

Report on an unannounced inspection of

HMP Rye Hill

by HM Chief Inspector of Prisons

1–13 September 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 Rye Hill is a relatively modern category B training prison in the West Midlands. Capable of holding up to 664 convicted adult men, the prison is operated by the private contractor G4S. Since 2014 the prison has fulfilled a specialist function, holding only those convicted of sexual offences. The considerable risk posed by them is most easily represented by the fact that, of the 659 prisoners being held there when we inspected, some 488 were serving sentences of more than 10 years and over 100 were serving indeterminate sentences, including life. Almost all presented a high risk of serious harm to others.

This was our first visit to Rye Hill since 2015. Although there was some variation in our healthy prison assessments, as on that occasion, this is basically an effective prison delivering good outcomes. Rye Hill continues to be a safe prison. New arrivals received good support on reception and were inducted well. The amount of violence recorded was not excessive and those incidents that did occur were not normally very serious. The atmosphere in the prison was settled and most prisoners seemed motivated to engage with the staff and the daily regime. In our survey prisoners did, however, raise questions about their own perceptions of safety, a finding worth further exploration by the prison. Similarly, the amount of force used and the number of adjudications initiated seemed misaligned with other findings and required better understanding by the prison. Self-harm in the prison was relatively high, although a relatively small number of prisoners accounted for a disproportionate number of incidents. Those in crisis suggested to us that they felt well cared for, aided in part by good peer support engagement.

Rye Hill had become a more respectful prison. Relationships between staff and prisoners were constructive and supportive, encouraged further by well managed key worker and very useful peer worker schemes. Consultation was wide ranging and although we were concerned that not all formal complaints were properly recorded, those that were, as well as general requests and applications, were mostly properly dealt with. The prison was doing some useful and encouraging work to promote diversity, including providing good support for older prisoners and those with disabilities, but despite this there was clear evidence that perceptions among some protected groups continued to be more negative. Faith provision was a strength of the prison and the quality of health provision was reasonably good.

The prison was clean and well maintained, and cellular accommodation was very good. Access to amenities such as clothing, showers and cleaning materials was similarly good. The very impressive grounds and garden areas, to which prisoners had reasonable access, were a civilising feature of the prison's environment and was likely to have supported the sense of well-being among the men.

Rye Hill remained a purposeful place. Prisoners were unlocked for meaningful amounts of time and very few were locked up during the working day. There was good access to recreational facilities, including a valuable activity centre offering support for older, vulnerable and disabled men. Work to promote education, skills and work was not as good, with issues such as attendance and the acquisition of skills in English and maths needing improvement. Too many prisoners were not being sufficiently challenged. Our partners in Ofsted judged the overall effectiveness of education, skills and work as 'requires improvement', which was disappointing.

The prison was more successful in managing and addressing one of its core tasks, that of managing the risk of harm among those being held there. Almost all had an assessment of their risk and needs (OASys) and a sentence plan, and most prisoners understood what was expected of them. Offender supervisors supported by key workers ensured reasonable levels of contact, and although one-to-one interventions were limited, access to accredited offending behaviour work was better. Public protection work was satisfactory but support for the few prisoners who were released from the prison needed to be improved.

At Rye Hill we found a well-led establishment working hard to promote the well-being of its prisoners, to sustain a credible community ethos and to create a meaningful rehabilitative culture. We found some very effective outcomes and while there were gaps, there was every reason to believe that the prison was very well placed to improve still further.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

October 2019

Fact page

Task of the establishment

HMP Rye Hill is a category B prison for men aged over 21, serving sentences of over four years who have been convicted of sexual offences.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 659

Baseline certified normal capacity: 600

Operational capacity: 664

Notable features from this inspection

All prisoners were convicted of a sexual offence.

90% of the population had been assessed as high or very high risk of serious harm to others.

90% of the population was serving either an indeterminate sentence or a sentence of 10 years or more.

A fifth of the population was over the age of 60.

Two thirds of the population had only attained level 1 or lower in English or mathematics.

