

Report on an unannounced inspection of

HMP/YOI Hatfield

by HM Chief Inspector of Prisons

5–16 August 2019

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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at:
<http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP/YOI Hatfield is a category D resettlement prison for men situated near to Doncaster in South Yorkshire. The prison is split across two sites: a main site, and a further site that used to form part of HMP Lindholme but is now used for receptions into the prison and is usually referred to as Hatfield Lakes or The Lakes site. In common with the other prisons in this cluster, it went through a failed market test some years ago, but since 2015 has been an autonomous establishment. At the time of this inspection the prison held a little under 380 men, of whom around 70 were aged over 50. Thirty per cent were from black and minority ethnic groups. The prison was last inspected in 2015, on which occasion it attracted the highest grading, of 'good', in all four of our healthy prison tests.

On this occasion, the prison again inspected very well, achieving 'good' grades across the board. A new governor was in the process of taking up post during this inspection, but the prison had benefited from consistent leadership for a number of years, which was also reflected in what appeared to be a settled, mature and very competent staff group.

The prison was unequivocally safe. Violence was very rare, the overwhelming majority of prisoners felt safe and staff struggled to recall the last time there had been an assault. No incidents of self-harm had been recorded in the year preceding the inspection and the impression I gained was of an institution that was relaxed and well ordered. The incentives scheme operated well, the numbers placed on report was lower than at other category D prisons and the use of force was rare. Around eight to 10 prisoners were returned to closed conditions each month. I was very impressed to learn that if a prisoner transgressed in some way, rather than halt his potential progression with an immediate return to closed conditions, he would typically be sent to The Lakes site for a period of assessment in order to decide the best way forward. It seemed to me that this approach had much to commend it.

Relationships between staff and prisoners were good and there was a clear sense of community. However, the prison was not funded for the Offender Management in Custody (OMiC) programme, which limited the amount of time available for staff to interact on a one-to-one basis with prisoners. There was also a need to conduct further work and analysis to understand inequalities and perceptions of inequality revealed both by our survey and the prison's own data. We also felt that a broader review of consultation arrangements would be beneficial, to demonstrate the value of what was being done, as part of broader work to improve confidence in the complaints process. Although generally the sites were in good condition and living conditions reasonable, some units were showing signs of age and needed refurbishment. We were given to understand that funding for this work had been bid for, but had already been allocated elsewhere and would not become available for at least two years.

As was to be expected in an establishment of this kind, time out of cell was excellent. Our colleagues from Ofsted judged that the leadership and management of learning, skills and work were good, and the achievement of qualifications on most courses was at a very high level. One in five prisoners were released into the community on employment and training placements, although it was not always possible to see clear linkages between these placements and long-term career aspirations on release. The number of releases on temporary licence (ROTL) was dependent upon individual members of staff with extensive local knowledge, energy and expertise, rather than robust, documented processes. Nevertheless, we felt that the overall provision of purposeful activity remained good in terms of our healthy prison test.

Work with children and families was very good, and prisoners were positive about visit provision at Hatfield. It was also pleasing to see that home detention curfew processes were well managed, with all applications during the past six months having been approved and most put into action at the earliest opportunity. It was also good to see that Multi-Agency Public Protection Arrangement (MAPPA) levels were confirmed before prisoners gained access to ROTL, which is better than we

often see. It was also pleasing to see that no prisoners had been released homeless during the previous six months, and that every prisoner was discussed at a discharge board prior to release, which we considered to be good practice.

This was obviously a very positive inspection, and it was good to see that after the previous excellent inspection in 2015, complacency had not been allowed to take root. Whilst it had no impact in itself on our judgements, it was notable that the achievement rate against our previous recommendations was extremely high, with 26 out of 30 recommendations being fully or partially achieved.

HMP/YOI Hatfield was a well-run and decent establishment, fulfilling its role in preparing men for their release. There was much to commend, and the leadership and staff should take pride in what they have achieved and how they have encouraged the prisoners to play an active role in making it a safe, decent and purposeful establishment.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

August 2019

Fact page

Task of the establishment

HMP/YOI Hatfield is an open resettlement prison for men.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 378

Baseline certified normal capacity: 378

In-use certified normal capacity: 378

Operational capacity: 378

Notable features from this inspection

The prison was spread over two sites, four miles apart.

Most prisoners lived in single accommodation.

A quarter of the population was assessed as presenting a high risk of serious harm to others.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK Health and Rehabilitation Services Limited

Mental health provider: Care UK Health and Rehabilitation Services Limited

Substance use treatment provider: Care UK Health and Rehabilitation Services Limited

Learning and skills provider: Novus

Community rehabilitation company (CRC): South Yorkshire CRC

Escort contractor: GEOAmey

Prison group/Department

Yorkshire Prisons Group (PSP North)

Brief history

HMP/YOI Hatfield is a category D resettlement prison, formerly known as Moorland Open, as part of HMP Moorland. During 2012/13, Hatfield was part of the South Yorkshire cluster, which was included in the prison competition process, and was procedurally managed by a cluster governor and cross-site functional heads. Since then, Hatfield has focused on becoming a stand-alone resettlement establishment. Hatfield officially separated from HMP Moorland in April 2014 and has also taken over the previous HMP Lindholme I wing, known as The Lakes site, which since June 2015 has been used to accommodate all new arrivals for an initial three-month period before they progress to the main Hatfield site.

¹ Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

Short description of residential units

There are currently eight residential units, A, B, C, D, E and F on the main site and G and H on The Lakes site (approximately four miles from the main site)

A, B and C units: 20 rooms per landing across three floors

D and E units: accommodate 40 prisoners across two floors

F unit: a self-contained six-bed unit that provides independent living for six prisoners

G and H units: accommodate 56 men

Name of governor/director and date in post

Michael Mills (2 September 2019)

Neil Moore (acting governor) (2 August–1 September 2019)

Independent Monitoring Board chair

Chris Hilley

Date of last inspection

10–21 August 2015

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety	Prisoners, particularly the most vulnerable, are held safely.
Respect	Prisoners are treated with respect for their human dignity.
Purposeful activity	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Rehabilitation and release planning	Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

- **Outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **Outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **Outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

A5 Our assessments might result in one of the following:

- **key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.² The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

A10 Details of the inspection team and the prison population profile can be found in the appendices.

A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.³

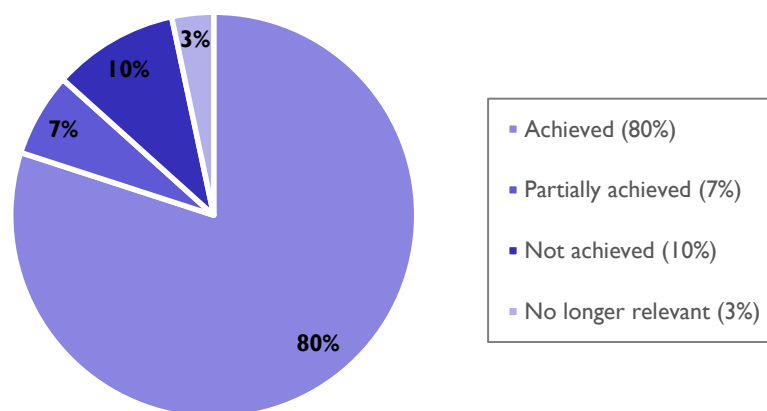
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

³ The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

- S1 We last inspected HMP/YOI Hatfield in 2015 and made 30 recommendations overall. The prison fully accepted 24 of the recommendations and partially (or subject to resources) accepted four. It rejected two of the recommendations.
- S2 At this follow up inspection, we found that the prison had achieved 24 of those recommendations, partially achieved two recommendations and not achieved three recommendations. One recommendation was no longer relevant.

Figure 1: HMP/YOI Hatfield progress on recommendations from last inspection (n=30).



- S3 Since our last inspection of HMP/YOI Hatfield, outcomes for prisoners stayed the same in four healthy prison areas, with Safety, Respect, Purposeful activity and Rehabilitation and release planning remaining good.

Figure 2: HMP/YOI Hatfield healthy prison outcomes 2015 and 2019⁴



⁴ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Work to support prisoners in their early days was reasonably good. Almost all prisoners felt safe. Violence was rare and most prisoners displayed good behaviour. The adjudication system was managed effectively, and the incentives scheme operated well. Incidents requiring the use of force were also rare. Security measures were proportionate and there was a well-developed response to the supply of illicit drugs. The levels of absconds and temporary release failures were relatively low. There were few incidents of self-harm. **Outcomes for prisoners were good against this healthy prison test.***
- S5** *At the last inspection, in 2015, we found that outcomes for prisoners in Hatfield were good against this healthy prison test. We made six recommendations in the area of safety.⁵ At this inspection, we found that four of the recommendations had been achieved, one had not been achieved and one was no longer relevant.*
- S6** The reception environment was clean and bright. Most reception processes were efficient and staff were welcoming, which put prisoners at ease on arrival. Detailed information about the prison was provided by experienced peer workers. First night assessments with the induction officer were not always sufficiently focused on safety or completed in a confidential setting.
- S7** Almost all prisoners said that they felt safe. Incidents of violence were rare, and challenge, support and intervention plans⁶ were used effectively to keep prisoners safe. The formal incentives and earned privileges scheme operated well and most prisoners displayed good behaviour. The primary motivation to behave well was the opportunities available in open conditions. The number of adjudications was lower than at other category D prisons; procedures were appropriate and quality assurance of the process had improved. Incidents requiring the use of force were rare, and any force used was subject to appropriate scrutiny.
- S8** Security measures were proportionate. Intelligence was analysed by a regional intelligence hub, and the prison was sighted on its current risks. The positive mandatory drug testing rate had increased slightly since the previous inspection. The strategic approach to supply reduction was well developed through joint working between departments, and the recent introduction of risk-based testing showed early signs of being an effective deterrent. The levels of absconds and temporary release failures were relatively low.
- S9** Levels of self-harm were very low, with no such incidents in the previous year. Staff understood the procedures to follow if a prisoner was in crisis, and there were sufficient Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) in place.
- S10** The regional adult safeguarding policy was embedded and there were effective links with the local adult safeguarding board. The provision of information to prisoners to raise awareness of how to report safeguarding concerns using a 'community concern form' was good practice.

⁵ This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

⁶ The challenge, support and intervention plan is a system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

Respect

- S11** Relationships between staff and prisoners were good. Prisoner mentors provided additional advice and support to their peers. Living conditions were reasonably good, and most prisoners were satisfied with their accommodation. Shared toilet and shower facilities were clean. The food provided was reasonably good and there was some provision for prisoners to prepare their own meals. Consultation arrangements were in place, although less effective than at the time of the previous inspection. More work was needed to understand and meet the needs of prisoners from a black and minority ethnic background. Faith provision was good. Health services were very good. **Outcomes for prisoners were good against this healthy prison test.**
- S12** At the last inspection, in 2015, we found that outcomes for prisoners in Hatfield were good against this healthy prison test. We made 14 recommendations in the area of respect. At this inspection, we found that 11 of the recommendations had been achieved, one had been partially achieved and two had not been achieved.
- S13** In our survey, more respondents than at comparator prisons said that staff treated them respectfully. Good multidisciplinary work and a sense of community were evident in the positive relationships between prisoners and staff. The establishment was not funded for key work sessions, which had an impact on residential officers' ability to provide regular private meetings with prisoners to support their progression. Case notes from 'contact and support officers' were often basic and made no reference to sentence plans, and quality assurance did not address this. Peer mentors were used effectively to provide additional support and advice.
- S14** Outside areas were clean, tidy and well maintained. Some improvements had been made to living areas since the previous inspection, and accommodation at both sites was reasonably clean and well furnished. Rooms on The Lakes site were more spacious, although most residents on both sites were satisfied with their accommodation. The communal showers and toilets were generally clean and screened for privacy. There was a reasonable range of equipment in association areas, although the television room on D and E units was too small to accommodate the number of prisoners using it, and also housed the communal telephones. Access to laundry facilities met most prisoners' needs.
- S15** The food served was reasonably good, and included the option of a hot breakfast every day. There was also adequate provision for prisoners who worked outside the prison. Many prisoners raised concerns that the food choices did not fully reflect the diverse population of the prison. All units had toasters and microwave ovens, and slow cookers and toasted sandwich makers had recently been provided. However, with the exception of F wing, no units had refrigerators or cookers to support independent living fully. New arrivals still had to wait too long before they could buy basic items from the prison shop.
- S16** Consultation arrangements were in place for specific groups and issues, such as catering, but there was no longer an effective prisoner council to discuss and effect change in more general prison matters. Our survey findings and discussions with prisoners suggested a lack of confidence in the fairness of the complaints system. The complaint responses we reviewed were respectful, but some lacked sufficient investigation and were unhelpful.
- S17** The equality action team meeting, chaired by the governor, was held quarterly and maintained oversight of equality work. However, the meeting was not used well to monitor and progress the equality action plan or the prison's equality policy. Our survey results, focus groups and the prison's own data all demonstrated some inequality, and perceptions of inequality. Prisoners expressed little confidence in the discrimination incident report form

(DIRF) process, and we found that only one DIRF had been submitted in the previous six months. There was some consultation with prisoners with protected characteristics, but it was inconsistent.

- S18 Faith provision was good, and most prisoners had access to a chaplain of their faith. The chaplaincy provided appropriate pastoral care and the prison had delivered numerous celebratory events based on the diversity calendar.
- S19 There were strong and effective health care governance systems, and patient satisfaction with health services was high. Improvements had been made to the health centre on both sites, and clinical rooms met infection control standards. There were appropriate arrangements to provide out-of-hours care and deal with medical emergencies. Prisoners had good access to a wide range of primary care and dental services, and waiting times were good overall. Staff had direct access to advice from hospital consultants, which increased the accuracy and efficiency of care for patients. Pharmacy and mental health services were very good. Substance use services were highly effective. Pre-release health arrangements were appropriate.

Purposeful activity

S20 *The amount of time out of cell was excellent. There was a good library and gym on both sites. The leadership and management of learning skills and work was good, with some very effective partnership working. Teaching, learning and assessment supported rehabilitation, although not all prisoners made the progress of which they were capable. Prisoners were motivated to learn and achieve, and the standard of their work in some areas was excellent. One in five prisoners were released into the community on employment and training placements, but the quality and relevance of placements did not always link to career plans. Qualification achievement rates on most courses were very high. **Outcomes for prisoners were good against this healthy prison test.***

S21 *At the last inspection, in 2015, we found that outcomes for prisoners in Hatfield were good against this healthy prison test. We made three recommendations in the area of purposeful activity. At this inspection, we found that two of the recommendations had been achieved and one had been partially achieved.*

S22 The amount of time out of cell was excellent. The library was well used at both sites and supported literacy initiatives, quarterly family days and Storybook Dads (in which prisoners record stories for their children). PE staff actively supported a range of health and well-being activity. Access to the gym was good on the main site but more restricted on The Lakes site, although an additional fitness suite mitigated the impact of this.

S23 Relationships between college and prison managers were very good, resulting in a suitably wide range of provision that met the needs of most prisoners. The college's arrangements for monitoring and improving the quality of teaching and learning were effective. Prison leaders provided enough full-time activity places to meet the population's needs. They had developed productive links with employers, resulting in a wide range of release on temporary licence (ROTL) placements and jobs. However, the quality and relevance of ROTL placements were not always related to regional skills shortages or to prisoners' long-term career plans. The prison did not hold accurate information on prisoners' employment or training destinations on release, which limited its ability to evaluate the effectiveness of the curriculum it offered.

- S24 Teachers supported prisoners' prospects of rehabilitation by promoting and developing a wide range of employability skills. They made good use of the available information on prisoners to set individualised targets that helped to prepare them for employment or further training. Teaching, learning and assessment, and work activities supported prisoners well to develop their English and mathematics skills. However, prisoners did not always make the progress of which they were capable because too many teaching and learning activities failed to challenge or motivate them sufficiently.
- S25 Prisoners' behaviour during purposeful activities was exemplary, and attendance was high. Around 20% of prisoners benefited from the opportunities offered by ROTL placements to improve their employment and training prospects. The standard of prisoners' work in welding, woodwork and in the prison's commercial recycling facility was good, and often excellent. Prisoners demonstrated an excellent work ethic and were motivated to learn and achieve.
- S26 Qualification achievement rates were very high on almost all courses. There were no marked differences in performance between different groups of prisoners.

Rehabilitation and release planning

S27 *Children and families work was very good. The strategy to reduce reoffending was not informed by a comprehensive needs analysis. Nonetheless, the prison was clearly supporting rehabilitation through temporary release into the community within 12 weeks of arrival for almost all prisoners. Of these, 20% of prisoners were working in the community, with well-developed plans to increase this to almost a third. Risk assessment and sentence planning were managed well. Public protection arrangements were generally robust. Recategorisation back to closed conditions was proportionate. Release planning was very good. **Outcomes for prisoners were good against this healthy prison test.***

S28 *At the last inspection, in 2015, we found that outcomes for prisoners in Hatfield were good against this healthy prison test. We made seven recommendations in the area of resettlement.⁷ At this inspection, we found that all seven of the recommendations had been achieved.*

- S29 In our survey, most prisoners were positive about their visits experience. The visits hall on each site was welcoming. The café facility on the main site was an excellent facility, where families could buy good-quality food. Three-quarters of the population could access ROTL, which was the primary way that prisoners maintained their family ties. The Prison Advice and Care Trust provided a range of support to prisoners through group and one-to-one work, to help them to develop and maintain their relationships.
- S30 The reducing reoffending strategy covered all the resettlement pathways but was not based on a comprehensive needs analysis. However, the ROTL process was well managed. Decisions were robust and most prisoners had access to ROTL within 12 weeks of their arrival. Around 20% of prisoners were working in the community, with well-developed plans to increase this to almost a third in the near future.
- S31 All high-risk multi-agency public protection arrangements (MAPPA) prisoners and those serving indeterminate sentences were appropriately supervised by probation officers, with regular and meaningful contact to drive sentence progression. All other prisoners were

⁷ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

supervised by prison offender supervisors, who focused on risk assessments and ROTL progression. However, due to cross-deployment, offender supervisors had limited time to maintain regular, meaningful contact with the prisoners on their caseload. Most prisoners had an up-to-date offender assessment system (OASys) assessment which was of good quality and contained sentence plan objectives which were appropriate for open conditions. The home detention curfew process was well managed; in the previous six months, all applications had been approved and most prisoners had been released at the earliest opportunity.

