



## Staff survey methodology

A survey of staff is carried out at the start of every scrutiny visit, the results of which contribute to the evidence base for the visit.

HMI Prisons researchers developed an online questionnaire consisting of structured questions exploring how the COVID-19 crisis has affected staff, and their views on how it has affected prisoners. There are also two open questions which allow staff to describe any learning from the COVID-19 crisis, and tell inspectors anything else they think is important. These comments are not published or shared with the establishment.

## Distribution

HMI Prisons researchers provide a link to the survey embedded in a covering email. The covering email explains the purpose of the survey, that participation is voluntary and gives assurances about confidentiality and anonymity, enabling staff to give their informed consent to participate. This email is sent to the establishment with a request that it is forwarded to all staff working at the establishment; an HMI Prisons researcher is copied into this email to provide assurance.

## Survey response

The survey was sent to 185 email addresses at HMYOI Feltham A. Staff were given eight days to complete the survey. We received a total of 110 completed questionnaires.

We cannot be sure that every member of staff working at the establishment received the email. Furthermore, because the online survey is set up to enable multiple responses from a single device (to facilitate participation by those who share computers) it is possible that individuals may have completed the questionnaire more than once. It is therefore not possible to provide an accurate response rate.

## Full survey results

The full survey results for staff at HMYOI Feltham A provide a breakdown of responses for only the structured questions. Percentages have been rounded and therefore may not add up to 100%.

The full scrutiny visit report is available on our website at:  
<https://www.justiceinspectorates.gov.uk/hmiprisoninspections/>

# Staff survey results

## HMI Prisons Scrutiny Visit: Staff Survey

### Q1 Please tick the option which most closely matches your role:

Frontline operational staff .....	51 (46%)
Operational manager .....	8 (7%)
Health care staff.....	6 (5%)
Education, skills and work staff .....	22 (20%)
Administrative staff.....	7 (6%)
Other staff.....	16 (15%)

### The following questions explore the impact of the prison's response to COVID-19 on staff

### Q2 Please indicate to what extent you agree or disagree with the following statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I am kept informed about what is expected of me	30 (28%)	58 (53%)	15 (14%)	6 (6%)
I am able to perform my role to a satisfactory extent, despite the current restrictions	32 (29%)	55 (50%)	13 (12%)	9 (8%)
My normal areas of work are sufficiently clean	42 (39%)	38 (36%)	16 (15%)	11 (10%)
Reasonable steps are being taken to keep me safe	28 (26%)	36 (33%)	23 (21%)	21 (19%)

### Q3 Please indicate how easy or difficult it is to socially distance in this prison:

	Very easy	Quite easy	Quite difficult	Very difficult
From other staff?	8 (7%)	35 (32%)	38 (35%)	29 (26%)
From prisoners?	14 (13%)	37 (34%)	31 (28%)	27 (25%)

## Staff well-being

### Q4 How well is the prison supporting staff well-being during the COVID-19 crisis?

Very well.....	21 (19%)
Quite well.....	43 (39%)
Not very well.....	27 (25%)
Not at all well.....	19 (17%)

### Q5 Since the beginning of the COVID-19 crisis has your morale at work:

Improved? .....	15 (14%)
Stayed the same?.....	40 (36%)
Declined? .....	55 (50%)

## Recovery Plan

### Q6 Are you aware of the prison's recovery plan?

Yes.....	48 (44%)
No .....	62 (56%)

<b>Q7</b>	<b>In your view, how achievable is this recovery plan?</b>	
	Achievable .....	28 (58%)
	Not achievable.....	6 (13%)
	Don't Know .....	14 (29%)

#### Management

<b>Q8</b>	<b>If you have raised a concern about the prison with your line manager, were they:</b>	
	Supportive?.....	61 (55%)
	Unsupportive?.....	20 (18%)
	Not applicable .....	29 (26%)

The following question explores the impact of the COVID-19 restrictions on prisoners

<b>Q9</b>	<b>Please indicate to what extent you agree or disagree with the following statements:</b>			
		Agree	Disagree	Don't know
	Reasonable steps are being taken to keep prisoners safe	77 (70%)	27 (25%)	6 (5%)
	Prisoners who are shielding or are in protective isolation are having enough time out of their cells	70 (64%)	7 (6%)	33 (30%)
	The most vulnerable prisoners (e.g. those on ACCTs) are being cared for as well as possible	89 (81%)	4 (4%)	17 (15%)
	Prisoners can talk to staff directly about concerns they have	93 (85%)	6 (5%)	11 (10%)
	Prisoners are receiving their medication	79 (72%)	1 (1%)	30 (27%)
	Regime restrictions are proportionate in the current circumstances	51 (46%)	47 (43%)	12 (11%)