Prison status and key providers

Private: G4S Custodial and Detention Services

Physical and mental health provider: G4S Healthcare

Secondary mental health care provider: Northamptonshire Healthcare NHS Foundation Trust

Substance use treatment provider: G4S

Prison education framework provider: Novus

Community rehabilitation company: N/A

Escort contractor: GEOAmey

Prison group

East Midlands

Brief history

HMP Rye Hill opened in 2001. In summer 2014, the prison was re-rolled to hold an entire population of prisoners convicted of sexual offences.

Short description of residential units

One unit (Andrews wing) was the induction unit and all the other seven units held sentenced prisoners.

Name of governor/director and date in post

Peter Small, in post since April 2017

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.

Independent Monitoring Board chair
Michael Waring

Date of last inspection
3–14 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

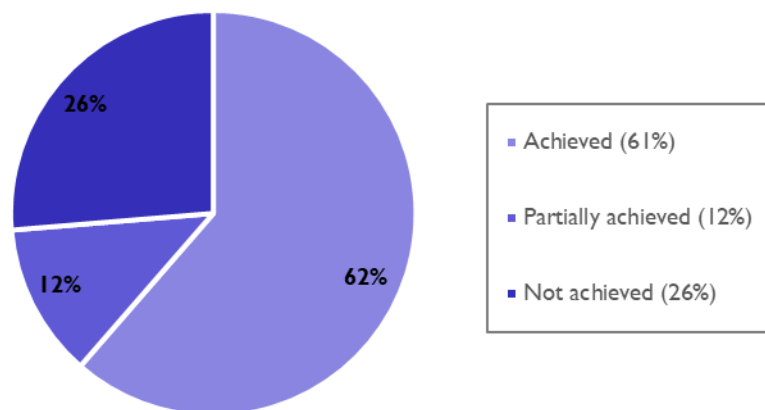
² Available at: <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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 Rye Hill in 2015 and made 57 recommendations overall. The prison fully accepted 48 of the recommendations and partially (or subject to resources) accepted seven. It rejected two of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 35 of those recommendations, partially achieved seven recommendations and not achieved 15 recommendations.

Figure 1: HMP Rye Hill progress on recommendations from last inspection (n=57)



- S3 Since our last inspection of HMP Rye Hill outcomes for prisoners stayed the same in two healthy prison areas, with safety and rehabilitation and release planning remaining good. Outcomes improved in respect from not sufficiently good to reasonably good. Purposeful activity declined from good to reasonably good.

Figure 2: HMP Rye Hill 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 *Support for new arrivals was very good. Violence and bullying reduction work was managed reasonably well and peer support initiatives were excellent. Levels of violence remained low. The adjudications process was used frequently and the number of incidents involving force was high and not always necessary. Conditions in the segregation unit were reasonable, but reintegration planning needed to improve. Security arrangements were good and the use of illicit drugs was not widespread. The number of self-harm incidents had declined but was still relatively high, although a very small number of prisoners accounted for a significant number of these incidents. Care for prisoners in crisis was good. **Outcomes for prisoners were good against this healthy prison test.***

S5 *At the last inspection in 2015 we found that outcomes for prisoners in Rye Hill were good against this healthy prison test. We made 12 recommendations in the area of safety.⁵ At this inspection we found that nine of the recommendations had been achieved, one had been partially achieved and two had not been achieved.*

S6 Many prisoners had long journeys to the prison but said escort staff treated them well. The reception area had been refurbished and was impressive. Prisoners were not locked in holding rooms and initial safety interviews were conducted in private. First night accommodation was clean and well prepared. Insiders (prisoners who introduce new arrivals to prison life) were used very effectively throughout the reception and induction processes, even checking on prisoners after they moved to other wings. The induction programme was comprehensive and well managed.

S7 The prison was well organised and the atmosphere was relaxed with a culture focused on providing prisoners with incentives to behave well. The number of assaults was higher than in similar prisons but most of these were low level and not serious. However, prisoners' perceptions of safety were far more negative than at other similar prisons and compared with our previous inspection. The reasons behind these perceptions required further exploration. Some of the older prisoners, for example, said they felt unsafe because of the noise in the units or other prisoners' views of their offences.