- S32 Public protection arrangements were generally robust. The interdepartmental risk management team meeting discussed appropriate cases but, due to poor attendance by all appropriate departments, much of the work had to be done outside of the meeting. The prison had taken good steps to ensure that MAPPA management levels were confirmed before prisoners accessed ROTL. Support for indeterminate-sentenced prisoners (ISPs) was reasonably good. Under the new ROTL policy, ISPs had better access to ROTL, which was a valued change.
- S33 Decisions to recategorise prisoners and return them to closed conditions were appropriate, proportionate and multidisciplinary.
- S34 The establishment did not run accredited offending behaviour programmes but prisoners could complete interventions on ROTL when there was an identified need. The demand for accommodation support was low because most prisoners had established housing links before release, and no prisoners had been released homeless within the previous six months. There was a greater demand for finance, benefit and debt services to enable access to work placements, and Nacro, alongside other partnership agencies, provided a wide range of support.
- S35 Most prisoners had an established resettlement plan before their release but, for those who did not, there was appropriate support available from the community rehabilitation company. The prison also discussed every prisoner at a well-attended discharge board, ensuring that all prisoners were fully prepared for release, which was good practice.

Key concerns and recommendations

- S36 Concern: Analysis of complaints data was cursory and limited managers' understanding of the factors leading to complaints. This, and the absence of independent scrutiny, inhibited institutional learning and action to address the poor perceptions held by some prisoners.

Recommendation: Quality assurance should be improved, to ensure that a comprehensive analysis of complaints data leads to action that improves prisoners' confidence in the complaints system.

- S37 Concern: Survey results and focus groups revealed comparatively negative perceptions from black and minority ethnic and Muslim prisoners. The prison's own data also revealed disproportionality within these groups in areas of discipline and security.

Recommendation: Consultation, action planning and communication should be improved, to provide assurance of fair treatment of prisoners from black and minority ethnic and Muslim backgrounds.

- S38 Concern: Too many prisoners released on temporary licence to do voluntary or paid work in the community were in jobs that bore little relation to their intended career path or to identified local skills shortage areas.

Recommendation: Prisoners released on temporary licence to work in the community should be able to participate in employment or voluntary work that is closely aligned to their intended future career and to local skills shortage areas.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 Most prisoners had relatively short journeys to the prison and said that escort staff had treated them well. They were escorted in cellular vans and were handcuffed when exiting the vehicle; however, prison staff asked for handcuffs to be removed on arrival.
- I.2 Prisoners told us that they had not received information about the establishment before their arrival, and many said that they had not been told about their transfer until the day it took place.
- I.3 Reception staff were warm and welcoming, which put new prisoners at ease. Although the reception building was small, with just one holding room, it was clean and bright. Reception processes were efficient; this was supported by our survey, in which 90% of respondents said that they had spent less than two hours in reception, which was better than at comparable prisons.
- I.4 The holding room displayed a wide range of information about life at the establishment. The prisoner information desk workers (prisoners trained to provide information, advice and guidance to new arrivals) attended reception to meet all new arrivals and went through a detailed introduction, including behavioural expectations and support mechanisms. However, if multiple prisoners arrived at the same time, they were met as a group, rather than individually, which hindered privacy and the ability for new prisoners to ask sensitive questions. All new arrivals were screened by health services staff.
- I.5 Prisoners spent the first eight to 12 weeks on The Lakes site, before being moved to the main site. This provided an important settling-in period, giving prisoners time to understand fully what was required of them and what to expect in advance of their move. There was sometimes a delay in moving prisoners over once the preliminary period was complete; this was mainly due to the availability of beds on the main site. In these instances, restricted release on temporary licence (ROTL) opportunities were provided (see also paragraph 4.12).
- I.6 A first-night assessment with an induction officer took place on the day of arrival. This was completed in a respectful manner but was not held in a private and confidential setting, and multiple prisoners were assessed simultaneously if several arrived together. This might have deterred some prisoners from openly discussing their issues or concerns. Some safety issues, such as self-harm or sexual orientation, were explored by asking prisoners questions on a written form, rather than face to face.
- I.7 Prison shop purchases could only be made on Fridays. New arrivals were given a basic toiletry pack and were allowed to retain items they brought with them from their previous prison. They sometimes had to wait up to 10 days before receiving other essential items with their shop order. Unlike many other prisons, Hatfield did not give prisoners an advance for shop purchases (see also paragraph 2.13).

- I.8** New arrivals on The Lakes site could access the gym up to three times a week. The small gym on this site could not always accommodate all prisoners for every weights session, although most could attend (see also paragraph 3.7). There was also a separate fitness suite available at The Lakes site.

Recommendation

- I.9** Induction processes should be held in a private room, to enable prisoners to talk freely and confidentially.

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- I.10** In our survey, only 5% of respondents said that they currently felt unsafe, which was in line with other category D prisons. Almost all prisoners we spoke to said that they felt safe, and we found the prison to be a relaxed and safe environment. However, more black and minority ethnic and Muslim prisoners than white prisoners said that they had been victimised by staff. Similarly negative perceptions were expressed in our focus group with prisoners from these groups, and the prison needed to do more to understand and address this (see also paragraph 2.30, and key concern and recommendation S37).
- I.11** Incidents of violence were rare; there had been no recorded assaults on staff for over two years and just two assaults on prisoners in the previous 12 months. Challenge, support and intervention plans (CSIPs)⁸ were used effectively to keep prisoners safe. The process was used to investigate reported incidents of violence (including unexplained injuries), intimidation and bullying. CSIP referrals were investigated by a dedicated safer custody officer or a residential manager, with effective multidisciplinary and bespoke follow-up work. In the records we examined, incidents had been investigated thoroughly. Guidance for staff on the use of the CSIP process was widely available across the prison.
- I.12** There had been 21 CSIP referrals in the previous six months, most of which had been to provide support for more vulnerable prisoners. Prisoners identified as perpetrators of violence or potential bullying were managed appropriately and were not routinely returned to closed conditions. CSIP documentation evidenced good follow-up procedures, ensuring that identified concerns were addressed.
- I.13** The prison's safety strategy was based on the Her Majesty's Prison and Probation Service (HMPPS) safety framework. The strategy assessed current practice and identified what could be done to improve safety further, and was appropriate for the identified risks at the establishment. The safer custody meeting was held every two months, and attendance was variable. It considered all available data and was supplemented by a fortnightly safety

⁸ The challenge, support and intervention plan (CSIP) is a system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

intervention meeting, which identified and discussed any prisoners of concern and those with complex cases.

- I.14** The formal incentives and earned privileges (IEP) scheme operated well, and most prisoners (95%) were on the enhanced regime. Although there were few differences between the enhanced and standard levels, the main incentives for prisoners to behave well were the opportunities available in open conditions and the safe environment that the prison offered. This was reflected in our observations of prisoners, most of whom displayed good behaviour.
- I.15** During the inspection, residential managers revised the scheme, putting all prisoners on the enhanced level on arrival. This addressed the frustrations of prisoners who had previously had to wait up to three months for an IEP review, and encouraged all prisoners to maintain good behaviour so that they could retain access to all available privileges.
- I.16** In our survey, black and minority ethnic and Muslim prisoners were far more negative than their white and non-Muslim counterparts about being treated fairly in the IEP scheme (see also paragraph 2.30, and key concern and recommendation S36).

Adjudications

- I.17** The number of adjudications had increased since the previous inspection, with 96 in the previous six months, although this remained lower than at similar prisons. Most of these were for possession of unauthorised items or breaches of ROTL. The charges that we examined evidenced sufficient enquiry and had considered mitigating circumstances appropriately. Quality assurance was now completed by the deputy governor, and had improved. An adjudications standardisation meeting was held quarterly.
- I.18** Adjudication procedures were appropriate. Prisoners who were found guilty of serious misdemeanours, such as possession of illicit items or failing mandatory drug tests, were not routinely returned to closed conditions unless there were exceptional circumstances or significant risks. The prison made sensible use of The Lakes site, which had a more secure perimeter than the main site (see also paragraph I.23), to assess prisoners found guilty, with the aim of progressing them back to the main site once the risk had reduced.

Use of force

- I.19** Incidents requiring the use of force were rare, with only two incidents during the previous six months. Documentation and body-worn video camera footage for both incidents indicated that force had been used appropriately, with a good focus on de-escalation.
- I.20** A use of force committee meeting was held quarterly, where appropriate scrutiny took place, any national issues were addressed and lessons learnt from other prisons were considered.

Segregation

- I.21** The prison had no segregation unit. There were sensible protocols with nearby HMPs Moorland and Lindholme to return prisoners with evidence of increased risk to closed conditions.

- I.22** In cases where increased risk could be managed without formal segregation, prisoners were returned to The Lakes site, which had increased perimeter security (see also paragraph I.23). There was an appropriate focus on progression back to the main site once any identified risk had been reduced.

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use and effective drug supply reduction measures are in place.

- I.23** Physical and procedural security restrictions on the two sites were proportionate and did not have a negative impact on prison life. The Lakes site had a perimeter fence, although the main gate was not always locked as it would be in closed conditions, and was used to house new arrivals at the prison (see also paragraph I.5). The Lakes also provided a more secure setting to conduct further assessment of prisoners whose risk had increased while in open conditions, without having to return them to closed conditions. This meant that only those whose risk had increased substantially, such as those waiting for further charges or committing serious breaches of trust, were returned to closed conditions. In all such cases, senior managers conducted an immediate review of suitability to remain in open conditions.
- I.24** Intelligence was analysed by a regional intelligence hub, external to Hatfield, which was staffed seven days a week. Around 800 intelligence reports had been submitted during the previous six months, which was a slight increase from the time of the previous inspection. The regional hub analysed reports promptly and informed managers of any immediate concerns, ensuring that the prison was sighted on its current risks. The prison was also able to utilise the Yorkshire area search team to search the prison and prisoners, with several examples of positive outcomes and significant finds. The levels of absconds and temporary release failures were relatively low.
- I.25** The monthly security meetings were mostly well attended, and the prison, in conjunction with the regional hub, had recently introduced a local tactical assessment. The purpose of this was to assess intelligence, identify current risks and set appropriate intelligence objectives, and there were early indications that this would be used to positive effect. Security objectives were appropriately communicated to relevant departments, including residential and offender management.
- I.26** The positive mandatory drug testing (MDT) rate had increased slightly since the previous inspection. HMPPS data indicated that between January and June 2019, the overall MDT rate had been 6%, with a peak of 10% over April and May. The prison had carried out 24 suspicion tests during this period; only 16% of tests were found to be positive, suggesting weakness in either the intelligence or the timeliness of the response. Most prisoners testing positive did so for opiate-based drugs or cannabis, and no prisoners had tested positive for new psychoactive substances.⁹
- I.27** The prison was sighted on the increase in drug use, and the strategic approach to supply reduction was well developed through joint working between departments, particularly security, offender management and health care. For example, following reasonable intelligence or a positive test result, offender supervisors were notified, and a referral was

⁹ New psychoactive substances generally refer to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

made to the substance use team to offer relevant support. Gym staff also provided regular educational sessions on the dangers of steroid abuse.

- I.28** Testing was conducted seven days a week at both sites. Intelligence indicated that supply routes were constantly evolving, and the prison responded accordingly. Risk-based testing had recently been introduced for those attending ROTL or employed in certain areas, and showed early signs of being an effective deterrent. The prison utilised numerous physical security solutions. These included closed-circuit television, to increase perimeter security, and an itemiser (a machine to test for the presence of psychoactive substances) to deter the use of mail as a method of conveying illegal substances into the prison.

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.29** There had been no self-inflicted deaths since the previous inspection, and levels of self-harm were exceptionally low, with no such incidents in the previous year. On the rare occasions that a prisoner needed support for self-harm, staff were aware of the assessment, care in custody and teamwork (ACCT) case management procedures to follow.
- I.30** Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) told us that they were well trained and supported. In 2018, the Listener scheme had been suspended for approximately eight months owing to staff shortages at the Samaritans; however, the scheme was up and running again in 2019. Although there was no Listener suite, all rooms on the main site were single occupancy and meetings with a Listener could be held in private. There were sufficient Listeners on the main Hatfield site, but none on The Lakes site. The prison justified this with the assertion that as there were few requests for Listeners on this site, there was no need for a full-time post. There was an assumption that prisoners in their early days at The Lakes site would not need additional on-hand support, rather than considering that the small number of requests might have been partly due to the absence of a Listener in post.

Protection of adults at risk¹⁰

- I.31** The area policy for the protection of adults at risk was embedded, and there were effective links with the Doncaster Adult Safeguarding Board. There had been one referral in the previous 12 months, and prisoners of concern were discussed at the safety intervention meeting as required (see also paragraph I.13).

¹⁰ Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

- I.32** Safeguarding information was available to staff and prisoners. This included well-publicised 'community concern forms', on which prisoners could report any safeguarding concerns about their peers in confidence.

Good practice

- I.33** *Prisoners could use community concern forms to report any safeguarding concerns about their peers in confidence.*

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.1 In our survey, 81% of respondents said that staff treated them respectfully, which was higher than at other category D prisons we have inspected recently. In a recent safety forum carried out by the prison, prisoners identified that staff actively promoted excellent relationships. However, our survey responses from black and minority ethnic and Muslim prisoners about the quality of relationships with staff were much less positive.
- 2.2 There was a strong sense of community at the prison, and we observed many positive interactions, with staff helping prisoners to resolve issues quickly and informally. We also saw effective multidisciplinary work between the staff – for example, between the safety team and residential staff – to address issues of victimisation (see also paragraph 1.11). Peer mentors, most notably the prisoner information desk (PID) workers (prisoners trained to provide information, advice and guidance to their peers), based in the education and offender management unit building, were also used to provide additional support and advice to fellow prisoners.
- 2.3 As an open prison, the establishment was not yet funded for the key worker scheme,¹¹ which limited the time that residential staff had to conduct regular recorded meetings with individual prisoners. There was a contact and support officer scheme, which had many similarities to key work, but case notes were usually very brief and basic, and made no reference to issues relating to risk or sentence plans. The quality assurance process was insufficiently robust and had not led to any noticeable improvements in case notes.

Recommendation

- 2.4 **The contact and support scheme should be managed more robustly, to support the aims of sentence planning and rehabilitation.**

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted

¹¹ Introduced under the offender management in custody model, key workers are officers who are given dedicated time to spend with a small number of allocated prisoners each week. Key workers support and encourage prisoners to engage with rehabilitative work and progress through their sentences.

regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.5** Outside areas were clean and tidy, with well-maintained green spaces and areas to use during association periods.
- 2.6** There was a variety of accommodation across both sites, most of which was ageing and needed regular maintenance. Since the previous inspection, refurbishment work had been completed on the communal toilets and showers, which were now screened for privacy, although the floor of one shower unit was already in need of repair again. The exterior of D and E units was particularly shabby, with areas of cladding rotting away, although the prison had submitted a bid to replace these units. However, the rooms across both sites were generally clean, in a reasonable state of repair and well furnished. Plug points were positioned in awkward places in some rooms which made it difficult to plug kettles in without creating a health hazard. However, overall, the prisoners we spoke to, including those in the larger double rooms on The Lakes site, said that they were satisfied with the accommodation.
- 2.7** There was a reasonable range of equipment in association areas on most units, although the television room on D and E units was too small to accommodate the 40 prisoners living there, and also housed the communal telephones, which compromised privacy. Laundry facilities were satisfactory.
- 2.8** The 'Wardrobe' was a positive initiative offering a range of good-quality clothing, mainly suits, which could be worn by prisoners to attend formal events such as parole hearings and job interviews.

Residential services

- 2.9** In our survey, 45% of respondents said that the food provided was good, which was in line with other open prisons we have inspected recently. The prison offered a varied four-week menu which catered for most dietary and religious needs, and specific requirements could be accommodated on request. Prisoners who were not on release on temporary licence (ROTL) could eat three hot meals a day; those who went out on ROTL and left the prison early in the morning or returned late were given sandwich packs. The food we sampled was of good quality.
- 2.10** Food was served in a large and bright dining hall on both sites, each with an adjoining kitchen, which ensured that meals were served hot. Kitchen areas were clean and food was stored appropriately. Prisoners working in the kitchens completed a level 2 award in food hygiene, but no longer had the opportunity to achieve relevant national vocational qualifications.
- 2.11** All units had toasters and microwave ovens, and slow cookers and toasted sandwich makers had recently been introduced. With the exception of F unit, no units had refrigerators or cookers to support independent living fully.
- 2.12** The prison provided opportunities for prisoners to comment on the food, although many black and minority ethnic prisoners we spoke to said that, despite their suggestions, the food offered was not culturally diverse; for example, Caribbean meals were offered infrequently.

- 2.13** The prison shop sold a wide range of products, and there was regular consultation about what was available. However, in our survey far fewer black and minority ethnic and Muslim prisoners than their white and non-Muslim counterparts said that the shop sold the things that they needed. There was no longer a charge for making orders from the catalogue.

Recommendations

- 2.14 Prisoners working in the kitchen should be able to achieve national vocational qualifications.**
- 2.15 Prisoners should be able to buy basic items from the prison shop promptly, to avoid getting into debt when they have to borrow from others.**

Prisoner consultation, applications and redress

- 2.16** Consultation arrangements were less robust than at the time of the previous inspection. For example, monthly wing representative meetings had ceased, as had the formal prisoner council, which had been a useful forum for discussing and effecting change in general prison matters. There were still regular consultation opportunities for certain aspects of prison life, such as the food and shop, and there had been consultative forums for prisoner with protected characteristics, although these did not take place regularly (see also paragraph 2.31). The governor had held occasional impromptu consultation meetings with prisoners, the notes from which had been published in the prison's monthly newsletter. The prison also published numerous community notices to keep staff and prisoners informed of issues.
- 2.17** In our survey, prisoners were generally positive about how easy it was to make an application, and about the fairness and timeliness of responses. However, responses from black and minority ethnic and Muslim prisoners were less positive than those of their white and non-Muslim counterparts. The tracking of applications was not sufficiently robust; although applications submitted on residential units were logged by staff, there was no confirmation that they had been answered. Most applications concerned ROTL, and we saw examples of other matters being dealt with informally by staff and PID workers (see also paragraph 2.2).
- 2.18** In our survey, 61% of respondents said that it was easy to make a complaint, and complaint forms were readily available on the units. A total of 118 complaints had been submitted in the previous six months, including nine appeals against the response to a complaint. This was considerably more than the 74 submitted over the same period at the time of the previous inspection.
- 2.19** Over half of our survey respondents said that complaints were usually dealt with within seven days, which was much higher than at similar prisons we have inspected recently (34%). However, our survey findings and discussions with prisoners suggested a lack of confidence in the fairness of the complaints system (see key concern and recommendation S36). This was particularly the case among black and minority ethnic and Muslim prisoners, and far more respondents from these prisoner groups said that they had been prevented from making a complaint (see also paragraph 2.30). The prison had not worked with black and minority ethnic prisoners to understand their views of the complaints process, despite data suggesting possible disproportionality (see key concern and recommendation S37). During the inspection, numerous prisoners told us that they believed that challenging the decisions of staff would result in a return to closed conditions, although we found no evidence to support this (see also paragraph 2.29).

