 (10%)
- Q9.4 Can you speak to a Barnardo's advocate when you need to?**
 Yes 19 (61%)
 No..... 7 (23%)
 Don't know..... 5 (16%)

Faith

Q10.1 What is your religion?

| | |
|--------------------------------------------------------------------------------------------|----------|
| No religion | 6 (21%) |
| Christian (including Church of England, Catholic, and other branches of Christianity)..... | 15 (54%) |
| Buddhist | 0 (0%) |
| Hindu | 0 (0%) |
| Jewish | 0 (0%) |
| Muslim | 5 (18%) |
| Sikh | 0 (0%) |
| Other | 2 (7%) |

Q10.2 Are your religious beliefs respected here?

| | |
|-----------------------------------|----------|
| Yes | 21 (70%) |
| No..... | 2 (7%) |
| Don't know..... | 1 (3%) |
| Not applicable (no religion)..... | 6 (20%) |

Q10.3 Are you able to speak to a Chaplain of your faith in private, if you want to?

| | |
|-----------------------------------|----------|
| Yes | 20 (67%) |
| No..... | 2 (7%) |
| Don't know..... | 2 (7%) |
| Not applicable (no religion)..... | 6 (20%) |

Keeping in touch with family and friends

Q11.1 Has anyone here helped you to keep in touch with your family and friends?

| | |
|-----------|----------|
| Yes | 24 (77%) |
| No..... | 7 (23%) |

Q11.2 Are you able to use a phone every day (if you have credit)?

| | |
|-----------|----------|
| Yes | 24 (80%) |
| No..... | 6 (20%) |

Q11.3 How easy or difficult is it for your family and friends to get here?

| | |
|----------------------|----------|
| Very easy | 3 (10%) |
| Quite easy | 6 (21%) |
| Quite difficult..... | 11 (38%) |
| Very difficult..... | 6 (21%) |
| Don't know..... | 3 (10%) |

Q11.4 How often do you have visits from family or friends?

| | |
|-----------------------------------------------|----------|
| More than once a week | 1 (3%) |
| About once a week..... | 5 (16%) |
| Less than once a week..... | 21 (68%) |
| Not applicable (haven't had any visits) | 4 (13%) |

Education and training

Q12.1 Are you doing any of the following activities at the moment? (Please tick all that apply)

| | |
|-----------------------------------------------------------|----------|
| Education | 30 (97%) |
| Training for a job (vocational training) | 8 (26%) |
| Paid work..... | 3 (10%) |
| Interventions (e.g. offending behaviour programmes) | 10 (32%) |
| None of these | 0 (0%) |

Q12.2 Do staff encourage you to attend education, training or work?

| | |
|-----------|----------|
| Yes | 29 (94%) |
| No..... | 2 (6%) |

Q12.3 Have you learned anything here that will help you when you are released (e.g. education or skills)?

| | |
|-----------|----------|
| Yes | 22 (71%) |
| No..... | 9 (29%) |

Preparing to move on

Q13.1 Is there a plan that you discuss in meetings with your YOT worker which sets out what you need to work on while you are here (e.g. your targets or objectives)?

| | |
|-----------------|----------|
| Yes | 15 (52%) |
| No..... | 7 (24%) |
| Don't know..... | 7 (24%) |

Q13.2 Do you understand what you need to do to achieve your objectives or targets?

| | |
|----------------------------------------------------|----------|
| Yes | 12 (43%) |
| No..... | 2 (7%) |
| Don't know what my objectives or targets are | 14 (50%) |

Q13.3 Are staff here supporting you to achieve your objectives or targets?

| | |
|----------------------------------------------------|----------|
| Yes | 12 (43%) |
| No..... | 2 (7%) |
| Don't know what my objectives or targets are | 14 (50%) |

Q13.4 Is anybody here helping you to prepare for when you leave?

| | |
|-----------|----------|
| Yes | 15 (50%) |
| No..... | 15 (50%) |

Q13.5 Have you had a say in what will happen to you when you leave here?

| | |
|-----------|----------|
| Yes | 17 (55%) |
| No..... | 14 (45%) |

Final questions about this STC

Q14.1 Do you think your experiences here have made you more or less likely to offend in the future?

| | |
|-----------------------------|----------|
| More likely to offend | 1 (3%) |
| Less likely to offend..... | 23 (79%) |
| Made no difference..... | 5 (17%) |