S8 The violence reduction strategy was reasonably good, but data analysis needed to improve. All violent incidents were investigated, but some investigation reports lacked depth. The challenge, support and intervention plan⁶ process had been introduced reasonably well, but residential staff rarely used the plans to inform their management of individuals. Peer-led initiatives to improve the behaviour of prisoners included a violence engagement team, which was working towards reducing violence through team or community activities. Rewards available under the enhanced level of the incentives and earned privileges (IEP) scheme were positive, but too few prisoners knew about them.

S9 The number of adjudications had increased since the previous inspection, but nearly a quarter were dismissed and the reasons for this were not analysed. In the cases we reviewed some minor offences could have been dealt with through other mechanisms, such as the IEP scheme.

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 Challenge, support and intervention plans are 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.

- S10 The number of incidents involving force had doubled since our last inspection, although many were low level. A use of force committee met every week to review all incidents involving force and some good data were collected but more analysis was required to determine if force had been necessary in every case.
- S11 The number of prisoners segregated was not excessive, but the proportion segregated awaiting an adjudication was high, which was not always necessary. Cells and communal areas in the segregation unit were clean, but the standard of the cells was variable. The segregation regime had improved since the previous inspection, and some activities took place away from the unit, such as a weekly gym session for some prisoners. Not all prisoners had a reintegration plan and some others were too basic.
- S12 Security arrangements were proportionate, including the individual risk assessments for escort arrangements for prisoners with medical conditions, which had previously been an issue. Intelligence reports were well managed. Although prisoners in our survey suggested that drugs were easily available, this was not supported by the very low proportion of positive drug test results over recent months. All intelligence-led searching had been completed, which was impressive, and over 70% of suspicion mandatory drug testing had been conducted, which was high.
- S13 The number of self-harm incidents recorded remained relatively high, although 40% of all recent self-harm incidents had involved just five prisoners. Data collection was good, but analysis was too limited. Most prisoners on assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm reported feeling supported, and impressive peer support was also available. Entries in ACCT documentation, however, often lacked meaningful detail.
- S14 A safeguarding adults policy was in place, but there was a lack of evidence to show that the prison was represented at the local safeguarding adults board held in the community. Residential staff we spoke to did not always have a clear understanding of adult safeguarding or the procedures in place.

Respect

- S15 *Staff-prisoner working relationships were positive. The prison remained very clean and living conditions were good. The impressive garden areas encouraged well-being and peer-led initiatives provided valuable support and promoted the positive community ethos of Rye Hill. The food and shop were both good. Consultation arrangements were useful, but the applications system was not fully effective. Equality and diversity work had seen some improvements, but the negative perceptions of some groups of prisoners had not been addressed and support was variable. Provision for those who were older or disabled was, however, very good. Faith provision was a strength. Health services were reasonably good overall. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S16 *At the last inspection in 2015 we found that outcomes for prisoners in Rye Hill were not sufficiently good against this healthy prison test. We made 32 recommendations in the area of respect. At this inspection we found that 20 of the recommendations had been achieved, five had been partially achieved and seven had not been achieved.*
- S17 In our survey, most prisoners said staff treated them with respect and that they had somebody to turn to if they had a problem. The key worker scheme was working well and, in our survey, significantly more prisoners than in similar prisons and compared with our

previous inspection said that a member of staff had spoken to them in the past week to see how they were getting on. We observed professional staff-prisoner relationships, but some prisoners felt that staff did not always consistently apply the rules and that poor behaviour was not always robustly challenged. A wide variety of peer-led initiatives and events were having a positive impact and helping to develop the prison's community ethos.