- 2.20** Good records were kept of complaints, and the data were used to report monthly to the performance assurance meeting. However, this usually involved basic monitoring, and did not include a qualitative analysis of the issues that led to complaints (see key concern and recommendation S36).
- 2.21** The complaint responses we examined were generally respectful, but some lacked information about the actions taken to investigate the matter, and some were not as helpful as they should have been. There was no independent scrutiny of complaint responses, and the quality assurance target of 10% of complaints per month was not ambitious when the monthly average was less than 20 complaints (see key concern and recommendation S36).
- 2.22** There was no member of staff with suitable training and expertise to be the main contact on legal matters. However, offender supervisors directed prisoners to appropriate sources of help, mainly in relation to civil matters, as many prisoners had dealt with legal issues regarding their cases before arriving at the prison. Legal visits took place in the main visits rooms, and were scheduled at different times to domestic visits; they were conducted in private booths at both sites. Legal books and Prison Service Instructions were available in the libraries.

Recommendation

- 2.23** **Consultation with prisoners should be regular, consistent and recorded, to provide adequate opportunity for prisoners to raise matters and effect positive change.**

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics¹² and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.24** Improvements had been made to the strategic management of equality and diversity, with some exceptions. The equality action team (EAT) meeting was led by the governor and maintained oversight of equality and diversity issues. The frequency of EAT meetings had reduced from every two months to quarterly, and attendance by some key departments was inconsistent. The equality policy set out an expectation that the EAT meeting would be informed by the prisoner equality group meeting; however, the latter meeting had not taken place consistently, with the last meeting held approximately a year before the inspection. There was no evidence that the EAT meeting reviewed the prison's equality policy or ensured adherence to it.
- 2.25** There was an equality action plan, and this incorporated recommendations from the Lammy Review into the treatment of, and outcomes for, black and minority ethnic individuals in the Criminal Justice System.¹³ Again, this was not reviewed and updated as part of the EAT

¹² The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

¹³ <https://www.gov.uk/government/publications/lammy-review-final-report>

meeting, as required by the prison's own policy. Prisoner equality representatives were located on most house blocks. They were positive about the support they received from the equality officer but raised concerns about perceived unequal treatment (see below).

- 2.26** Consultation with prisoners in protected groups was inconsistent. The prison did not hold regular focus groups, which was a missed opportunity to respond to requests and potential concerns (see paragraph 2.31). This was mitigated to some extent by the equality officer, who worked hard to maintain contact with some prisoners with protected characteristics.
- 2.27** The prisoner induction included a session on equality and diversity, and new arrivals were asked to complete an equality questionnaire. The responses were used to inform data collation but there was no evidence that the information was used to improve the experience of prisoners within the protected characteristic groups.
- 2.28** Prison managers were efficient at analysing their own equality data, but not in responding to identified trends. The data collated revealed over-representation of the black and minority ethnic population for complaints, adjudications and targeted searching. While the prison could justify this in the area of complaints, they could not explain it for the other areas. There were plans for a score matrix that would initiate a high and low risk rating, leading to a targeted search only where necessary, but more work was necessary to respond appropriately to these identified trends.
- 2.29** Prisoners we spoke to expressed little confidence in the discrimination incident report form (DIRF) system. Only one DIRF had been submitted in the previous six months. This had highlighted inappropriate and discriminatory behaviour by a member of staff, and had been upheld. There was a consensus among many prisoners that submitting a DIRF would lead to a transfer back to a closed prison (see also paragraph 2.19). Managers were conscious of these negative perceptions and had attempted to allay prisoners' concerns, but more work was needed to build prisoner trust in using this system.

Protected characteristics

- 2.30** At the time of the inspection, 30% of prisoners were from a black and minority ethnic background, 22% were Muslim and 18% were over 50 years of age. Our survey results for the black and minority ethnic and Muslim populations were worse than for white and non-Muslim prisoners in some important areas. For example, only 47% of black and minority ethnic and 37% of Muslim prisoners, compared with 85% of white prisoners, said that they had not experienced bullying or victimisation from staff. In addition, far fewer black and minority ethnic and Muslim prisoners said that they were treated fairly in the incentives and earned privileges scheme compared with their white and non-Muslim counterparts.
- 2.31** Consultation through focus groups was inconsistent, despite clear guidelines in the prison's equality policy. Only one focus group for black and minority ethnic prisoners and those over 50 years of age had been held in 2019. There had not been any focus groups for the 14% of prisoners (recorded at the time of the inspection) who considered themselves to have a disability.
- 2.32** During the inspection, we held several focus groups with black and minority ethnic and Muslim prisoners, and those over 50 years of age. Black and minority ethnic prisoners said that their individual needs were not fully considered and believed that they were treated less favourably than others, particularly in relation to attaining paid employment in the community. We found no evidence of disproportionate treatment in paid jobs but there was evidence of disproportionality in other areas, such as searching (see paragraph 2.28).

- 2.33** Muslim prisoners in our groups also said that they were treated less favourably in some areas. They described the contrast between the comfortable carpeted chapel used by those of non-Muslim faiths, and the hard floor in the visits room where they had to pray (see paragraph 2.42).
- 2.34** There were no foreign national prisoners at the prison at the time of the inspection. The offender management unit maintained communication with the Home Office, to ensure accurate recording of citizenship status. Professional telephone interpreting services had not been needed for some time but there were facilities to access these.
- 2.35** There were four prisoners from the Gypsy, Romany and Traveller community at the prison at the time of the inspection. There had been two focus groups held for them throughout the year, neither of which had highlighted any issues regarding equality of access to services. The prison had also identified local community groups for those who wished to access specific support.
- 2.36** The over-50s group said that there were not enough services offered for their age group, and that there was limited support for prisoners with mobility difficulties. The prison had arranged for a 'buddy' system to provide day-to-day mobility support where needed, but prisoners who needed enhanced support were not allocated paid carers. We found one older prisoner who had asked for a wheelchair so that he could transport himself independently, but instead he had been issued with one that needed another prisoner to push him. The gym provided regular sessions exclusively for prisoners over 50 years of age (see paragraph 3.7).
- 2.37** There had been an improvement to the support provided to prisoners with hidden disabilities. Novus had recently appointed a regional special educational needs coordinator to help prisoners with complex and challenging learning needs (see paragraph 3.25). There were no marked differences in achievement between different groups of prisoners, including those with additional learning needs (see also paragraph 3.34).
- 2.38** Although the prison was designated as a young offender institution, there was little specific targeted work for the younger population.
- 2.39** There were only two prisoners who had openly identified as being gay. There was evidence that the prison had taken action in response to discriminatory and homophobic attitudes displayed by some prisoners. The prisoner who had been targeted reported feeling supported as a result of this. There was a clear transgender policy. Although there were no transgender prisoners at the time of the inspection, there was evidence that a transgender prisoner resident at the prison recently had been supported well.

Faith and religion

- 2.40** The managing chaplain did not form part of the senior leadership team but had a strong and frequent presence around the prison. Faith provision was good. The chaplaincy held weekly religious services for numerically larger faiths. In our survey, 66% of respondents said that their religious beliefs were respected, and 71% that they could speak to a chaplain of their faith.
- 2.41** The Anglican chaplain was on site three days a week, providing support and visiting prisoners. The Muslim chaplain visited twice a week and the Catholic chaplain weekly. There were good links with most leaders of numerically smaller faiths in the local region, who could attend the prison when requested. However, the establishment was yet to identify a Buddhist leader.

- 2.42** Worship facilities were mostly good. The chapel was bright, clean and provided a pleasant environment. Prayer groups for prisoners from most numerically larger faiths took place in the chapel, which was comfortable and conducive to worship. However, due to the size of the group, Muslim prisoners had to use the visits hall for Friday prayers. Unlike the chapel, the floor was not carpeted and prisoners had to kneel on thin prayer mats on a hard floor for long periods (see paragraph 2.33).
- 2.43** The equality officer worked with the chaplaincy to maintain an annual programme of festivals, covering several faiths and cultures. During Gypsy, Romany and Traveller Month, additional DVDs of interest to these groups were provided to the library, and a celebratory brunch was offered. An Eid lunch was provided during the inspection, and a celebration was in the planning for Black History Month.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

- 2.44** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁴ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Strategy, clinical governance and partnerships

- 2.45** The CQC found no breaches of the relevant regulations during this inspection.
- 2.46** Health services were commissioned by NHS England and NHS Improvement, and provided by Care UK Health and Rehabilitation Services Limited ('Care UK'). A new health and social care needs assessment had been published in August 2019, and we saw a pertinent draft action plan. Partnership working with the prison was strong.
- 2.47** There were robust and effective governance systems, and an emphasis on learning from incidents.
- 2.48** Regular consultation with patients informed service delivery and we found that the service had been highly responsive to patients' expressed needs. In our survey, most prisoners indicated satisfaction with their health care.
- 2.49** There was a rolling programme of clinical audits, including some peer audits, and there were corresponding action plans to drive improvements.
- 2.50** There was now a fully staffed, stable and experienced health services team. They were easily identifiable, and dedicated to their roles, and we observed positive interactions with patients. Services were available for 12 hours each weekday, with shorter hours at the weekend and some evening clinics. Recent gaps in GP cover had been addressed but it was too early to assess the effectiveness of the arrangements. Compliance with mandatory training was good and staff had excellent access to additional training to support their lead roles. There was

¹⁴ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

regular supervision and all staff had up-to-date appraisals. Staff told us that there was a clear management presence and that they felt supported.

- 2.51** Only five health care complaints had been submitted in 2019 to date. Most complaints were quickly resolved face to face, which was appropriate. However, although Care UK monitored complaints, no quality assurance audit had been carried out to ensure that responses were appropriate. There was limited information for patients on how to complain, little access to complaint forms and no confidential complaints box, although action was taken to install a box during the inspection.
- 2.52** The health centre on both sites had improved since the previous inspection, particularly the pharmacy rooms. Clinical rooms met infection control standards and were clean. The clinical room on The Lakes site did not offer patients full privacy, as prisoners in the corridor knocked on the door, or attempted entry to the room, during consultations. The health centre waiting room on the main site was too small, which meant that the corridor outside, where medication was administered, was congested.
- 2.53** Clinical records were secured on SystmOne (the electronic patient record), which all staff used, and practices were evidence based. Clinical equipment, including the kit for use in medical emergencies, was regularly serviced, well maintained and subject to daily documented checks.
- 2.54** Promising work had begun with the local NHS trust, with the intention of reducing the number of admissions to external hospitals and reducing outpatient waiting times.

Recommendation

- 2.55** **The confidential health care complaints system should be effectively managed and fully accessible.**

Promoting health and well-being

- 2.56** There was a strategic approach to health promotion, with a lead member of staff following the NHS calendar of events and leading additional focused drop-in sessions. Relevant health information leaflets and posters were available throughout the prison, although these were limited in other formats or languages other than English.
- 2.57** Patients had good access to immunisation programmes and national age-appropriate screening, as well as effective sexual health services. Staff were familiar with the health challenges associated with older men (just under a fifth of the prison population was over 50 years of age (see paragraph 2.30)). The necessary policies and processes to deal with communicable disease outbreaks were in place.
- 2.58** The recruitment of peer workers to act as health champions had been completed, but they had not started these promising roles at the time of the inspection.
- 2.59** Barrier protection was available but not advertised. Smoking cessation was available as clinically indicated.

Primary care and inpatient services

- 2.60** New prisoners received a timely health screen on arrival and were offered a further detailed secondary assessment, with relevant onward referrals made. Professional telephone

interpreting services were available for all screenings and consultations. Printed information on health care for prisoners was now in place.

- 2.61** Prisoners had access to a wide range of primary care services, and waiting times were short. The appointment system was effective, although the application form had insufficient space to record periods of home leave, which meant that patients were sometimes assigned appointment dates that they were unable to attend; despite this, overall did-not-attend rates were very low.
- 2.62** Nurses ran well-attended daily drop-in triage sessions. In our survey, 78% of respondents said that the quality of nurse services was very or quite good.
- 2.63** There was only one GP clinic a week at each site, but other prescribers were available daily, so patients' medication needs were met in a timely manner. The waiting time to see a GP was two weeks, which was similar to that in the community. In our survey, 70% of respondents said that the quality of the GP service was very or quite good.
- 2.64** There was effective monitoring of patients with long-term conditions and those with complex care needs, such as pain management, with care plans in place where necessary. However, we did not see an audit of care plans, despite staff reassuring us that this had been completed, and we came across a few patients without care plans; this was rectified during the inspection.
- 2.65** There were appropriate arrangements for out-of-hours care and for responding to medical emergencies. Unusually, staff had direct telephone access to hospital consultants, who gave immediate and specialist advice, enabling more accurate and efficient care. Access to external hospital appointments was well managed, with most patients attending appointments while on ROTL.
- 2.66** All prisoners were offered an appointment for a health check before their release and were supplied with take-home medications and GP letters as necessary. A sound palliative care pathway was available but rarely used.

Good practice

- 2.67** *Health care professionals had direct telephone access to hospital consultants, who gave immediate and specialist advice, enabling more accurate and efficient care.*

Social care

- 2.68** Doncaster Council and the prison had a written agreement to ensure that prisoners who reached the threshold received social care at the establishment. Prisoners had easy access to VoiceAbility (free independent advocacy provided by the Council) if they needed it.
- 2.69** Access to social care was advertised at reception and in the health centres. Social care needs were assessed during the initial health screening, and referrals were made to the council through its helpline. Initial screening was undertaken promptly by a social worker, followed by a combined assessment with a Care UK occupational therapist. However, since the previous inspection, the assessment phase had become less timely because of reduced staffing at the council. Three referrals had been made since April 2018, and all had met the threshold for care, although none of the individuals concerned was in care at the time of the inspection.

- 2.70** The prison was imaginative in making reasonable adjustments to aid prisoners' mobility and self-care, but environmental constraints limited options – for example, none of the rooms on the residential units could accommodate a hospital bed.

Mental health care

- 2.71** Care UK provided a dedicated mental health service, which was an improvement since the previous inspection. A senior mental health nurse and learning disability nurse, supported by a visiting psychiatrist, used a stepped-care model to provide interventions for patients. Other psychological therapists were available to provide treatments on a sessional basis.
- 2.72** Reception screening identified the need for a mental health referral, and direct referrals could be accepted from prisoners, health professionals and prison staff. All prison staff had undertaken mental health awareness training in the last three years – a substantial improvement since the previous inspection – so that their referrals were appropriate. About 25 routine referrals were received each month and were seen within a week, and urgent cases were seen within 24 working hours. The senior nurse effectively contributed to assessment, care in custody and teamwork (ACCT) case management procedures, safer custody processes and subsequent case reviews, as necessary.
- 2.73** The nurse and substance use practitioner met regularly and reviewed all patients in their joint care to determine ongoing treatment needs, which ensured coordinated care. There were 14 patients receiving ongoing mental health care at the time of the inspection.
- 2.74** Most treatments were solution based and supportive. At the time of the inspection, the senior nurse was monitoring four patients who had severe and enduring conditions, and the care programme approach was being used to manage the ongoing care of one patient. Patients told us that they valued the care they received.
- 2.75** Record keeping was of a high standard and showed evidence of patients' involvement in their own care. There had been no requirement for a transfer under the Mental Health Act since the previous inspection.

Substance use treatment¹⁵

- 2.76** Care UK now provided fully integrated clinical and psychosocial substance use services. Substance use support was very good, with a strategic approach to demand reduction and treatment.
- 2.77** The lone drug recovery worker worked closely with the senior mental health nurse, offering a recovery-based approach to care and meeting every new prisoner during the induction period.
- 2.78** Services were well advertised on the residential units, and peer recovery workers ensured a high profile for the help available. New referrals were usually seen on the same day. During the inspection, 34 patients were receiving psychosocial treatment. We saw evidence of high-quality individual casework; pop-up groups on harm minimisation responded to emerging needs of patients and were well advertised. Patients were highly appreciative of the services of the drug recovery worker.

¹⁵ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.79** The drug recovery worker coordinated the clinical management of patients with the lead GP. During the inspection, 14 patients were receiving opiate substitute treatment, with flexible prescribing and multidisciplinary reviews every 13 weeks. Five patients were on a reducing regime, which was appropriate.
- 2.80** Narcotics Anonymous visited the prison every two weeks, providing motivational mutual aid to encourage ex-users of drugs and alcohol to maintain their abstinence.
- 2.81** Information sharing between substance use and resettlement services was very good. Pre-release planning consistently included the provision of harm reduction information and naloxone training, to enable prisoners to treat opiate overdose after release. Effective joint working with community services ensured treatment continuation 'through the gate'.

Medicines optimisation and pharmacy services

- 2.82** Medicines were supplied efficiently by several companies on the same or next day. They were delivered directly to the respective health centres, with the exception of controlled drugs; these had to be collected by the pharmacy technicians from the respective main gates and transported by trolley to the health centres, introducing needless vulnerability into the secure supply chain.
- 2.83** A Care UK regional pharmacist was responsible for the service, and pharmacy technicians ran the two pharmacy services from day to day. The technicians had regular managerial and clinical supervision, and told us that they felt supported. The pharmacist visited monthly, to undertake quality checks and provide advice to prisoners as needed.
- 2.84** There was an extensive range of standard and local operating procedures and patient group directions (enabling nurses to supply and administer prescription-only medicine). Prisoners had ready access to over-the-counter remedies for several common conditions, such as headaches and upset stomachs.
- 2.85** The comprehensive in-possession medicines policy was followed by careful attention to periodic reviews of patients' individual risks. At the time of the inspection, 93% of patients had medicines in-possession, with few on medications which needed to be administered under supervision, including controlled drugs, which was appropriate. No patients reported problems with in-cell storage of medicines. Medicines were administered at both health centres without officer supervision and without incident, although the location of the medicine hatches afforded little privacy for patients.