- S18 The prison was very clean and well maintained, and living conditions were good. The garden areas were impressive and, in our view, supported prisoners' well-being. Cells were in good condition and generally well furnished. Communal showers were also in good condition, but they were insufficiently private. Access to clothing, bedding and cleaning equipment was good.
- S19 In our survey, 76% of prisoners said the food was either good or very good. The menu was sufficiently diverse and portion sizes were adequate. Nearly three quarters of prisoners, significantly more than at similar prisons, said the prison shop sold everything they needed. New prisoners did not have to wait to place or receive a shop order, which was good.
- S20 Prisoner consultation arrangements were wide ranging and senior managers supported them effectively. Paper applications were not processed confidentially, and responses were not tracked, which made it impossible to monitor timeliness. Not all complaints had been logged, which made the number of complaints appear much lower than they were, but this was addressed during the inspection. Complaint responses were now quality assured, a process which innovatively involved prisoners. Another peer-led initiative also provided some advice and signposting to prisoners on legal matters.
- S21 Good structures were in place for the strategic management of equality work, and the prison excelled at celebrating diversity. However, the prison needed to determine the reasons for the perceptions that some groups had of their treatment. Some adverse monitoring data were not acted on, and there were weaknesses in the consultation process for some groups. Discrimination incident reporting form responses were now timely and generally good, but they were not independently quality assured.
- S22 As at our last inspection, the results of our survey showed that significantly fewer black and minority ethnic prisoners felt staff treated them respectfully, and many of those we spoke to reinforced this perception. Support for foreign national prisoners had improved but we were still not satisfied that professional telephone interpretation was always used when needed. Provision for the large population of older prisoners and those with disabilities was good and better than we often see. There was a very good focus on keeping these prisoners active and involved in prison life. Written plans for the evacuation of prisoners with disabilities were not always in place. Support for veterans in custody was limited despite evidence of a higher than average level of need among this group.
- S23 Staffing shortages within the chaplaincy had affected the provision in 2018, but the team had recovered well and was providing an effective service. Pastoral support was strong, and there was some good provision for bereaved prisoners.
- S24 All health services were affected by the poor connection to SystmOne (the electronic clinical information system), including clinics, which were often delayed. Partnership working between the prison and health providers had improved and local clinical governance meetings were recently reconvened, which was positive. There was no overall health promotion strategy, but the drug and alcohol recovery team (DART) provided some excellent support. The number and range of health screenings were improving and vaccinations were due to be introduced.

- S25 Strong leadership had driven recent improvements in the delivery of primary care. However, too few staff had completed mandatory training. Waiting times for services had been reduced since the previous inspection and were now mostly similar to those in the community. Long-term conditions management was reasonable and the service was developing. Social care governance arrangements were robust and care provision was good.
- S26 Although some good quality individual work was offered, mental health services were under-resourced and there was a lack of psychological input. No groups were offered. Funding had been agreed to significantly increase staffing levels.
- S27 The range of psychosocial interventions was impressive, the healthy lifestyle project was innovative, and the DART garden project was excellent. There was little need for methadone prescribing, but it was well managed. Multi-agency pain clinics provided effective support to prisoners dependent on opiate-based medication.
- S28 Medicines were managed reasonably well, but arrangements to enable prisoners with reduced mobility to access medicines required attention, and an external review was underway. Dental care was good and waiting times had recently been reduced.

Purposeful activity

S29 *Most prisoners had a good amount of time out of their cells during the week, and we found very few locked up during the working day. The daily regime was delivered reliably and was enhanced by a positive range of constructive recreational activities. The activity centre was a particularly valuable resource for older and more vulnerable prisoners. The library had improved overall, but gym sessions were held during the working day, which had an impact on attendance at activities. While prison, education and training leaders worked well together, education, skills and work activities required improvement in some fundamental areas, such as attendance, support for those with additional learning needs and the achievement of functional skills qualifications in English and maths.*
Outcomes for prisoners were reasonably good against this healthy prison test.

S30 *At the last inspection in 2015 we found that outcomes for prisoners in Rye Hill were good against this healthy prison test. We made eight recommendations in the area of purposeful activity. At this inspection we found that four of the recommendations had been achieved, one had been partially achieved and three had not been achieved.*

- S31** The daily regime was delivered reliably and the amount of time that prisoners spent unlocked was routinely good, at almost 10 hours a day during the week. We found very few prisoners locked in their cells during the core working day. Peer-led initiatives helped ensure that some prisoners who were not in formal education or work were still involved in constructive activities in residential units. There was a good range of recreational activities that was tailored to meet the specific needs of the population. The activity centre provided valuable support to a large number of older, disabled and vulnerable prisoners.
- S32** The library had been refurbished and extended since our previous inspection. A reasonably wide range of relevant and useful material was available. However, sessions were too short. Gym sessions were held during the core working day, which affected attendance at designated activities.
- S33** Prison, education and training leaders worked well together. They had a clear plan and ambition for the curriculum. However, it was too early to see the impact of this work.

Managers assessed the quality of the provision accurately and had action plans that focused on the quality of the education provider.

- S34 Managers had been unsuccessful in their previous attempts to promote functional skills. However, they had recently introduced an English and mathematics strategy to increase the number of prisoners taking functional skills qualifications but it was too early to see the impact of this. Leaders had a carefully planned range of personal and social development courses designed to help prisoners progress and prepare for their release. The prison did not offer any formal careers or education advice and guidance to help prisoners to make realistic plans for their future. Too few prisoners studied the English and mathematics qualifications that they needed to improve their life chances. Pay for education was lower than for most jobs within the prison. As a result, prisoners had no incentive to take education classes.
- S35 Education, training and work activities enabled prisoners to develop their knowledge, skills and understanding well. Prisoners in education, training and work received helpful and constructive feedback on their work from staff, enabling them to improve the standard of their work over time. Most prisoners developed their knowledge and skills well but prisoners with additional learning needs did not receive the support they required. Too much teaching did not sufficiently challenge prisoners.
- S36 Too few prisoners with wing-based work were kept fully occupied for the duration of their work session. However, prisoners were generally well behaved during activities and staff managed the very small number of incidents of poor behaviour well. Attendance at activities was not consistently good and too many prisoners missed their allocated activity because they took part in other activities across the prison. Too many prisoners did not attend education classes on time and too few developed their English and mathematics skills well enough.
- S37 The proportion of prisoners who achieved their qualifications was high in most vocational subjects. Prisoners developed a good range of practical skills in accredited vocational training. Standards of work were generally appropriate for the level of qualification being studied and met the requirements of the work environment and external contractors. The proportion of prisoners who achieved functional skills qualifications in English and mathematics was very low.

Rehabilitation and release planning

- S38 *The provision for visits remained good, but the promotion of family ties was insufficient. A needs analysis supported the reducing reoffending strategy. Almost all prisoners had an offender assessment system (OASys) report and sentence plan and the majority knew what they had to do to progress. Prisoners had regular contact with key workers. The prison worked hard to progress prisoners on to other establishments. Contact restrictions were well managed, but the inter-departmental risk management team (IDRMT) was not effective. Accredited programme places were managed well. Demand for resettlement help was very low, but there was some support and advice, including counselling for prisoners who had been victims of abuse. **Outcomes for prisoners were good against this healthy prison test.***
- S39 *At the last inspection in 2015 we found that outcomes for prisoners in Rye Hill were good against this healthy prison test. We made five recommendations in the area of resettlement.⁷ At this*

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.

inspection we found that two of the recommendations had been achieved and three had not been achieved.

- S40 It was easy to book domestic visits, and sessions were well managed and started on time. There was also good family days provision. Prisoners appreciated having a telephone in their cell, which helped them maintain contact with family and friends. Many families lived far away from the prison and there was no longer a public bus service at visiting times, which made travel to the prison difficult for some. Wider provision to help prisoners maintain contact with their family and friends was underdeveloped. For example, there was no family engagement officer to help prisoners resolve family issues, and no relationship courses.
- S41 The prison held a complex population. Ninety per cent were serving sentences of over 10 years, including indeterminate sentences, and 90% were assessed as presenting either a high or very high risk of serious harm to others. Prisoners should not have been released from Rye Hill, as the prison did not have a designated resettlement function, but difficulties in transferring prisoners back to their local prison meant there had been 20 releases in the previous six months, which was much higher than at the last inspection.
- S42 A comprehensive needs analysis informed the reducing reoffending strategy, but the strategy was not specific enough to offender management at Rye Hill and the challenges the largely high-risk population presented to this. Almost everyone had an initial OASys report, but reviews were not always undertaken often enough or following significant changes in a prisoner's risks or needs. The offender management unit continued to review sentence plans every year, and in our survey, significantly more prisoners than in similar prisons said they had a plan and most prisoners knew what they had to do to achieve their targets. Although contact between prisoners and offender supervisors was limited, this was offset by prisoners' regular contact with key workers. Offender supervisors were not specifically trained in the management of risk of harm or in the delivery of one-to-one work with prisoners convicted of sexual offences, such as motivational interviewing. This lack of expertise was compounded by the absence of probation officers and a senior probation officer to manage or provide oversight of the large number of complex cases.
- S43 Most of the population at Rye Hill presented significant risks to the public. Public protection procedures throughout the custodial sentence were used effectively to protect children and other potential victims. However, managing the risks of those due for release was not always fully effective. For example, the role of the IDRMT was too limited and it was not sufficiently effective in helping to establish a risk management plan for prisoners' release. This was compounded by some community-based offender managers undertaking risk management planning too close to a prisoner's release date.
- S44 Categorisation reviews were up to date and decisions were justifiable. Some reviews involved the prisoner in a face-to-face meeting, which was an improvement since the last inspection. Some prisoners stayed at Rye Hill when they should have been transferred to other prisons because of a lack of places elsewhere or the unwillingness of other prisons to accept them given the nature of their offending and the risks they presented.
- S45 An appropriate range of accredited programmes was available and places were well managed and correctly prioritised. Prisoners assessed as unsuitable for accredited programmes could attend personal and social development courses delivered by the education department.
- S46 A good counselling service was available for those who had been abused, but the waiting list was excessive. The demand for other resettlement help was very low, but prisoners could receive help from the peer-led Rye Hill Community Advice Service. Prisoners could open bank accounts, which was an improvement since the previous inspection. All prisoners