Recommendation

- 2.86** **The supply chain for medicine supplies coming into the prison should be free of foreseeable risks.**

Dental services and oral health

- 2.87** Weekly dental clinics were provided at HMP Moorland for prisoners from both sites. Appointments were allocated following triage, and waiting times were comparable to those in the community, at three weeks for a routine assessment.
- 2.88** The dental suite was well equipped and met infection control standards. A new dental chair and digital X-ray technology had been fitted since the previous inspection, which had increased efficiency. Patient records were now on SystmOne, and governance was effective.

- 2.89** At the time of the inspection, the service commissioner and Care UK were examining the possibility of patients from the main site accessing community dental surgeries, which would be more suitable than the current arrangements.
- 2.90** Time for Teeth Limited provided an appropriate range of NHS-equivalent treatments. Advice on oral hygiene and disease prevention was provided during dental consultations, and patient information leaflets were available.

Section 3. Purposeful activity

Prisoners are able and expected to engage in activity that is likely to benefit them.

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 Appropriately for a category D establishment, prisoners were not locked up, and spent extensive periods outside their rooms. On the main site, unit main doors were unlocked at 7.45am on weekdays and at 8.15am at weekends, with unlock 15 minutes later on The Lakes site. Prisoners who were not leaving the site on release on temporary licence had relatively free access across each site from then until 8pm, although they were expected to be in their rooms for the roll check twice between these times. They were locked on their unit at 8pm each evening, and expected to be in their rooms for 10pm, after which they were not allowed to leave, except to use the toilet.
- 3.2 The library was provided by Doncaster Metropolitan Borough Council. Both sites had a library facility and a peer mentor to assist the library staff. There was a reasonable range of stock available, including books in languages other than English, a small number of legal texts and a limited stock of black and minority ethnic and LGBT titles. Specific items could be ordered on request. The library had conducted surveys to help to improve the service for users.
- 3.3 Library staff monitored usage, which showed an average membership over the previous six months of 68% on the main site and 78% on The Lakes site. The number of library loans on The Lakes site was smaller, but its location between the units lent itself to prisoners dropping in and reading, which we saw during the inspection.
- 3.4 The library supported literacy initiatives, such as the Shannon Trust (which provides peer-mentored reading plan resources and training to prisons) and Reading Ahead (an initiative inviting individuals to select six books and record their reading in a diary). There was also a stock of audio-books, and large-print and easy-read titles.
- 3.5 The library also supported work to maintain family ties, with staff assisting with the highly valued quarterly family days, as well as facilitating Storybook Dads (where prisoners record stories for their children; see also paragraph 4.5).
- 3.6 Facilities for PE were reasonably good overall. The main site offered a large sports hall, a weights room, a cardiovascular exercise suite and an outdoor sports area. The gym on The Lakes site was smaller, although there was a cardiovascular exercise suite on the residential units which could be used any time that prisoners were out of their rooms. All new arrivals completed a mandatory gym induction, which included first aid, manual handling and steroid awareness, and was used to encourage gym membership.
- 3.7 On the main site, each prisoner had the option of attending up to five gym sessions per week, and the timetable included sessions exclusively for prisoners over 50 and those who had been referred by health services staff. The Lakes site allowed for four sessions per week, although prisoners told us that the gym was too small to accommodate everyone on the unit

who wanted to work with weights during the allocated time slots. The prison monitored usage, and figures for May 2019 showed that 71% of the population on the main site and 63% on The Lakes site had used the facilities during the month.

- 3.8** The PE department helped prisoners to gain accredited qualifications in a small number of courses. The 'Onside'¹⁶ programme, delivered in partnership with Leeds Rhinos (a professional rugby league club), supported well-being and rehabilitation. PE staff also facilitated a five-kilometre race around the inside of the site, involving prisoners and staff, each weekend.
- 3.9** Managers had located a music room in the gym on the main site which offered prisoners an opportunity to learn or play music, with the support of musically talented staff and prisoners. It also exposed some prisoners to the gym environment for the first time and encouraged them to get involved in physical activity.

Education, skills and work activities (Ofsted)¹⁷

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁸

3.10 *Ofsted made the following assessments about the education, skills and work provision:*

Overall effectiveness of education, skills and work:	<i>Good</i>
<i>Achievements of prisoners engaged in education, skills and work:</i>	<i>Outstanding</i>
<i>Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Good</i>
<i>Personal development and behaviour:</i>	<i>Outstanding</i>
<i>Leadership and management of education, skills and work:</i>	<i>Good</i>

Management of education, skills and work

- 3.11** Prison and college managers had forged productive links with employers, resulting in around 20% of prisoners at any one time attending voluntary work placements or paid work while released on temporary licence. These prisoners were particularly well prepared for release from custody. Employers had participated in information and recruitment events at the prison; this had helped to motivate prisoners, and led to a few receiving offers of work while they were still in custody.

¹⁶ <https://www.leedsrhinosfoundation.org/health-and-wellbeing/our-health-and-wellbeing-projects/onside/>

¹⁷ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹⁸ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.12** Prison managers ensured that sufficient full-time activity places were available to meet the needs of the population. The allocations process was efficient and effective. Prisoners received a comprehensive induction to the prison on The Lakes site. This was followed by a period of up to 12 weeks of detailed assessment of each prisoner, to determine their suitability to carry out paid or unpaid work in the community.
- 3.13** New arrivals on the main site were promptly interviewed by the allocations team, who helped each prisoner to consider the vocational pathway that they wanted to follow during their time at the establishment. The team then assigned each prisoner to a purposeful activity that met their needs and aptitudes. Prison managers ensured that the few pay disparities did not act as a disincentive to prisoners who chose to attend learning, skills and work activities.
- 3.14** Quality improvement arrangements were effective. The quality improvement plan was a well-considered and detailed document which had proved to be effective in achieving good standards of provision and tackling weaknesses. Managers made good use of the results of observations of teaching and learning to help teachers to improve their professional practice. They used feedback from questionnaire surveys and prisoner forums to identify aspects of the provision that needed improvement. Prisoners received prompt feedback on the actions that managers had taken to address their concerns.
- 3.15** Prison leaders placed a high priority on developing prisoners' employability skills, including in English and mathematics, and they had successfully secured good attendance at scheduled activities.
- 3.16** Pre-release activities promoted employability skills well and provided prisoners with high-quality information, advice and guidance on work opportunities. Many employers met prisoners on the first day of release, to help to ensure a good transition from prison to work. A prisoner-run job club provided daily opportunities for prisoners to discuss employment-related topics with each other and to review local jobs in newspapers and magazines. However, the prison's virtual campus (internet access for prisoners to community education, training and employment opportunities) did not have internet connectivity and was incapable of supporting job search or online applications.
- 3.17** Prison staff worked closely with employers, voluntary organisations and Jobcentre Plus to find placements, monitor progress and quickly resolve any concerns. The quality and relevance of paid or unpaid work in the community were occasionally weak because the activity was unrelated to prisoners' long-term career plans or to identified regional skills shortages (see key concern and recommendation S38).
- 3.18** Managers monitored the performance of different groups of prisoners well. Anecdotal and case study evidence suggested that many prisoners were successful in securing employment or a vocational training programme after their release. However, prison managers did not have up-to-date information on prisoners' employment and training destinations, so they were unable to evaluate fully the impact of the curriculum on offer.

Recommendations

- 3.19** **Prison managers should gather up-to-date information on prisoners' employment and training destinations, to enable them to evaluate better the impact of the curriculum on rehabilitation.**

Quality of provision

- 3.20** Teachers and instructors had a clear focus on developing prisoners' personal and social skills, to help to improve their prospects of employability and successful rehabilitation. They ensured that prisoners developed their English and mathematical skills through well-considered learning activities related to their vocational skills. Induction was clear and informative, and helped prisoners to understand the vocational and career pathways available to them.
- 3.21** Most teachers and instructors provided interesting activities for prisoners in education classes and for those in work. Many activities drew on prisoners' personal knowledge and experiences. Lessons were generally lively, with good prisoner engagement. This was demonstrated well in prisoners' readiness to discuss with their peers how they might enhance their existing strengths and overcome their personal barriers to successful resettlement in the community.
- 3.22** Prisoners updated their individual learning plans at the end of most sessions. They recorded key learning points, identified the aspects they had enjoyed the most and amended set targets, where appropriate, for subsequent sessions. Regular reviews of prisoners' progress ensured that they were on target and knew what they needed to do to achieve their learning goals.
- 3.23** There was good use of prisoner peer mentors in education classes. They supported teachers with practical demonstrations, offered one-to-one support to prisoners in class and provided feedback on practical work. Peer mentors had often themselves overcome significant barriers to learning, and were good role models.
- 3.24** Prisoners could explain clearly what they had learnt in individual sessions and on their courses over time. They were proud of their work and took care to present written and practical work neatly and professionally. Teachers provided useful feedback in sessions, helping prisoners to improve their work. Feedback on prisoners' written work was constructive and enabled them to meet or exceed awarding body requirements or industry standards.
- 3.25** Novus had recently appointed a regional special educational needs coordinator to help prisoners with complex and challenging learning needs. These prisoners were identified promptly and provided with suitable support to help them to progress and achieve.
- 3.26** The standard of prisoners' work in welding, woodwork and in the prison's commercial recycling facility was good, and often excellent. They produced high-quality bird boxes, metallic welded sculptures and garden tables, which were sold commercially in the prison's farm shop. Prison managers regularly supported events to celebrate prisoners' achievements, which helped to motivate them.
- 3.27** Although most prisoners made large gains in their personal and social skills while on temporary release in the community, a few placements failed to develop their skills sufficiently. For example, those released to work in the café of a neighbouring prison gained little benefit from this placement, as the work environment bore little relation to a high-street café.
- 3.28** In a small minority of sessions, prisoners did not make the progress expected of them, particularly the most able. In these sessions, learning activities failed to stretch and challenge all prisoners.

Recommendation

- 3.29** Prison managers should ensure that teachers provide more challenging learning activities during sessions, especially for the most able, so that all prisoners make good progress.

Personal development and behaviour

- 3.30** Most prisoners demonstrated an excellent work ethic and were highly motivated to learn and achieve. Their behaviour in classrooms, workshops and while released on temporary licence was exemplary. They displayed courtesy and respect for their peers, teachers and visitors. They took responsibility for their own learning and were motivated to use their time in custody productively.
- 3.31** The management of prisoners' attendance was effective, which ensured that most of them arrived on time to scheduled activities.
- 3.32** Prisoners were highly motivated to gain their first placement in the community. They developed good vocational, personal and social skills, which were likely to contribute considerably to a reduction in reoffending. Some received an offer of a job when carrying out paid or voluntary work while released on temporary licence, or through the prison's links with local employers.
- 3.33** The prison's peer mentoring programme enabled many prisoners to develop useful skills in listening to others, team working and guiding others. The programme prepared prisoners well for their role as mentors and supported their preparation for release from custody.

Outcomes and achievements

- 3.34** Achievement rates for most classroom-based courses were very high. There were no marked differences in achievement between different groups of prisoners, including those with additional learning needs. All groups of prisoners developed vocational skills and achieved well, which prepared them for their next steps.
- 3.35** Achievements were particularly high on vocational training courses. The number of prisoners who stayed to the end of their studies on most courses was also high.
- 3.36** A small number of prisoners arrived at the establishment without a qualification in English or mathematics. Managers identified these prisoners promptly and provided effective individual support, and as a result most of them successfully achieved their first qualifications in English and mathematics.
- 3.37** Most prisoners made good progress from their varied starting points, with most reporting an increase in their confidence and personal and social skills.

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1** In our survey, most prisoners were positive about their visits experience. Visits started on time and were easy for families to book. The visits hall on each site was welcoming, with outside seating areas, play areas for children, and a well-stocked and affordable café.
- 4.2** The café situated on the main site was an excellent facility where families could buy good-quality food before the visit, which was then brought to their table once they were seated. The Lakes site had recently introduced a small portacabin to act as a visitor waiting area; this was a welcomed addition but needed some further work to make it welcoming and informative. The prison completed an annual visitors survey and was able to demonstrate that it acted on feedback, such as introducing activities for older children.
- 4.3** At the time of the inspection, three-quarters of prisoners had been approved for release on temporary licence (ROTL) and could access day and overnight leave, which was the main way for prisoners to see their families. ROTL to maintain family ties was well used, and accounted for 12% of the total individual movements out of the prison.
- 4.4** In the previous six months, around 100 prisoners had accessed interventions from the Prison Advice and Care Trust, which provided excellent support through one-to-one and group relationship work.
- 4.5** The library was responsible for arranging the highly valued quarterly family days and facilitating Storybook Dads, to help prisoners maintain their relationships with their children (see also paragraph 3.5).
- 4.6** All prisoners had daily access to telephones which were in good working order. However, some of these were not in private locations and others were in a small unventilated room. There were good arrangements to manage prisoners' mail, and they received incoming mail within 24 hours of it arriving at the prison.

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.7** The reducing reoffending strategy covered all the resettlement pathways but was not based on a comprehensive needs analysis. The prison completed an annual prisoner survey to understand prisoners' perceptions of their needs, but there was no analysis of offender assessment system (OASys) assessments or custody plans to support this. The strategy was specific to Hatfield, although it had little focus on ROTL, a core component of the prison's function. However, these weaknesses in strategic management were mitigated by good offender management and effective communication between the resettlement partners, which meant that we did not identify any unmet needs during the inspection. Offender supervisors were proactive in ensuring that prisoners on their caseload accessed ROTL and made any necessary referrals to partnership agencies to address any resettlement and rehabilitation needs.
- 4.8** Since the previous inspection, the prison had introduced reducing reoffending partnership meetings every two months, which were attended by all key agencies and departments. However, the issues discussed at the meeting were not driven by an action plan to monitor progress, and there had been no meetings between December 2018 and May 2019 because of staffing changes. Despite this, we did not identify any significant unmet needs during the inspection. These weaknesses in strategic management were mitigated by good offender management and effective communication between the resettlement partners, which meant that we did not identify any significant unmet needs during the inspection.
- 4.9** In our survey, 75% of respondents said that they had accessed ROTL, and this was supported by our findings. In the previous six months, there had been over 14,000 ROTL events, which was similar to the number at similar prisons. The prison had worked hard to implement fully the new ROTL policy (introduced in May 2019), which increased the number of prisoners who could access ROTL and removed the three-month delay previously in place.
- 4.10** The ROTL process was well managed, and all ROTL board decisions we looked at were sound, multidisciplinary and involved the prisoner. Under the new policy, the risk assessment for ROTL started on the day of arrival, and the prison aimed to complete the process within eight to 12 weeks, depending on their risk of serious harm and their offence. However, the prison was not doing enough to manage the expectations of prisoners transferring from closed conditions regarding ROTL, especially since the introduction of the new policy, and this had led to some negative perceptions about the process. Many prisoners we spoke to said that there had been frustrating delays in getting to the ROTL board. It was difficult for managers to respond to and alleviate these concerns as there was insufficient oversight of the process to track these timescales. However, at the time of the inspection, the few prisoners who had been at the prison for over 12 weeks without ROTL approval were all being managed appropriately.
- 4.11** Although most prisoners were approved for ROTL, there were some who were not getting the number of ROTL events that they were entitled to. Those who were required to stay at approved premises, for risk purposes, were disadvantaged because of a shortage of bed availability. Some of these premises had a waiting list of six months, which meant that prisoners could not have overnight leave during this period.
- 4.12** All new arrivals went to The Lakes site first, while being assessed for ROTL (see also paragraph 1.5). Transfer to the main site was dependent on bed availability and was not

always possible. At the time of the inspection, around 20% of prisoners on The Lakes site had been approved for, and were accessing, ROTL. Staying on The Lakes site did not affect a prisoner's ability to access ROTL to maintain family ties but could have an impact on outside work opportunities. The prison was aware of this and had developed plans to increase work opportunities for those resident at The Lakes.

- 4.13** At the time of the inspection, around 20% of prisoners were accessing work in the community, which was similar to the percentage at similar prisons, and there were established plans to increase this to around 30% in the near future. Prisoners we spoke to complained about how long it took to have a work placement approved. We found no evidence of delays for prisoners wishing to work with pre-approved employers, but it could take six to eight weeks to approve a new employer.
- 4.14** In our survey, 80% of respondents said that they had a custody plan, and 94% of those with a plan said that they knew what they needed to do to achieve their targets. All prisoners had been convicted and sentenced, and all but two prisoners were serving sentences of over 12 months and had therefore been allocated an offender supervisor. Nearly all prisoners had an up-to-date OASys assessment, with good-quality risk management and custody plans appropriate to open conditions.
- 4.15** Prisoners we spoke to complained about difficulties in getting access to their offender supervisor, and poor communication from the offender management unit (OMU). In addition, there was no offender management policy which clearly defined the role of an offender supervisor. To try to address communication concerns, the prison had introduced drop-in clinics but these were poorly attended. High-risk, multi-agency public protection arrangements (MAPPA)-eligible and indeterminate-sentenced (ISPs) prisoners were allocated to one of the probation officer offender supervisors, who had good levels of contact with their cases to drive sentence progression. All other prisoners were managed by a large team of prison offender supervisors, who had smaller caseloads because they spent only around a third of their time on offender management duties. Although we found no evidence that this had an impact on risk assessments or ROTL progression, it left less time for meaningful one-to-one work or contact with prisoners on their caseload.
- 4.16** Home detention curfew (HDC) was well managed. There had been 43 applications for HDC within the previous six months, and all had been approved. Most prisoners were released at the earliest opportunity, with only three being released after their eligibility date.

Recommendations

- 4.17** **The reducing reoffending strategy should be informed by a comprehensive needs analysis, so that the prison can assure itself that it is addressing the needs of all prisoners.**
- 4.18** **Prisoners should have meaningful contact with their offender supervisors, to drive sentence progression and support their rehabilitation.**
- 4.19** **There should be enough approved premises bed spaces for all prisoners to have timely access to release on temporary licence after being approved.**

Public protection

- 4.20** A quarter of the population was assessed as posing a high risk of serious harm to others, and public protection arrangements were robust. All new arrivals were screened for public

protection concerns, and, if needed, monitoring or child contact restrictions were quickly put in place.

- 4.21** The interdepartmental risk management team (IRMT) meeting took place every month, chaired by the senior probation officer. The meeting had appropriate scope; it reviewed all new high-risk and MAPPA arrivals, any existing prisoners with risk concerns, monitoring arrangements and all high-risk releases. However, attendance was poor from some departments, and much of the important work was completed outside of this meeting.
- 4.22** The prison had made improvements to its MAPPA arrangements since the previous inspection. MAPPA management levels were confirmed before a period of ROTL, not only before release. The quality of MAPPA F reports (information sharing forms) for the riskiest cases was reasonably good but they were not countersigned by the senior probation officer, which would have helped to drive improvements.
- 4.23** At the time of the inspection, there were 47 ISPs, all of whom were managed by a probation officer. Since the previous inspection, the prison had introduced regular lifer forums, and ISPs now had increased access to ROTL under the new policy, which was a valued change. However, ISPs were disproportionately affected by limited access to approved premises bed spaces (see also paragraph 4.11 and recommendation 4.19), which had the potential to have an impact on their parole. There were 11 parole hearings scheduled for the next six months, and parole arrangements were effective.

Categorisation and transfers

- 4.24** Categorisation arrangements were generally good. There had been 32 recategorisation decisions and returns to closed conditions within the previous six months. Before any recategorisation decision was made, the prison held an immediate suitability review, which consisted of a multidisciplinary panel to determine whether a return to closed conditions was needed. In our sample, most prisoners reviewed had been returned to closed conditions, although the decisions appeared to have been appropriate in these cases.

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.25** There were no accredited offending behaviour programmes available as most prisoners had completed this work before being transferred to open conditions. Offender supervisors could arrange for prisoners to access courses on ROTL, when a need was identified, but there was no oversight of this, and no needs analysis to ascertain demand.
- 4.26** Nacro provided good support for those with accommodation and finance, benefit and debt needs. Most prisoners managed to establish housing links through ROTL. In the previous six months, none of the 154 prisoners released had been declared homeless. Nacro had attempted to track whether their accommodation was secure and sustainable, but was experiencing difficulties in monitoring this for prisoners released to other resettlement areas.
- 4.27** Demand for finance, benefit and debt services to enable access to work placements had increased. Since 1 April 2019, under the enhanced 'through-the-gate' arrangements,¹⁹

¹⁹ Under enhanced through-the-gate arrangements, prisoners are assessed for their level of need against specific areas of delivery and a service is delivered to the right intensity to meet that need.

prisoners could access support on arrival at the prison, and not just in the three months before their release. This meant that Nacro could help new arrivals to access bank accounts and resolve any financial issues before starting work in the community, which was a welcomed change. In the previous six months, Nacro had supported 42 prisoners to open a bank account.

- 4.28** Jobcentre Plus coaches were available on-site to provide prisoners with employment and training support. The prison had also recently set up a job club, where prisoners could apply for jobs.

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.29** On average, 25 prisoners were released each month, and the community rehabilitation company (CRC) assessed every prisoner within their last 12 weeks to develop a resettlement plan. The resettlement plans we saw were of a good standard, and referrals were made to partnership agencies when a need was identified. For some of the prisoners approaching release, the CRC had not yet completed their assessment because of previous staffing issues. However, any delays in completing the resettlement plan were mitigated by a monthly, well-attended discharge board, which discussed every prisoner six months before release.
- 4.30** Practical release planning arrangements were good. Tempus Novo staff provided support to prisoners following release, such as accompanying them to interviews and helping them to apply for jobs, up to six months following release.

Good practice

- 4.31** *A well-attended discharge board discussed every prisoner six months before release.*

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new key concerns and recommendations, general recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

Key concerns and recommendations		Directed to:
S36	<p>Key concern: Analysis of complaints data was cursory and limited managers' understanding of factors leading to complaints. This, and the absence of independent scrutiny, inhibited institutional learning and action to address the poor perceptions held by some prisoners.</p> <p>Recommendation: Quality assurance should be improved, to ensure that a comprehensive analysis of complaints data leads to action that improves prisoners' confidence in the complaints system.</p>	The governor
S37	<p>Key concern: Survey results and focus groups revealed comparatively negative perceptions from black and minority ethnic and Muslim prisoners. The prison's own data also revealed disproportionality within these groups in areas of discipline and security.</p> <p>Recommendation: Consultation, action planning and communication should be improved, to provide assurance of fair treatment of prisoners from black and minority ethnic and Muslim backgrounds.</p>	The governor
S38	<p>Key concern: Too many prisoners released on temporary licence to do voluntary or paid work in the community were in jobs that bore little relation to their intended career path or to identified local skills shortage areas.</p> <p>Recommendation: Prisoners released on temporary licence to work in the community should be able to participate in employment or voluntary work that is closely aligned to their intended future career and to local skills shortage areas.</p>	The governor
General recommendations		Directed to:
1.9	Induction processes should be held in a private room, to enable prisoners to talk freely and confidentially.	The governor
2.4	The contact and support scheme should be managed more robustly, to support the aims of sentence planning and rehabilitation.	The governor
2.14	Prisoners working in the kitchen should be able to achieve national vocational qualifications.	The governor

2.15	Prisoners should be able to buy basic items from the prison shop promptly, to avoid getting into debt when they have to borrow from others.	The governor
2.23	Consultation with prisoners should be regular, consistent and recorded, to provide adequate opportunity for prisoners to raise matters and effect positive change.	The governor
2.86	The supply chain for medicine supplies coming into the prison should be free of foreseeable risks.	The governor
3.19	Prison managers should gather up-to-date information on prisoners' employment and training destinations, to enable them to evaluate better the impact of the curriculum on rehabilitation.	The governor
3.29	Prison managers should ensure that teachers provide more challenging learning activities during sessions, especially for the most able, so that all prisoners make good progress.	The governor
4.17	The reducing reoffending strategy should be informed by a comprehensive needs analysis, so that the prison can assure itself that it is addressing the needs of all prisoners.	The governor
4.18	Prisoners should have meaningful contact with their offender supervisors, to drive sentence progression and support their rehabilitation.	The governor
4.19	There should be enough approved premises bed spaces for all prisoners to have timely access to release on temporary licence after being approved.	HMPPS
Examples of good practice		
1.33	Prisoners could use community concern forms to report any safeguarding concerns about their peers in confidence.	
2.67	Health care professionals had direct telephone access to hospital consultants, who gave immediate and specialist advice, enabling more accurate and efficient care.	
4.31	A well-attended discharge board discussed every prisoner six months before release.	

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Alice Oddy	Inspector
David Owens	Inspector
Nadia Syed	Inspector
Keith Humphreys	Offender management inspector
Rahul Jalil	Researcher
Amilcar Johnson	Researcher
Helen Ranns	Researcher
Patricia Taflan	Researcher
Paul Tarbuck	Lead health and social care inspector
Cat Raycraft	Care Quality Commission inspector
Jai Sharda	Ofsted inspector
Ken Merry	Ofsted inspector
Dave Barber	Ofsted inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, the reception was bright and welcoming, and the early days processes were engaging and informative. Almost all prisoners felt safe and incidents of bullying and violence were rare. There was very little self-harm and few prisoners in crisis had to be case managed. Security was proportionate. The misuse of drugs and alcohol was not a significant issue, and substance misuse services were good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Cellular vans should not be used routinely when transferring category D prisoners to Hatfield. (1.4)

Not achieved

Partnership arrangements with the local safeguarding adults board should be developed and reflected in a revised policy. (1.28)

Achieved

Quality assurance and monitoring arrangements for adjudications and the use of force should be improved. (1.45)

Achieved

Medical examinations should be completed and recorded following all use of force incidents. (1.46)

Achieved

The prison should introduce a high intensity drug and alcohol recovery programme, incorporating peer support, to ensure a full range of suitable interventions to meet need. (1.54)

Achieved

Alcoholic Anonymous fellowship groups should be available to all prisoners. (1.55)

No longer relevant

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, living conditions had generally improved, but some of the main units were grubby and lacked privacy for showering. Prisoners were very positive about the staff, relationships between the two were excellent, and staff in all areas engaged positively with prisoners. Prisoner consultation arrangements were also very good, and the peer support provision gave prisoners an effective voice. Work on equality and diversity was often good but underdeveloped, and the prison was sighted on some weaknesses in the chaplaincy. Health care was good and improving. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Communal areas in all units should be clean and well maintained. (2.7)

Achieved

The equality officer should be given sufficient profiled time to develop Hatfield's equality and diversity procedures, including a needs analysis, improvements in monitoring and promotion of the discrimination incident reporting forms procedures, and continued development of support groups. (2.21)

Not achieved

The prison and health care provider should work jointly to meet the needs of prisoners who have declared a disability. (2.28)

Achieved

The prison should ensure that all prisoners who wish to take part in communal worship can do so regularly and consistently. (2.34)

Achieved

The health needs assessment should be up to date, reflect the needs of the current population and inform all service provision, including timing of services. (2.52)

Achieved

All clinical environments should offer privacy and fully comply with infection control standards. (2.53)

Achieved

Ambulances should be called promptly, and sufficient custodial staff should be trained to use automated defibrillators and all prison staff should know where they are located to ensure a prompt response in emergencies. (2.54)

Achieved

Prisoners with lifelong conditions and complex health needs should receive regular reviews and have an evidence-based care plan prepared by appropriately trained and supervised staff. (2.62)

Achieved

Prisoners should have adequate privacy and confidentiality during medication administration. (2.68)

Achieved

Prisoners should receive dental assessments and continuing treatment within community equivalent waiting times. (2.70)

Achieved

Custodial staff should receive regular mental health awareness training. (2.75)

Achieved

Prisoners should be given the opportunity to prepare food for themselves. (2.80)

Partially achieved

New arrivals should be able to order from the prison shop within their first 24 hours. (2.85)

Not achieved

Prisoners should not be charged an administration fee for catalogue orders. (2.86)

Achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection, in 2015, all prisoners had extensive time out of their rooms and could take part in a wide range of purposeful activity. Excellent partnership working between the prison and college and with employers had resulted in an appropriately focused learning and skills provision, complemented by a range of release on temporary licence (ROTL) opportunities for prisoners. Teachers had very high aspirations for learners, and qualification outcomes were high. The library and PE provision were good and further enhanced a purposeful prison community. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Teachers and trainers should set and review detailed and measurable targets in individual learning plans to improve learners' awareness of their progress. (3.22)

Achieved

The prison should install privacy screens in the shower and changing rooms. (3.34)

Achieved

PE staff should monitor the attendance of different groups of prisoners and work to close any gaps. (3.35)

Partially achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection, in 2015, the strategic oversight of resettlement lacked some coordination but offender management and resettlement work was generally good. All prisoners had an offender supervisor and a meaningful sentence plan. Offender supervisors ensured good contact and case management, but contact from external offender managers was poor and some failed to identify the management risk levels of prisoners subject to multi-agency public protection arrangements (MAPPA) promptly. Home detention curfew (HDC) and ROTL procedures were good, and public protection and categorisation were well managed. ROTL

was well used and failure rates were low, but prisoners were frustrated by its administration. Resettlement pathway provision was mostly good. Good partnership working between the college, National Careers Service and the community rehabilitation company had resulted in two-thirds of prisoners going into suitable education, training or employment on release. Family visits were also a strength. Outcomes for prisoners were good against this healthy prison test.

Recommendations

The reducing reoffending strategy and objectives should be updated to include the role of offender management in resettlement. The reducing reoffending policy team should provide oversight and direction through regular meetings. (4.6)

Achieved

The offender management unit should develop an effective communication strategy with offender managers in the community to ensure that any prisoners' issues identified can be raised and addressed. (4.7)

Achieved

All case managers should be trained to have the appropriate knowledge and skills to assess and manage risk of harm confidently. (4.14)

Achieved

The prisoner's OASys (offender assessment system) assessment should be reviewed when there is a significant change in his circumstances. (4.15)

Achieved

The prison should inform appropriate agencies at least six months before their release of any prisoner who needs to be considered for management under multi-agency public protection arrangements (MAPPA). (4.19)

Achieved

Prison managers should explore and address why many lifers and indeterminate sentence prisoners feel they do not have equal access to ROTL and other work activities. (4.22)

Achieved

There should be robust health care discharge planning processes to ensure prisoners receive adequate input before and after release on temporary licence, and continuity of care after their release. (4.31)

Achieved

Appendix III Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	18–20-year-olds	21 and over	%
Sentenced	4	373	100
Recall			
Convicted unsentenced			
Remand			
Civil prisoners			
Detainees			
Total	4	373	100

Sentence	18–20-year-olds	21 and over	%
Unsentenced			
Less than six months		1	
six months to less than 12 months		2	
12 months to less than 2 years		4	
2 years to less than 4 years		55	
4 years to less than 10 years		217	
10 years and over (not life)		49	
ISPP (indeterminate sentence for public protection)			
Life		45	
Total	4	373	

Age	Number of prisoners	%
Please state minimum age here:		
Under 21 years	0	0
21 years to 29 years	88	23.3
30 years to 39 years	139	36.9
40 years to 49 years	78	20.7
50 years to 59 years	50	13.3
60 years to 69 years	14	3.7
70 plus years	4	1.1
Please state maximum age here:		1.1
Total	377	100

Nationality	18–20-year-olds	21 and over	%
British	4	373	100
Foreign nationals			
Total	4		100

Security category	18–20-year-olds	18–20-year-olds	%
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	0	0
Category C	0	0	0
Category D	4	373	100
Other	0	0	0
Total	4	373	100

Ethnicity	18–20-year-olds	21 and over	%
White	0	6	1.6
British	3	246	66
Irish	0	3	0.8
Gypsy/Irish Traveller	0	4	1.1
Other white	0	0	
	3	259	69.5
Mixed			
White and black Caribbean	0	0	0
White and black African	0	12	3.2
White and Asian	0	2	0.5
Other mixed	0	2	0.5
		16	4.2
Asian or Asian British	1	48	13
Indian	0	4	1.1
Pakistani	0	48	13
Bangladeshi	0	5	1.3
Chinese	0	0	0
Other Asian	0	5	1.3
	1	62	16.7
Black or black British	0	0	
Caribbean	0	22	5.8
African	0	0	
Other black	0	5	1.3
	0	28	7.4
Other ethnic group	0	0	0
Arab	0	2	0.5
Other ethnic group	0	4	1.1
	0	4	1.1
Not stated	0	4	1.1
Total	4	373	100

Religion	18–20-year-olds	21 and over	%
Baptist	0	0	0
Church of England	0	62	16.4
Roman Catholic	0	47	12.5
Other Christian denominations	0	0	0
Muslim	1	83	22.3
Sikh	0	2	0.5
Hindu	0	0	0
Buddhist	0	7	1.9
Jewish	0	0	0
Other	0	31	8.2

No religion	3	141	38.2
Total	4	373	100

Other demographics	18–20-year-olds	21 and over	%
Veteran (ex-armed services)	0	4	1.1
Total	0	4	1.1

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	2		34	9
1 month to 3 months	0		78	20.7
3 months to six months	1		82	21.8
six months to 1 year	1		93	24.7
1 year to 2 years	0		79	21
2 years to 4 years	0		7	1.9
4 years or more	0		0	0
Total	4	1.1	373	100

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	0
Total	0	0	0

Unsentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to six months	0	0	0	0
six months to 1 year	0	0	0	0
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	0	0

Main offence	18–20-year-olds	21 and over	%
Violence against the person	1	103	27.5
Sexual offences	0	0	0
Burglary	1	54	14
Robbery	0	17	4.5
Theft and handling	0	6	1.6
Fraud and forgery	0	9	2.4
Drugs offences	1	109	29.
Other offences	1	80	21
Civil offences	0	0	0

Offence not recorded /holding warrant	0	0	0
Total	4	373	100

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.²⁰

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²¹ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²² Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 5 August 2019, the prisoner population at HMP/YOI Hatfield was 378. Using the sampling method described above, questionnaires were distributed to 193 prisoners. We received a total of 162 completed questionnaires, a response rate of 84%. Seventeen prisoners declined to participate in the survey and 14 questionnaires were either not returned at all, or returned blank.

²⁰ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²¹ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²² For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP/YOI Hatfield. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.²³ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMP/YOI Hatfield 2019 compared with those from other HMIP surveys²⁴

- Survey responses from HMP/YOI Hatfield in 2019 compared with survey responses from the most recent inspection at all other open prisons.
- Survey responses from HMP/YOI Hatfield in 2019 compared with survey responses from other open prisons inspected since September 2017.
- Survey responses from HMP/YOI Hatfield in 2019 compared with survey responses from HMP/YOI Hatfield in 2015.

Comparisons between different residential locations within HMP/YOI Hatfield 2019

- Responses of prisoners on The Lakes site (G and H units) compared with those on the main site (A, B, C, D, E and F units).

Comparisons between self-reported sub-populations of prisoners within HMP/YOI Hatfield 2019²⁵

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared with those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁶

In the comparator analyses, statistically significant differences are indicated by shading.²⁷ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

²³ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

²⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁵ These analyses are carried out on summary data from selected survey questions only.