released in the previous six months had been placed in approved premises because of the high risk of harm they presented to others.

- S47 Prisoners' resettlement needs were assessed on arrival but not always just prior to release. While the prison made adequate practical arrangements, including providing clothes, not enough was being done to ensure prisoners being released received sufficient support, such as helping them to make arrangements to travel to their release address.

Key concerns and recommendations

- S48 Key concern: Although violent incidents were not serious or widespread, in our survey 30% of prisoners stated that they felt unsafe at the time of the inspection and 49% said that they had been the victim of verbal abuse, while 41% stated they had experienced threats or intimidation from other prisoners.

Recommendation: The prison should explore the reasons why almost a third of prisoners felt unsafe and effective action should be taken to improve safety and prisoners' perceptions of it.

- S49 Key concern: In our survey, only 58% of black and minority ethnic prisoners said most staff treated them with respect, compared with 85% of white prisoners. The prison had not sufficiently investigated monitoring data to identify and address potentially disproportionate outcomes.

Recommendation: Black and minority ethnic prisoners' negative perceptions about staff-prisoner relationships should be explored and addressed, and better analysis of monitoring data should be undertaken to identify and address any disproportionate outcomes.

- S50 Key concern: Major connectivity issues with SystmOne adversely affected all health services, posing risks to patient safety. Access to SystmOne was very slow and we observed frequent delays, when it took up to 50 minutes to open one patient record. This meant that health staff could not see medical notes swiftly enough to enable them to make informed clinical decisions. This led to delays and clinics being cancelled, and records could not always be updated immediately after contact with the patient.

Recommendation: Health staff should have prompt and reliable access to SystmOne so they can deliver health services in a safe and timely manner.

- S51 Key concern: Leaders and managers had been too slow to address the low proportion of prisoners studying English and mathematics qualifications, the lack of impartial careers and education, information, advice and guidance that prisoners received, and the failure of the allocations process to match prisoners' sentence plans to appropriate activities.

Recommendation: Leaders and managers should ensure weaknesses in education, skills and work are addressed, ensuring all prisoners who need to improve their English and mathematics skills study appropriate qualifications, receive suitable careers advice and guidance, and are allocated to activities that better meet the objectives of their sentence plans.

- S52 Key concern: The large number of prisoners with additional learning needs did not receive the specialist support they needed, and there were an insufficient number of staff with the expertise to provide this support.

Recommendation: Leaders and managers should ensure that prisoners who have additional learning needs have access to specialist support to enable them to make the progress expected of them.

- S53 Key concern: Community-based offender managers sometimes developed risk management release plans too close to the prisoner's release date, which was a concern given that many of those due for release presented a high risk of serious harm to others. This was compounded by the fact that the prison's IDRMT also reviewed cases too near the release date. The lateness in developing plans meant that some were not sufficiently comprehensive and had not fully engaged the prisoner. The IRMT did not therefore provide good and regular oversight in the months leading up to release and the community-based offender manager was not involved sufficiently in regular discussions about the risk management plan.