²⁶ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁷ 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, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

I.1	What wing or houseblock are you currently living on?	
	A unit	28 (17%)
	B unit	23 (14%)
	C unit	21 (13%)
	D unit	19 (12%)
	E unit	20 (12%)
	F unit	3 (2%)
	G unit	26 (16%)
	H unit	22 (14%)
I.2	How old are you?	
	Under 21	3 (2%)
	21 - 25	21 (13%)
	26 - 29	21 (13%)
	30 - 39	58 (36%)
	40 - 49	29 (18%)
	50 - 59	20 (12%)
	60 - 69	8 (5%)
	70 or over	1 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	101 (64%)
	White - Irish	3 (2%)
	White - Gypsy or Irish Traveller	3 (2%)
	White - any other White background	2 (1%)
	Mixed - White and Black Caribbean	5 (3%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	2 (1%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian	1 (1%)
	Asian/ Asian British - Pakistani	25 (16%)
	Asian/ Asian British - Bangladeshi	3 (2%)
	Asian/ Asian British - Chinese	1 (1%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	8 (5%)
	Black/ Black British - African	2 (1%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	0 (0%)
I.4	How long have you been in this prison?	
	Less than 6 months	51 (32%)
	6 months or more	109 (68%)
I.5	Are you currently serving a sentence?	
	Yes	161 (100%)
	Yes - on recall	0 (0%)
	No - on remand or awaiting sentence	0 (0%)
	No - immigration detainee	0 (0%)

1.6 How long is your sentence?

Less than 6 months	0 (0%)
6 months to less than 1 year	3 (2%)
1 year to less than 4 years	25 (16%)
4 years to less than 10 years	93 (58%)
10 years or more	23 (14%)
IPP (indeterminate sentence for public protection)	1 (1%)
Life	15 (9%)
Not currently serving a sentence	0 (0%)

Arrival and reception**2.1 Were you given up-to-date information about this prison before you came here?**

Yes	57 (35%)
No	92 (57%)
Don't remember	12 (7%)

2.2 When you arrived at this prison, how long did you spend in reception?

Less than 2 hours	145 (90%)
2 hours or more	8 (5%)
Don't remember	8 (5%)

2.3 When you were searched in reception, was this done in a respectful way?

Yes	133 (84%)
No	17 (11%)
Don't remember	9 (6%)

2.4 Overall, how were you treated in reception?

Very well	71 (45%)
Quite well	73 (46%)
Quite badly	10 (6%)
Very badly	3 (2%)
Don't remember	2 (1%)

2.5 When you first arrived here, did you have any of the following problems?

Problems getting phone numbers	23 (14%)
Contacting family	23 (14%)
Arranging care for children or other dependants	3 (2%)
Contacting employers	10 (6%)
Money worries	18 (11%)
Housing worries	11 (7%)
Feeling depressed	18 (11%)
Feeling suicidal	3 (2%)
Other mental health problems	13 (8%)
Physical health problems	9 (6%)
Drug or alcohol problems (e.g. withdrawal)	1 (1%)
Problems getting medication	8 (5%)
Needing protection from other prisoners	3 (2%)
Lost or delayed property	21 (13%)
Other problems	11 (7%)
Did not have any problems	84 (53%)

2.6 Did staff help you to deal with these problems when you first arrived?

Yes	39 (25%)
No	36 (23%)
Did not have any problems when I first arrived	84 (53%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement			88 (58%)
	Toiletries / other basic items			70 (46%)
	A shower			91 (59%)
	A free phone call			47 (31%)
	Something to eat			106 (69%)
	The chance to see someone from health care			87 (57%)
	The chance to talk to a Listener or Samaritans			41 (27%)
	Support from another prisoner (e.g. Insider or buddy)			48 (31%)
	Wasn't offered any of these things			19 (12%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean			13 (8%)
	Quite clean			70 (44%)
	Quite dirty			45 (28%)
	Very dirty			29 (18%)
	Don't remember			3 (2%)
3.3	Did you feel safe on your first night here?			
	Yes			147 (92%)
	No			9 (6%)
	Don't remember			4 (3%)
3.4	In your first few days here, did you get:	Yes	No	Don't remember
	Access to the prison shop / canteen?	87 (57%)	58 (38%)	8 (5%)
	Free PIN phone credit?	55 (37%)	88 (59%)	6 (4%)
	Numbers put on your PIN phone?	76 (51%)	59 (40%)	13 (9%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			106 (66%)
	No			45 (28%)
	Have not had an induction			9 (6%)

On the wing

4.1	Are you in a cell on your own?	
	Yes	111 (69%)
	No, I'm in a shared cell or dormitory	49 (31%)
4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes	3 (2%)
	No	5 (3%)
	Don't know	7 (4%)
	Don't have a cell call bell	141 (90%)

4.3 Please answer the following questions about the wing or houseblock you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	135 (85%)	22 (14%)	2 (1%)
Can you shower every day?	158 (99%)	0 (0%)	1 (1%)
Do you have clean sheets every week?	140 (89%)	14 (9%)	4 (3%)
Do you get cell cleaning materials every week?	115 (74%)	33 (21%)	7 (5%)
Is it normally quiet enough for you to relax or sleep at night?	137 (87%)	15 (10%)	5 (3%)
Can you get your stored property if you need it?	92 (59%)	27 (17%)	36 (23%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?

Very clean	21 (13%)
Quite clean	70 (45%)
Quite dirty	50 (32%)
Very dirty	15 (10%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good	11 (7%)
Quite good	59 (38%)
Quite bad	54 (35%)
Very bad	31 (20%)

5.2 Do you get enough to eat at mealtimes?

Always	17 (11%)
Most of the time	51 (32%)
Some of the time	67 (42%)
Never	23 (15%)

5.3 Does the shop / canteen sell the things that you need?

Yes	100 (63%)
No	55 (35%)
Don't know	3 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	126 (81%)
No	30 (19%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	124 (81%)
No	29 (19%)

6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes	57 (36%)
	No	100 (64%)
6.4	How helpful is your personal or named officer?	
	Very helpful	52 (33%)
	Quite helpful	46 (29%)
	Not very helpful	12 (8%)
	Not at all helpful	11 (7%)
	Don't know	31 (20%)
	Don't have a personal / named officer	6 (4%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	22 (14%)
	Sometimes	65 (42%)
	Hardly ever	63 (40%)
	Don't know	6 (4%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	94 (62%)
	No	58 (38%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	46 (30%)
	Yes, but things don't change	49 (32%)
	No	35 (23%)
	Don't know	25 (16%)

Faith

7.1	What is your religion?	
	No religion	66 (42%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	48 (31%)
	Buddhist	3 (2%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	35 (22%)
	Sikh	1 (1%)
	Other	4 (3%)
7.2	Are your religious beliefs respected here?	
	Yes	60 (38%)
	No	13 (8%)
	Don't know	18 (11%)
	Not applicable (no religion)	66 (42%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	66 (42%)
	No	12 (8%)
	Don't know	15 (9%)
	Not applicable (no religion)	66 (42%)

7.4	Are you able to attend religious services, if you want to?	
	Yes	72 (45%)
	No	10 (6%)
	Don't know	11 (7%)
	Not applicable (no religion)	66 (42%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	83 (53%)
	No	73 (47%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	40 (26%)
	No	116 (74%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	152 (96%)
	No	6 (4%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	26 (16%)
	Quite easy	66 (42%)
	Quite difficult	45 (28%)
	Very difficult	16 (10%)
	Don't know	5 (3%)
8.5	How often do you have visits from family or friends?	
	More than once a week	1 (1%)
	About once a week	28 (18%)
	Less than once a week	71 (46%)
	Not applicable (don't get visits)	55 (35%)
8.6	Do visits usually start and finish on time?	
	Yes	89 (93%)
	No	7 (7%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	86 (89%)
	No	11 (11%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	144 (92%)
	Yes, but these times are not usually kept to	11 (7%)
	No	2 (1%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	3 (2%)
	2 to 6 hours	16 (10%)
	6 to 10 hours	49 (32%)

	10 hours or more	76 (50%)
	Don't know	9 (6%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	6 (4%)
	2 to 6 hours	30 (19%)
	6 to 10 hours	41 (26%)
	10 hours or more	73 (47%)
	Don't know	5 (3%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	2 (1%)
	1 or 2	7 (4%)
	3 to 5	13 (8%)
	More than 5	127 (81%)
	Don't know	7 (4%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	0 (0%)
	1 or 2	1 (1%)
	3 to 5	3 (2%)
	More than 5	147 (94%)
	Don't know	5 (3%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	0 (0%)
	1 or 2	2 (1%)
	3 to 5	3 (2%)
	More than 5	148 (94%)
	Don't know	4 (3%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	117 (74%)
	About once a week	8 (5%)
	Less than once a week	7 (4%)
	Never	26 (16%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	74 (47%)
	About once a week	27 (17%)
	Less than once a week	32 (20%)
	Never	24 (15%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	97 (63%)
	No	34 (22%)
	Don't use the library	24 (15%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	133 (84%)
	No	14 (9%)
	Don't know	11 (7%)

10.2 If you have made any applications here, please answer the questions below:

	Yes	No	Not made any applications
Are applications usually dealt with fairly?	80 (57%)	36 (26%)	25 (18%)
Are applications usually dealt with within 7 days?	71 (51%)	44 (31%)	25 (18%)

10.3 Is it easy for you to make a complaint?

Yes	96 (61%)
No	21 (13%)
Don't know	41 (26%)

10.4 If you have made any complaints here, please answer the questions below:

	Yes	No	Not made any complaints
Are complaints usually dealt with fairly?	19 (14%)	32 (23%)	86 (63%)
Are complaints usually dealt with within 7 days?	29 (21%)	22 (16%)	86 (63%)

10.5 Have you ever been prevented from making a complaint here when you wanted to?

Yes	18 (12%)
No	58 (39%)
Not wanted to make a complaint	71 (48%)

10.6 In this prison, is it easy or difficult for you to...

	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative?	58 (38%)	14 (9%)	35 (23%)	46 (30%)
Attend legal visits?	44 (31%)	7 (5%)	41 (28%)	52 (36%)
Get bail information?	16 (11%)	8 (6%)	41 (29%)	78 (55%)

10.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes	32 (21%)
No	56 (36%)
Not had any legal letters	66 (43%)

Health care**11.1 How easy or difficult is it to see the following people?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	27 (17%)	51 (33%)	34 (22%)	28 (18%)	16 (10%)
Nurse	54 (35%)	69 (44%)	17 (11%)	6 (4%)	10 (6%)
Dentist	10 (7%)	31 (20%)	37 (24%)	40 (26%)	35 (23%)
Mental health workers	13 (8%)	33 (22%)	12 (8%)	11 (7%)	84 (55%)

11.2	What do you think of the quality of the health service from the following people?	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	42 (27%)	65 (42%)	12 (8%)	8 (5%)	27 (18%)
	Nurse	56 (36%)	67 (43%)	16 (10%)	8 (5%)	10 (6%)
	Dentist	10 (7%)	35 (23%)	23 (15%)	25 (16%)	60 (39%)
	Mental health workers	13 (9%)	25 (17%)	9 (6%)	10 (7%)	94 (62%)

11.3	Do you have any mental health problems?	
	Yes	38 (25%)
	No	117 (75%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	19 (13%)
	No	16 (11%)
	Don't have any mental health problems	117 (77%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	34 (22%)
	Quite good	74 (48%)
	Quite bad	21 (14%)
	Very bad	11 (7%)
	Don't know	13 (8%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	22 (14%)
	No	135 (86%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	11 (7%)
	No	10 (6%)
	Don't have a disability	135 (87%)
12.3	Have you been on an ACCT in this prison?	
	Yes	1 (1%)
	No	152 (99%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	0 (0%)
	No	1 (1%)
	Have not been on an ACCT in this prison	152 (99%)

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	29 (19%)
	Quite easy	19 (12%)
	Quite difficult	3 (2%)
	Very difficult	3 (2%)
	Don't know	90 (58%)
	No Listeners at this prison	11 (7%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	10 (6%)
	No	146 (94%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	6 (4%)
	No	3 (2%)
	Did not / do not have an alcohol problem	146 (94%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	11 (7%)
	No	145 (93%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	1 (1%)
	No	155 (99%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	2 (1%)
	No	154 (99%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	3 (2%)
	No	4 (3%)
	Did not / do not have a drug problem	142 (95%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	25 (16%)
	Quite easy	11 (7%)
	Quite difficult	6 (4%)
	Very difficult	5 (3%)
	Don't know	108 (70%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	16 (10%)
	Quite easy	14 (9%)
	Quite difficult	5 (3%)
	Very difficult	10 (6%)
	Don't know	110 (71%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	25 (16%)
	No	130 (84%)
14.2	Do you feel unsafe now?	
	Yes	8 (5%)
	No	145 (95%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)	
	Verbal abuse	24 (16%)
	Threats or intimidation	18 (12%)
	Physical assault	4 (3%)
	Sexual assault	0 (0%)
	Theft of canteen or property	8 (5%)
	Other bullying / victimisation	7 (5%)
	Not experienced any of these from prisoners here	118 (80%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	44 (29%)
	No	106 (71%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply.)	
	Verbal abuse	25 (17%)
	Threats or intimidation	28 (19%)
	Physical assault	2 (1%)
	Sexual assault	0 (0%)
	Theft of canteen or property	3 (2%)
	Other bullying / victimisation	18 (12%)
	Not experienced any of these from staff here	112 (74%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	67 (44%)
	No	84 (56%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	80 (53%)
	No	46 (31%)
	Don't know what the incentives / rewards are	24 (16%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	92 (61%)
	No	27 (18%)
	Don't know	22 (15%)
	Don't know what this is	10 (7%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	0 (0%)
	No	157 (100%)

15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?		
	Yes	0	(0%)
	No	0	(0%)
	Don't remember	0	(0%)
	Not been restrained here in last 6 months	157	(100%)
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	1	(1%)
	No	154	(99%)
15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	1	(100%) 0 (0%)
	Could you shower every day?	0	(0%) 1 (100%)
	Could you go outside for exercise every day?	1	(100%) 0 (0%)
	Could you use the phone every day (if you had credit)?	0	(0%) 1 (100%)

Education, skills and work

16.1	Is it easy or difficult to get into the following activities in this prison?				
		Easy	Difficult	Don't know	Not available here
	Education	94 (62%)	26 (17%)	30 (20%)	2 (1%)
	Vocational or skills training	57 (39%)	44 (30%)	37 (26%)	7 (5%)
	Prison job	115 (76%)	25 (16%)	10 (7%)	2 (1%)
	Voluntary work outside of the prison	26 (17%)	75 (50%)	37 (25%)	12 (8%)
	Paid work outside of the prison	12 (8%)	98 (64%)	32 (21%)	11 (7%)
16.2	If you have done any of these activities while in this prison, do you think they will help you on release?				
		Yes, will help	No, won't help	Not done this	
	Education	68 (46%)	50 (34%)	30 (20%)	
	Vocational or skills training	57 (42%)	43 (31%)	37 (27%)	
	Prison job	37 (27%)	90 (65%)	12 (9%)	
	Voluntary work outside of the prison	28 (21%)	34 (25%)	74 (54%)	
	Paid work outside of the prison	40 (29%)	22 (16%)	76 (55%)	
16.3	Do staff encourage you to attend education, training or work?				
	Yes	89	(59%)		
	No	55	(37%)		
	Not applicable (e.g. if you are retired, sick or on remand)	6	(4%)		

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes	123 (80%)
	No	30 (20%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?			
	Yes			115 (93%)
	No			3 (2%)
	Don't know what my objectives or targets are			5 (4%)
17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes			79 (66%)
	No			36 (30%)
	Don't know what my objectives or targets are			5 (4%)
17.4	If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?			
		Yes, this helped	No, this didn't help	Not done/ don't know
	Offending behaviour programmes	42 (38%)	14 (13%)	54 (49%)
	Other programmes	35 (33%)	12 (11%)	58 (55%)
	One to one work	27 (27%)	11 (11%)	62 (62%)
	Being on a specialist unit	10 (10%)	12 (12%)	75 (77%)
	ROTL - day or overnight release	81 (70%)	6 (5%)	29 (25%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			31 (21%)
	No			115 (76%)
	Don't know			5 (3%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			2 (6%)
	Quite near			14 (45%)
	Quite far			12 (39%)
	Very far			3 (10%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			18 (58%)
	No			13 (42%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	3 (10%)	8 (26%)	20 (65%)
	Getting employment	3 (10%)	14 (45%)	14 (45%)
	Setting up education or training	2 (7%)	9 (31%)	18 (62%)
	Arranging benefits	4 (13%)	14 (45%)	13 (42%)
	Sorting out finances	3 (10%)	11 (37%)	16 (53%)
	Support for drug or alcohol problems	3 (10%)	4 (14%)	22 (76%)
	Health / mental health support	4 (14%)	6 (21%)	19 (66%)
	Social care support	3 (10%)	6 (21%)	20 (69%)
	Getting back in touch with family or friends	5 (17%)	8 (28%)	16 (55%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	76 (50%)
	No	76 (50%)
19.2	Are you a UK / British citizen?	
	Yes	150 (99%)
	No	1 (1%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	3 (2%)
	No	147 (98%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	7 (5%)
	No	145 (95%)
19.5	What is your gender?	
	Male	151 (99%)
	Female	0 (0%)
	Non-binary	0 (0%)
	Other	1 (1%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	148 (99%)
	Gay / lesbian / homosexual	1 (1%)
	Bisexual	0 (0%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	0 (0%)
	No	148 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	5 (3%)
	Less likely to offend	96 (62%)
	Made no difference	53 (34%)

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Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
48	109	35	122

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	13%	17%	17%	14%
	Are you 50 years of age or older?	6%	22%	3%	23%
1.3	Are you from a minority ethnic group?			97%	10%
7.1	Are you Muslim?	74%	1%		
11.3	Do you have any mental health problems?	20%	27%	17%	27%
12.1	Do you consider yourself to have a disability?	9%	17%	9%	16%
19.2	Are you a foreign national?	0%	1%	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	0%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	83%	83%	83%	83%
2.4	Overall, were you treated very / quite well in reception?	85%	92%	86%	92%
2.5	When you first arrived, did you have any problems?	55%	44%	60%	44%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	31%	61%	25%	60%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	85%	94%	80%	95%
3.5	Have you had an induction at this prison?	96%	94%	94%	94%
For those who have had an induction:					
3.5	Did your induction cover everything you needed to know about this prison?	57%	77%	52%	76%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	25%	14%	29%	14%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	81%	87%	77%	88%
	- Can you shower every day?	100%	99%	100%	99%
	- Do you have clean sheets every week?	89%	90%	86%	90%
	- Do you get cell cleaning materials every week?	69%	77%	69%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	87%	87%	86%	86%
	- Can you get your stored property if you need it?	43%	66%	43%	64%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
48	109	35	122

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	36%	46%	31%	46%
5.3	Does the shop / canteen sell the things that you need?	44%	73%	40%	71%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	66%	88%	57%	87%
6.2	Are there any staff here you could turn to if you had a problem?	83%	80%	80%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	23%	43%	23%	40%
6.6	Do you feel that you are treated as an individual in this prison?	47%	69%	44%	68%
FAITH					
For those who have a religion:					
7.2	Are your religious beliefs respected here?	74%	61%	74%	62%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	77%	68%	80%	68%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	44%	57%	40%	57%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	32%	23%	31%	24%
8.3	Are you able to use a phone every day (if you have credit)?	96%	96%	94%	97%
For those who get visits:					
8.7	Are your visitors usually treated respectfully by staff?	82%	93%	67%	95%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	7%	0%	6%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	35%	54%	29%	55%
For those who use the library:					
9.9	Does the library have a wide enough range of materials to meet your needs?	56%	83%	50%	81%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	83%	84%	77%	86%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	49%	77%	37%	78%
10.3	Is it easy for you to make a complaint?	51%	65%	49%	64%
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	25%	48%	14%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	44%	7%	50%	10%

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	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

	Black and minority ethnic	White		
	48	109	Muslim	Non-Muslim
Number of completed questionnaires returned	35	122		

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	36%	56%	30%	56%
	- Nurse?	70%	83%	62%	84%
	- Dentist?	20%	29%	18%	29%
	- Mental health workers?	13%	38%	9%	37%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	38%	62%	33%	59%
11.5	Do you think the overall quality of the health services here is very / quite good?	56%	76%	52%	76%
OTHER SUPPORT NEEDS					
For those who have a disability:					
12.2	Are you getting the support you need?	25%	59%	33%	56%
SAFETY					
14.1	Have you ever felt unsafe here?	29%	11%	34%	11%
14.2	Do you feel unsafe now?	11%	3%	15%	3%
14.3	Not experienced bullying / victimisation by other prisoners	68%	84%	74%	82%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40%	25%	38%	26%
14.5	Not experienced bullying / victimisation by members of staff	47%	85%	37%	85%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	42%	44%	44%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	51%	54%	52%	53%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	70%	33%	69%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%	0%	1%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	47%	69%	47%	66%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	89%	77%	85%	79%
For those who have a custody plan:					
17.3	Are staff helping you to achieve your objectives or targets?	53%	74%	45%	73%
17.4	Have you done ROTL - day or overnight release in this prison?	87%	68%	93%	69%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	91%	94%	92%	93%
PREPARATION FOR RELEASE					
For those who expect to be released in the next 3 months:					
18.3	Is anybody helping you to prepare for your release?	44%	67%	38%	65%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	67%	62%	57%	64%

HMP/YOI Hatfield 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Have a disability	Do not have a disability	Mental health problems	No mental health problems
22	135	38	117

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	18%	13%	11%	15%
	Are you 50 years of age or older?	5%	21%	16%	19%
1.3	Are you from a minority ethnic group?	18%	32%	24%	33%
7.1	Are you Muslim?	14%	24%	16%	25%
11.3	Do you have any mental health problems?	68%	17%		
12.1	Do you consider yourself to have a disability?			40%	6%
19.2	Are you a foreign national?	0%	1%	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	2%	3%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	82%	84%	82%	85%
2.4	Overall, were you treated very / quite well in reception?	86%	92%	92%	91%
2.5	When you first arrived, did you have any problems?	55%	46%	53%	45%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	55%	52%	53%	53%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	64%	96%	79%	96%
3.5	Have you had an induction at this prison?	96%	95%	92%	97%
For those who have had an induction:					
3.5	Did your induction cover everything you needed to know about this prison?	62%	72%	69%	71%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	25%	0%	27%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	77%	87%	74%	89%
	- Can you shower every day?	100%	99%	100%	99%
	- Do you have clean sheets every week?	73%	91%	76%	92%
	- Do you get cell cleaning materials every week?	68%	76%	66%	78%
	- Is it normally quiet enough for you to relax or sleep at night?	59%	92%	76%	91%
	- Can you get your stored property if you need it?	57%	60%	57%	61%

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* less than 1% probability that the difference is due to chance

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
Number of completed questionnaires returned	22	135	38	117

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	36%	44%	29%	47%
5.3	Does the shop / canteen sell the things that you need?	59%	65%	50%	69%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	64%	84%	78%	82%
6.2	Are there any staff here you could turn to if you had a problem?	68%	83%	78%	82%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	46%	35%	41%	35%
6.6	Do you feel that you are treated as an individual in this prison?	50%	63%	56%	63%
FAITH					
For those who have a religion:					
7.2	Are your religious beliefs respected here?	64%	65%	57%	67%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	64%	72%	50%	78%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	55%	53%	55%	53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	33%	25%	39%	22%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%	97%	96%
For those who get visits:					
8.7	Are your visitors usually treated respectfully by staff?	93%	88%	96%	86%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	2%	0%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	59%	49%	65%	46%
For those who use the library:					
9.9	Does the library have a wide enough range of materials to meet your needs?	75%	74%	61%	78%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	77%	85%	87%	84%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	74%	69%	68%	71%
10.3	Is it easy for you to make a complaint?	64%	61%	58%	62%
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	29%	39%	19%	46%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	22%	21%	24%

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	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

	Have a disability	Do not have a disability
Number of completed questionnaires returned	22	135

	Mental health problems	No mental health problems
	38	117

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	55%	50%
	- Nurse?	91%	77%
	- Dentist?	32%	26%
	- Mental health workers?	50%	27%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	50%	57%
11.5	Do you think the overall quality of the health services here is very / quite good?	81%	69%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	52%	
SAFETY			
14.1	Have you ever felt unsafe here?	36%	13%
14.2	Do you feel unsafe now?	10%	5%
14.3	Not experienced bullying / victimisation by other prisoners	68%	82%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	14%	32%
14.5	Not experienced bullying / victimisation by members of staff	71%	74%
14.6	If you were being bullied / victimised by staff here, would you report it?	38%	45%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	55%	62%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	68%	61%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	85%	80%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	65%	66%
17.4	Have you done ROTL - day or overnight release in this prison?	56%	78%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	92%
PREPARATION FOR RELEASE			
For those who expect to be released in the next 3 months:			
18.3	Is anybody helping you to prepare for your release?	57%	58%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	55%	63%

49%	51%
92%	75%
27%	27%
61%	20%
54%	
68%	72%
57%	43%
32%	11%
8%	4%
68%	84%
16%	34%
63%	77%
41%	46%
53%	54%
54%	64%
0%	0%
0%	1%
69%	60%
75%	83%
70%	65%
68%	77%
100%	91%
70%	52%
58%	64%

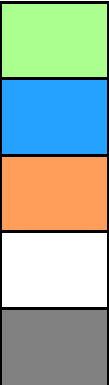
HMP/YOI Hatfield 2019
Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25
- responses of prisoners aged 50 and over are compared with those of prisoners under 50

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:



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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

25 and under	Over 25
24	137

50 and over	Under 50
29	132

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	13%	
	Are you 70 years of age or older?		1%
1.3	Are you from a minority ethnic group?	25%	32%
7.1	Are you Muslim?	26%	22%
11.3	Do you have any mental health problems?	18%	26%
12.1	Do you consider yourself to have a disability?	18%	13%
19.2	Are you a foreign national?	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	75%	85%
2.4	Overall, were you treated very / quite well in reception?	83%	92%
2.5	When you first arrived, did you have any problems?	57%	46%
For those who had any problems when they first arrived:			
2.6	Did staff help you to deal with these problems?	64%	49%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	91%	92%
3.5	Have you had an induction at this prison?	91%	95%
For those who have had an induction:			
3.5	Did your induction cover everything you needed to know about this prison?	67%	71%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	0%	25%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	83%	85%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	86%	89%
	- Do you get cell cleaning materials every week?	64%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	91%	87%
	- Can you get your stored property if you need it?	55%	60%

	2%
3%	
11%	35%
3%	27%
21%	25%
3%	16%
0%	1%
0%	3%
100%	80%
100%	89%
41%	49%
58%	51%
97%	91%
93%	95%
70%	70%
50%	15%
100%	82%
100%	99%
93%	88%
89%	71%
79%	89%
68%	58%

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* less than 1% probability that the difference is due to chance

	25 and under	Over 25	50 and over	Under 50
Number of completed questionnaires returned	24	137	29	132

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	35%	44%
5.3	Does the shop / canteen sell the things that you need?	70%	62%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	73%	82%
6.2	Are there any staff here you could turn to if you had a problem?	82%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	23%	39%
6.6	Do you feel that you are treated as an individual in this prison?	61%	62%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	82%	64%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	73%	71%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	59%	52%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	32%	25%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	87%	89%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	41%	51%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	67%	75%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	85%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	68%	69%
10.3	Is it easy for you to make a complaint?	64%	60%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	33%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	43%	22%

76%	36%
82%	59%
96%	77%
86%	80%
41%	35%
69%	60%
53%	69%
63%	73%
55%	53%
14%	28%
100%	95%
100%	87%
0%	2%
50%	50%
85%	71%
90%	83%
79%	67%
72%	58%
58%	31%
6%	28%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

24	25 and under
137	Over 25

29	50 and over
132	Under 50

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	46%	51%
	- Nurse?	62%	82%
	- Dentist?	19%	28%
	- Mental health workers?	27%	31%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	50%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	68%	71%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	75%	47%
SAFETY			
14.1	Have you ever felt unsafe here?	18%	16%
14.2	Do you feel unsafe now?	5%	5%
14.3	Not experienced bullying / victimisation by other prisoners	95%	78%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	30%	29%
14.5	Not experienced bullying / victimisation by members of staff	77%	73%
14.6	If you were being bullied / victimised by staff here, would you report it?	35%	46%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	55%	53%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	50%	63%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	61%	62%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	96%	78%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	57%	68%
17.4	Have you done ROTL - day or overnight release in this prison?	67%	57%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	71%	76%
PREPARATION FOR RELEASE			
For those who expect to be released in the next 3 months:			
18.3	Is anybody helping you to prepare for your release?	87%	94%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	62%	62%

72%	45%
97%	75%
25%	27%
30%	30%
80%	50%
86%	67%
100%	50%
11%	17%
4%	6%
70%	83%
36%	28%
93%	70%
57%	42%
59%	52%
74%	58%
0%	0%
0%	1%
57%	63%
70%	83%
72%	65%
75%	52%
77%	75%
100%	92%
69%	61%

HMP/YOI Hatfield 2019

Comparison of survey responses from different residential locations

In this table responses from The Lakes site (G and H units) are compared with those from the main site (A, B, C, D, E and F units).

Shading is used to indicate statistical significance*, as follows:

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

The Lakes (G and H)	Main site (A, B, C, D, E and F)
48	114

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	4%	1%
	Are you 25 years of age or younger?	21%	12%
	Are you 50 years of age or older?	15%	19%
	Are you 70 years of age or older?	2%	0%
1.3	Are you from a minority ethnic group?	20%	35%
1.4	Have you been in this prison for less than 6 months?	60%	20%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	0%
1.6	Is your sentence less than 12 months?	4%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	9%	28%
11.3	Do you have any mental health problems?	38%	19%
12.1	Do you consider yourself to have a disability?	24%	10%
19.1	Do you have any children under the age of 18?	48%	51%
19.2	Are you a foreign national?	0%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%
19.4	Have you ever been in the armed services?	2%	6%
19.5	Is your gender female non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	2%
19.7	Do you identify as transgender or transsexual?	0%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	28%	39%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	94%	89%
2.3	When you were searched in reception, was this done in a respectful way?	92%	80%
2.4	Overall, were you treated very / quite well in reception?	96%	89%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

The Lakes (G and H)	Main site (A, B, C, D, E and F)
48	114

2.5	When you first arrived, did you have any problems?	43%	50%
2.5	Did you have problems with:		
	- Getting phone numbers?	15%	14%
	- Contacting family?	11%	16%
	- Arranging care for children or other dependents?	4%	1%
	- Contacting employers?	0%	9%
	- Money worries?	13%	11%
	- Housing worries?	9%	6%
	- Feeling depressed?	11%	12%
	- Feeling suicidal?	0%	3%
	- Other mental health problems?	11%	7%
	- Physical health problems?	4%	6%
	- Drugs or alcohol (e.g. withdrawal)?	2%	0%
	- Getting medication?	9%	4%
	- Needing protection from other prisoners?	0%	3%
	- Lost or delayed property?	6%	16%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	60%	49%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	58%	57%
	- Toiletries / other basic items?	51%	44%
	- A shower?	67%	57%
	- A free phone call?	31%	31%
	- Something to eat?	82%	64%
	- The chance to see someone from health care?	76%	49%
	- The chance to talk to a Listener or Samaritans?	31%	25%
	- Support from another prisoner (e.g. Insider or buddy)?	42%	27%
	- None of these?	7%	15%
3.2	On your first night in this prison, was your cell very / quite clean?	59%	49%
3.3	Did you feel safe on your first night here?	96%	90%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	61%	55%
	- Free PIN phone credit?	33%	38%
	- Numbers put on your PIN phone?	55%	50%
3.5	Have you had an induction at this prison?	96%	94%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	89%	63%

Shading is used to indicate statistical significance*, as follows:

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	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

* less than 1 % probability that the difference is due to chance

Number of completed questionnaires returned

The Lakes (G and H)	Main site (A, B, C, D, E and F)
48	114

ON THE WING			
4.1	Are you in a cell on your own?	2%	97%
4.2	Is your cell call bell normally answered within 5 minutes?	2%	2%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	80%	87%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	78%	93%
	- Do you get cell cleaning materials every week?	77%	73%
	- Is it normally quiet enough for you to relax or sleep at night?	80%	90%
	- Can you get your stored property if you need it?	64%	58%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	61%	57%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	80%	31%
5.2	Do you get enough to eat at meal-times always / most of the time?	52%	39%
5.3	Does the shop / canteen sell the things that you need?	69%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	84%	80%
6.2	Are there any staff here you could turn to if you had a problem?	86%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	34%
6.4	Do you have a personal officer?	98%	96%
For those who have a personal officer:			
6.4	Is your personal or named officer very / quite helpful?	50%	70%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	11%	15%
6.6	Do you feel that you are treated as an individual in this prison?	69%	59%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	47%	67%
	If so, do things sometimes change?	76%	41%
FAITH			
7.1	Do you have a religion?	44%	63%
For those who have a religion:			
7.2	Are your religious beliefs respected here?	80%	62%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	70%	71%
7.4	Are you able to attend religious services, if you want to?	75%	78%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	62%	50%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	23%	27%
8.3	Are you able to use a phone every day (if you have credit)?	100%	95%
8.4	Is it very / quite easy for your family and friends to get here?	60%	58%
8.5	Do you get visits from family/friends once a week or more?	31%	14%
For those who get visits:			
8.6	Do visits usually start and finish on time?	100%	89%
8.7	Are your visitors usually treated respectfully by staff?	100%	83%

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The Lakes (G and H)	Main site (A, B, C, D, E and F)
48	114

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	98%
For those who know what the unlock and lock-up times are supposed to be:			
9.1	Are these times usually kept to?	96%	92%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	49%	50%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	2%	5%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	49%	46%
9.4	Do you have time to do domestics more than 5 days in a typical week?	87%	79%
9.5	Do you get association more than 5 days in a typical week, if you want it?	96%	94%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	96%	94%
9.7	Do you typically go to the gym twice a week or more?	71%	75%
9.8	Do you typically go to the library once a week or more?	78%	59%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	90%	67%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	87%	83%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	91%	61%
	Are applications usually dealt with within 7 days?	75%	57%
10.3	Is it easy for you to make a complaint?	64%	59%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	67%	31%
	Are complaints usually dealt with within 7 days?	78%	52%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	25%

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For those who need it, is it easy to:			
10.6	Communicate with your solicitor or legal representative?	56%	53%
	Attend legal visits?	48%	48%
	Get bail information?	40%	20%
For those who have had legal letters:			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	20%	41%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	66%	44%
	- Nurse?	91%	74%
	- Dentist?	42%	20%
	- Mental health workers?	36%	28%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	62%	72%
	- Nurse?	84%	76%
	- Dentist?	27%	30%
	- Mental health workers?	27%	24%
11.3	Do you have any mental health problems?	38%	19%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	44%	63%
11.5	Do you think the overall quality of the health services here is very / quite good?	84%	65%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	24%	10%
For those who have a disability:			
12.2	Are you getting the support you need?	50%	55%
12.3	Have you been on an ACCT in this prison?	0%	1%
For those who have been on an ACCT:			
12.4	Did you feel cared for by staff?		0%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	29%	32%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	11%	5%
For those who had / have an alcohol problem:			
13.2	Have you been helped with your alcohol problem in this prison?	40%	100%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	13%	5%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	2%	0%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	2%	1%
For those who had / have a drug problem:			
13.6	Have you been helped with your drug problem in this prison?	50%	33%
13.7	Is it very / quite easy to get illicit drugs in this prison?	21%	24%
13.8	Is it very / quite easy to get alcohol in this prison?	9%	23%

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SAFETY			
14.1	Have you ever felt unsafe here?	9%	19%
14.2	Do you feel unsafe now?	2%	6%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	12%	18%
	- Threats or intimidation?	7%	14%
	- Physical assault?	2%	3%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	5%	6%
	- Other bullying / victimisation?	5%	5%
	- Not experienced any of these from prisoners here	88%	77%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	26%	31%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	7%	21%
	- Threats or intimidation?	5%	24%
	- Physical assault?	2%	1%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	2%	2%
	- Other bullying / victimisation?	7%	14%
	- Not experienced any of these from staff here	91%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	54%	41%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	66%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	68%	58%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
For those who have been restrained in the last 6 months:			
15.4	Did anyone come and talk to you about it afterwards?		
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	2%	0%
For those who have spent one or more nights in the segregation unit in the last 6 months:			
15.6	Were you treated well by segregation staff?	100%	
	Could you shower every day?	0%	
	Could you go outside for exercise every day?	100%	
	Could you use the phone every day (if you had credit)?	0%	

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	73%	57%
	- Vocational or skills training?	51%	35%
	- Prison job?	74%	76%
	- Voluntary work outside of the prison?	15%	18%
	- Paid work outside of the prison?	10%	7%
16.2	In this prison, have you done the following activities:		
	- Education?	75%	82%
	- Vocational or skills training?	67%	76%
	- Prison job?	83%	95%
	- Voluntary work outside of the prison?	30%	52%
	- Paid work outside of the prison?	33%	50%
For those who have done the following activities, do you think they will help you on release:			
	- Education?	64%	55%
	- Vocational or skills training?	69%	53%
	- Prison job?	35%	27%
	- Voluntary work outside of the prison?	50%	44%
	- Paid work outside of the prison?	46%	69%
16.3	Do staff encourage you to attend education, training or work?	85%	52%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	80%	81%
For those who have a custody plan:			
17.2	Do you understand what you need to do to achieve your objectives or targets?	97%	92%
17.3	Are staff helping you to achieve your objectives or targets?	77%	62%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	37%	57%
	- Other programmes?	44%	45%
	- One to one work?	31%	41%
	- Been on a specialist unit?	16%	26%
	- ROTL - day or overnight release?	29%	94%
For those who have done the following, did they help you to achieve your objectives or targets:			
	- Offending behaviour programmes?	85%	72%
	- Other programmes?	87%	69%
	- One to one work?	80%	68%
	- Being on a specialist unit?	40%	47%
	- ROTL - day or overnight release?	70%	96%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	14%	23%
For those who expect to be released in the next 3 months:			
18.2	Is this prison very / quite near to your home area or intended release address?	83%	44%
18.3	Is anybody helping you to prepare for your release?	67%	56%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	83%	24%
	- Getting employment?	83%	48%
	- Setting up education or training?	80%	29%
	- Arranging benefits?	100%	48%
	- Sorting out finances?	80%	40%
	- Support for drug or alcohol problems?	80%	13%
	- Health / mental Health support?	80%	25%
	- Social care support?	80%	21%
	- Getting back in touch with family or friends?	80%	38%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	40%	17%
	- Getting employment?	20%	17%
	- Setting up education or training?	25%	14%
	- Arranging benefits?	17%	25%
	- Sorting out finances?	25%	20%
	- Support for drug or alcohol problems?	50%	33%
	- Health / mental Health support?	50%	33%
	- Social care support?	50%	20%
	- Getting back in touch with family or friends?	25%	44%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	67%	60%