Recommendation: Risk management planning for prisoners due for release should be improved, with planning starting several months before the actual release date.

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 journeys to the prison took over two hours. Prisoners we spoke to said escort staff treated them well and most said vans were reasonably clean. Prisoners were taken off vans promptly once at the prison. Since the previous inspection, a new fleet of escort vans had been introduced and vans could now accommodate more property. However, it could take several weeks for property that could not be transported with prisoners to be sent on.
- I.2 Reception and early days processes were excellent. The prison received about three new prisoners a week. The reception area had been refurbished since the previous inspection and the environment had improved significantly and was impressive. In our survey, 92% of prisoners said they were treated very or quite well in reception. They were no longer locked in a holding room, but could sit in a comfortably furnished waiting room. All prisoners had a health screening and a first night safety interview in private.
- I.3 New prisoners were supported by Insiders (prisoners who introduce new arrivals to prison life) who sat with them in the waiting room and provided information and reassurance. All prisoners were offered a free telephone call to their family and Insiders helped them book their first visit. The prisoners were given new clothing and bedding. Some of the information collated by the Insiders was sensitive and should have been handled by staff. Strip-searching was only undertaken when intelligence suggested it was necessary.
- I.4 In our survey, 33% of prisoners said when they first arrived they felt depressed and 15% said they felt suicidal. There were no Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) in reception, although there was one on the induction wing.
- I.5 Little translated information was available for prisoners who did not speak English and we were not confident that professional telephone interpretation was used when it was necessary. (See paragraph 2.33.)
- I.6 All new prisoners were located on the induction wing. Insiders were used well to help new prisoners settle in. Induction staff told us that prisoners sometimes remained there for several weeks because of problems finding appropriate spaces for them elsewhere. Prisoners appreciated this as it meant they could continue to receive support from the Insiders.
- I.7 First night cells were located near the staff office and were clean and well prepared. Access to the showers was good, and most new prisoners could have a period of association before being locked up for the night.
- I.8 In our survey, prisoners were positive about access to amenities on their first night, for example, 80% said they had received something to eat, compared with 67% in other similar prisons.

- I.9** The prison had a comprehensive 24-hour monitoring system for all new arrivals and they were observed hourly during the day and every four hours during the night. Most prisoners (82%) said they had felt safe on their first night.
- I.10** In our survey, 98% of prisoners said they had received an induction and 81% said it covered everything they needed to know about the prison. The formal induction programme was comprehensive and lasted three days. Sessions were delivered by induction orderlies and representatives from relevant prison departments. The prison tracked which key sessions prisoners had undertaken to ensure they all completed the induction.
- I.11** After induction, all prisoners were interviewed by a member of staff to obtain their feedback about the induction. In addition, Insiders conducted a review with prisoners to check if there were any outstanding issues. Insiders also met with prisoners on their new wing to carry out a detailed follow-up review after three weeks.

Good practice

- I.12** *Interviews with prisoners to obtain their feedback about the induction helped inform improvements to the induction process, providing prisoners with a better experience. Further face-to-face support was also provided by peer workers in the weeks after the prisoner had left the induction wing.*

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.13** Rye Hill was well organised with a calm and settled atmosphere. There had been 45 incidents of violence in the last six months which, although higher than in similar prisons, was not excessive. The vast majority of incidents were not serious. Staff were well focused on promoting positive behaviour but despite this, our survey showed that significantly more prisoners than in similar prisons and at our last inspection felt unsafe at the time of this inspection. The reasons for these perceptions needed to be explored further (see key concern and recommendation S48). Some of the older prisoners said they felt unsafe because of noise in the units or how others viewed their offences rather than a fear of physical violence. However, our survey also showed that significantly more prisoners than at similar prisons said they had been the victim of verbal abuse, threats or intimidation.
- I.14** The violence reduction strategy was reasonably good, but data analysis needed to be improved and used to focus interventions on meeting prisoners' needs. All violent incidents were investigated but some investigation reports lacked depth. The challenge, support and intervention plan (CSIP)⁸ process had been introduced reasonably well, but residential staff rarely used the plans to inform their management of individuals on a day-to-day basis which was a weakness.

⁸ Challenge, support and intervention plans are 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.