HMP/YOI Hatfield 2019
Survey responses compared with those from other HMIP surveys of open prisons
and with those from the previous survey

In this table summary statistics from HMP/YOI Hatfield 2019 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other open prisons (13 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (5 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP/YOI Hatfield in 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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162	1,924	162	691	162	141

n=number of valid responses to question (HMP/YOI Hatfield 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION											
1.2	Are you under 21 years of age?	n=161	2%	0%		2%	0%	2%	1%		
	Are you 25 years of age or younger?	n=161	15%			15%	7%	15%			
	Are you 50 years of age or older?	n=161	18%	25%		18%	23%	18%	16%		
	Are you 70 years of age or older?	n=161	1%	2%		1%	1%	1%	0%		
1.3	Are you from a minority ethnic group?	n=157	31%	25%		31%	27%	31%	32%		
1.4	Have you been in this prison for less than 6 months?	n=160	32%			32%	38%	32%			
1.5	Are you currently serving a sentence?	n=161	100%			100%	100%	100%			
	Are you on recall?	n=161	0%	3%		0%	2%	0%	4%		
1.6	Is your sentence less than 12 months?	n=160	2%	2%		2%	2%	2%	1%		
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=160	1%	10%		1%	6%	1%	16%		
7.1	Are you Muslim?	n=157	22%	13%		22%	16%	22%	21%		
11.3	Do you have any mental health problems?	n=155	25%			25%	21%	25%			
12.1	Do you consider yourself to have a disability?	n=157	14%	16%		14%	19%	14%	12%		
19.1	Do you have any children under the age of 18?	n=152	50%	50%		50%	54%	50%	51%		
19.2	Are you a foreign national?	n=151	1%	2%		1%	1%	1%	2%		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=150	2%	2%		2%	3%	2%	0%		
19.4	Have you ever been in the armed services?	n=152	5%	7%		5%	7%	5%	2%		
19.5	Is your gender female or non-binary?	n=152	1%			1%	1%	1%			
19.6	Are you homosexual, bisexual or other sexual orientation?	n=150	1%	3%		1%	2%	1%	1%		
19.7	Do you identify as transgender or transsexual?	n=148	0%			0%	1%	0%			
ARRIVAL AND RECEPTION											
2.1	Were you given up-to-date information about this prison before you came here?	n=161	35%	27%		35%	27%	35%	29%		
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=161	90%	76%		90%	72%	90%	91%		
2.3	When you were searched in reception, was this done in a respectful way?	n=159	84%	86%		84%	88%	84%	92%		
2.4	Overall, were you treated very / quite well in reception?	n=159	91%			91%	91%	91%			

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2.5	When you first arrived, did you have any problems?	n=160	48%	44%	48%	45%	48%	33%
2.5	Did you have problems with:							
	- Getting phone numbers?	n=160	14%	11%	14%	13%	14%	6%
	- Contacting family?	n=160	14%	10%	14%	13%	14%	7%
	- Arranging care for children or other dependents?	n=160	2%		2%	1%	2%	
	- Contacting employers?	n=160	6%	2%	6%	3%	6%	2%
	- Money worries?	n=160	11%	10%	11%	10%	11%	6%
	- Housing worries?	n=160	7%	8%	7%	7%	7%	6%
	- Feeling depressed?	n=160	11%		11%	13%	11%	
	- Feeling suicidal?	n=160	2%		2%	1%	2%	
	- Other mental health problems?	n=160	8%		8%	7%	8%	
	- Physical health problems?	n=160	6%	9%	6%	7%	6%	9%
	- Drugs or alcohol (e.g. withdrawal)?	n=160	1%		1%	2%	1%	
	- Getting medication?	n=160	5%		5%	8%	5%	
	- Needing protection from other prisoners?	n=160	2%	1%	2%	1%	2%	0%
	- Lost or delayed property?	n=160	13%	12%	13%	12%	13%	8%
	For those who had any problems when they first arrived:							
2.6	Did staff help you to deal with these problems?	n=75	52%	45%	52%	40%	52%	53%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	n=153	58%	60%	58%	68%	58%	61%
	- Toiletries / other basic items?	n=153	46%	47%	46%	45%	46%	40%
	- A shower?	n=153	60%	47%	60%	62%	60%	38%
	- A free phone call?	n=153	31%	38%	31%	50%	31%	30%
	- Something to eat?	n=153	69%	58%	69%	71%	69%	39%
	- The chance to see someone from health care?	n=153	57%	68%	57%	57%	57%	76%
	- The chance to talk to a Listener or Samaritans?	n=153	27%	39%	27%	28%	27%	38%
	- Support from another prisoner (e.g. Insider or buddy)?	n=153	31%		31%	28%	31%	
	- None of these?	n=153	12%		12%	8%	12%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=160	52%		52%	62%	52%	
3.3	Did you feel safe on your first night here?	n=160	92%	91%	92%	92%	92%	98%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	n=153	57%	36%	57%	45%	57%	29%
	- Free PIN phone credit?	n=149	37%		37%	49%	37%	
	- Numbers put on your PIN phone?	n=148	51%		51%	63%	51%	
3.5	Have you had an induction at this prison?	n=160	94%	96%	94%	100%	94%	89%
	For those who have had an induction:							
3.5	Did your induction cover everything you needed to know about this prison?	n=151	70%		70%	67%	70%	

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ON THE WING				
4.1	Are you in a cell on your own?	n=160	69%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=156	20%	
4.3	On the wing or houseblock you currently live on:			
	- Do you normally have enough clean, suitable clothes for the week?	n=159	85%	
	- Can you shower every day?	n=159	99%	97%
	- Do you have clean sheets every week?	n=158	89%	75%
	- Do you get cell cleaning materials every week?	n=155	74%	64%
	- Is it normally quiet enough for you to relax or sleep at night?	n=157	87%	78%
	- Can you get your stored property if you need it?	n=155	59%	45%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=156	58%	
FOOD AND CANTEEN				
5.1	Is the quality of the food in this prison very / quite good?	n=155	45%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=158	43%	
5.3	Does the shop / canteen sell the things that you need?	n=158	63%	62%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=156	81%	77%
6.2	Are there any staff here you could turn to if you had a problem?	n=153	81%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=157	36%	35%
6.4	Do you have a personal officer?	n=158	96%	
For those who have a personal officer:				
6.4	Is your personal or named officer very / quite helpful?	n=152	65%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=156	14%	
6.6	Do you feel that you are treated as an individual in this prison?	n=152	62%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=155	61%	
	If so, do things sometimes change?	n=95	48%	
FAITH				
7.1	Do you have a religion?	n=157	58%	69%
For those who have a religion:				
7.2	Are your religious beliefs respected here?	n=91	66%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=93	71%	
7.4	Are you able to attend religious services, if you want to?	n=93	77%	

69%	63%			
20%	26%			
85%	86%			
99%	95%			
89%	86%			
74%	72%			
87%	78%			
59%	46%			
58%	58%			
45%	47%			
43%	51%			
63%	65%			
81%	69%			
81%	73%			
36%	37%			
96%	94%			
65%	61%			
14%	19%			
62%	52%			
61%	50%			
48%	39%			
58%	66%			
66%	76%			
71%	79%			
77%	92%			

69%				
20%				
85%				
99%	99%			
89%	78%			
74%	75%			
87%	85%			
59%	58%			
58%				
45%				
43%				
63%	50%			
81%	92%			
81%	90%			
36%	43%			
96%				
65%				
14%				
62%				
61%				
48%				
58%	74%			
66%				
71%				
77%				

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CONTACT WITH FAMILY AND FRIENDS								
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=156	53%		53%	47%	53%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=156	26%	21%	26%	22%	26%	22%
8.3	Are you able to use a phone every day (if you have credit)?	n=158	96%		96%	96%	96%	
8.4	Is it very / quite easy for your family and friends to get here?	n=158	58%		58%	47%	58%	
8.5	Do you get visits from family/friends once a week or more?	n=155	19%		19%	28%	19%	
For those who get visits:								
8.6	Do visits usually start and finish on time?	n=96	93%		93%	79%	93%	
8.7	Are your visitors usually treated respectfully by staff?	n=97	89%		89%	88%	89%	
TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=157	99%		99%	98%	99%	
For those who know what the unlock and lock-up times are supposed to be:								
9.1	Are these times usually kept to?	n=155	93%		93%	91%	93%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=153	2%	2%	2%	3%	2%	2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=153	50%	56%	50%	55%	50%	62%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=155	4%		4%	7%	4%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=155	47%		47%	43%	47%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=156	81%		81%	80%	81%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=156	94%		94%	92%	94%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=157	94%		94%	92%	94%	
9.7	Do you typically go to the gym twice a week or more?	n=158	74%		74%	63%	74%	
9.8	Do you typically go to the library once a week or more?	n=157	64%	58%	64%	64%	64%	58%
For those who use the library:								
9.9	Does the library have a wide enough range of materials to meet your needs?	n=131	74%	72%	74%	68%	74%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	n=158	84%	85%	84%	81%	84%	90%
For those who have made an application:								
10.2	Are applications usually dealt with fairly?	n=116	69%	71%	69%	71%	69%	77%
	Are applications usually dealt with within 7 days?	n=115	62%	60%	62%	63%	62%	57%
10.3	Is it easy for you to make a complaint?	n=158	61%	54%	61%	53%	61%	53%
For those who have made a complaint:								
10.4	Are complaints usually dealt with fairly?	n=51	37%	38%	37%	36%	37%	48%
	Are complaints usually dealt with within 7 days?	n=51	57%	38%	57%	34%	57%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=76	24%		24%	27%	24%	

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For those who need it, is it easy to:							
10.6	Communicate with your solicitor or legal representative?	n=107	54%		54%	62%	54%
	Attend legal visits?	n=92	48%		48%	54%	48%
	Get bail information?	n=65	25%		25%	30%	25%
For those who have had legal letters:							
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=88	36%	35%	36%	35%	36%
HEALTH CARE							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=156	50%		50%	58%	50%
	- Nurse?	n=156	79%		79%	79%	79%
	- Dentist?	n=153	27%		27%	21%	27%
	- Mental health workers?	n=153	30%		30%	27%	30%
11.2	Do you think the quality of the health service is very / quite good from:						
	- Doctor?	n=154	70%		70%	66%	70%
	- Nurse?	n=157	78%		78%	80%	78%
	- Dentist?	n=153	29%		29%	35%	29%
	- Mental health workers?	n=151	25%		25%	23%	25%
11.3	Do you have any mental health problems?	n=155	25%		25%	21%	25%
For those who have mental health problems:							
11.4	Have you been helped with your mental health problems in this prison?	n=35	54%		54%	53%	54%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=153	71%		71%	66%	71%
OTHER SUPPORT NEEDS							
12.1	Do you consider yourself to have a disability?	n=157	14%	16%	14%	19%	14%
For those who have a disability:							
12.2	Are you getting the support you need?	n=21	52%		52%	49%	52%
12.3	Have you been on an ACCT in this prison?	n=153	1%		1%	2%	1%
For those who have been on an ACCT:							
12.4	Did you feel cared for by staff?	n=1	0%		0%	58%	0%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=155	31%		31%	42%	31%
ALCOHOL AND DRUGS							
13.1	Did you have an alcohol problem when you came into this prison?	n=156	6%	9%	6%	8%	6%
For those who had / have an alcohol problem:							
13.2	Have you been helped with your alcohol problem in this prison?	n=9	67%	85%	67%	72%	67%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=156	7%	10%	7%	9%	7%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=156	1%	2%	1%	3%	1%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=156	1%		1%	2%	1%
For those who had / have a drug problem:							
13.6	Have you been helped with your drug problem in this prison?	n=7	43%	81%	43%	70%	43%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=155	23%		23%	36%	23%
13.8	Is it very / quite easy to get alcohol in this prison?	n=155	19%		19%	30%	19%

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SAFETY								
14.1	Have you ever felt unsafe here?	n=155	16%	19%	16%	16%	16%	16%
14.2	Do you feel unsafe now?	n=153	5%	7%	5%	7%	5%	5%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	n=147	16%		16%	15%	16%	
	- Threats or intimidation?	n=147	12%		12%	12%	12%	
	- Physical assault?	n=147	3%		3%	3%	3%	
	- Sexual assault?	n=147	0%		0%	1%	0%	
	- Theft of canteen or property?	n=147	5%		5%	7%	5%	
	- Other bullying / victimisation?	n=147	5%		5%	8%	5%	
	- Not experienced any of these from prisoners here	n=147	80%		80%	78%	80%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=150	29%		29%	36%	29%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	n=151	17%		17%	21%	17%	
	- Threats or intimidation?	n=151	19%		19%	19%	19%	
	- Physical assault?	n=151	1%		1%	1%	1%	
	- Sexual assault?	n=151	0%		0%	1%	0%	
	- Theft of canteen or property?	n=151	2%		2%	3%	2%	
	- Other bullying / victimisation?	n=151	12%		12%	14%	12%	
	- Not experienced any of these from staff here	n=151	74%		74%	68%	74%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=151	44%		44%	48%	44%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=150	53%		53%	52%	53%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=151	61%		61%	53%	61%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=157	0%	2%	0%	2%	0%	
For those who have been restrained in the last 6 months:								
15.4	Did anyone come and talk to you about it afterwards?	n=6				50%		
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=155	1%		1%	1%	1%	
For those who have spent one or more nights in the segregation unit in the last 6 months:								
15.6	Were you treated well by segregation staff?	n=1	100%		100%	50%	100%	
	Could you shower every day?	n=1	0%		0%	0%	0%	
	Could you go outside for exercise every day?	n=1	100%		100%	0%	100%	
	Could you use the phone every day (if you had credit)?	n=1	0%		0%	0%	0%	

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EDUCATION, SKILLS AND WORK										
16.1	In this prison, is it easy to get into the following activities:									
	- Education? n=152				62%		62%	79%	62%	
	- Vocational or skills training? n=145				39%		39%	56%	39%	
	- Prison job? n=152				76%		76%	82%	76%	
	- Voluntary work outside of the prison? n=150				17%		17%	24%	17%	
	- Paid work outside of the prison? n=153				8%		8%	12%	8%	
16.2	In this prison, have you done the following activities:									
	- Education? n=148				80%	85%	80%	85%	80%	90%
	- Vocational or skills training? n=137				73%	80%	73%	75%	73%	85%
	- Prison job? n=139				91%	94%	91%	93%	91%	95%
	- Voluntary work outside of the prison? n=136				46%		46%	53%	46%	
	- Paid work outside of the prison? n=138				45%		45%	43%	45%	
For those who have done the following activities, do you think they will help you on release:										
	- Education? n=118				58%	62%	58%	62%	58%	58%
	- Vocational or skills training? n=100				57%	67%	57%	74%	57%	57%
	- Prison job? n=127				29%	44%	29%	40%	29%	47%
	- Voluntary work outside of the prison? n=62				45%		45%	63%	45%	
	- Paid work outside of the prison? n=62				65%		65%	82%	65%	
16.3	Do staff encourage you to attend education, training or work? n=144				62%		62%	73%	62%	
PLANNING AND PROGRESSION										
17.1	Do you have a custody plan? n=153				80%		80%	79%	80%	
For those who have a custody plan:										
17.2	Do you understand what you need to do to achieve your objectives or targets? n=123				94%		94%	93%	94%	
17.3	Are staff helping you to achieve your objectives or targets? n=120				66%		66%	66%	66%	
17.4	In this prison, have you done:									
	- Offending behaviour programmes? n=110				51%		51%	55%	51%	
	- Other programmes? n=105				45%		45%	45%	45%	
	- One to one work? n=100				38%		38%	38%	38%	
	- Been on a specialist unit? n=97				23%		23%	19%	23%	
	- ROTL - day or overnight release? n=116				75%		75%	64%	75%	
For those who have done the following, did they help you to achieve your objectives or targets:										
	- Offending behaviour programmes? n=56				75%		75%	75%	75%	
	- Other programmes? n=47				75%		75%	71%	75%	
	- One to one work? n=38				71%		71%	73%	71%	
	- Being on a specialist unit? n=22				46%		46%	44%	46%	
	- ROTL - day or overnight release? n=87				93%		93%	93%	93%	

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PREPARATION FOR RELEASE									
18.1	Do you expect to be released in the next 3 months?	n=151	21%			21%	24%	21%	
For those who expect to be released in the next 3 months:									
18.2	Is this prison very / quite near to your home area or intended release address?	n=31	52%			52%	48%	52%	
18.3	Is anybody helping you to prepare for your release?	n=31	58%			58%	67%	58%	
18.4	Do you need help to sort out the following for when you are released:								
	- Finding accommodation?	n=31	36%			36%	36%	36%	
	- Getting employment?	n=31	55%			55%	46%	55%	
	- Setting up education or training?	n=29	38%			38%	32%	38%	
	- Arranging benefits?	n=31	58%			58%	43%	58%	
	- Sorting out finances?	n=30	47%			47%	34%	47%	
	- Support for drug or alcohol problems?	n=29	24%			24%	15%	24%	
	- Health / mental Health support?	n=29	35%			35%	18%	35%	
	- Social care support?	n=29	31%			31%	16%	31%	
	- Getting back in touch with family or friends?	n=29	45%			45%	17%	45%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:								
	- Finding accommodation?	n=11	27%			27%	36%	27%	
	- Getting employment?	n=17	18%			18%	38%	18%	
	- Setting up education or training?	n=11	18%			18%	31%	18%	
	- Arranging benefits?	n=18	22%			22%	36%	22%	
	- Sorting out finances?	n=14	21%			21%	30%	21%	
	- Support for drug or alcohol problems?	n=7	43%			43%	77%	43%	
	- Health / mental Health support?	n=10	40%			40%	41%	40%	
	- Social care support?	n=9	33%			33%	25%	33%	
	- Getting back in touch with family or friends?	n=13	39%			39%	46%	39%	
FINAL QUESTION ABOUT THIS PRISON									
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=154	62%			62%	65%	62%	