- I.15** The positive engagement network (PEN) aimed to improve prisoners' antisocial behaviour through one-to-one support, encouragement and advice from a team of peer workers. The team supported nearly 100 prisoners and the peer workers had undertaken mental health training to support them in their role. The violence engagement team was also focusing on developing a peer-led, prison-wide approach to reducing violence by promoting a team spirit and organising activities that promoted a community ethos and a sense of positive engagement.
- I.16** The incentives and earned privileges (IEP) policy was working reasonably well: hardly any prisoners were on the lowest level and two-thirds were on the highest level. A number of additional rewards had been introduced to incentivise good behaviour but not all prisoners we spoke to were aware of this. Reviews were generally held on time but some case reviews were not multidisciplinary and the improvement objectives set were not always specific to an individuals' behaviour.

Adjudications

- I.17** The number of adjudications had increased significantly since our last inspection. There had been 592 in the six months before this inspection, compared with 325 in the six months before our last inspection. Very few were waiting to be dealt with but nearly a quarter of all adjudications had been dismissed. More needed to be done to understand the reasons for the dismissals to identify any recurring problems.
- I.18** In the cases we reviewed, most charges were appropriate but we found examples of some minor offences that could have been dealt with through other mechanisms, such as the IEP scheme. Adjudication records we viewed showed that most sanctions were appropriate, but records of the hearings were poor and lacked detail.
- I.19** Some analysis of data about adjudications was undertaken to identify issues but it was not always clear what action, if needed, followed.

Use of force

- I.20** There had been no use of special accommodation in the last six months. The number of incidents where force had been used had almost doubled since our last inspection but a third of it was low level, only involving guiding holds. Some data about the use of force were collected, but there was a lack of analysis to determine why there had been such an increase.
- I.21** A use of force committee met weekly to review incidents involving force, including reviewing CCTV or body-worn camera footage. The completion of use of force paperwork was up to date but the statements and records we viewed were too variable in quality.

Segregation

- I.22** The number of prisoners segregated was not excessive, with 86 prisoners segregated in the last six months. However, 60% of those segregated were only placed in the unit because they had a pending adjudication hearing, which was not always a necessary course of action.
- I.23** Conditions in the segregation unit were now reasonable. All prisoners we spoke to said they had access to a shower, phone call and exercise every day. Cells and communal areas were clean, but the standard of the cells was variable and some did not have a chair or curtains. The regime in the segregation unit had improved since the previous inspection and some

activities now took place away from the unit, such as a weekly gym and library session. Not all prisoners had a reintegration plan and some of the plans we reviewed were too basic, and failed to set individualised targets for behaviour improvement or the return to the main wings.

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.24** Security arrangements were proportionate. The prison was well-sighted on the risks and threats to security and managed prisoners well through a mixture of risk assessments, randomised searching and frequent mandatory drug testing (MDT). There were low levels of recorded violence (see paragraph I.14) and little evidence of illicit drugs and other items such as mobile phones. When intelligence suggested risks, appropriate measures were put in place, such as random searches.
- I.25** Full searches were only conducted on a risk assessed basis. Closed visits were hardly ever necessary and only one prisoner had been placed on closed visits in the last six months.
- I.26** There had been 2,671 intelligence reports submitted in the six months prior to the inspection and these were managed well. All intelligence-led searching had been completed, as had monthly routine searching. Over 70% of suspicion MDTs had also been conducted, which was good.
- I.27** The prison had a drug supply reduction policy that was effective, and positive MDT rates were very low. Despite this 38% of prisoners in our survey thought that drugs were easily available (38%) in the prison. The prison needed to find out why prisoners' perception appeared to differ from the evidence.

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.28** There had been no self-inflicted deaths since the last inspection. The number of self-harm incidents had declined since our previous inspection to 204 in the six months prior to this inspection from 300 in the six months prior to our last inspection. Although this remained relatively high, five prisoners had accounted for 40% of all the self-harm incidents in the previous six months. Data collection was good, but managers did not analyse the data sufficiently to determine what the issues were or identify steps that could be taken to manage those who repeatedly self-harmed.

- I.29** During the inspection, nine prisoners were receiving support through the assessment, care in custody and teamwork (ACCT) case management process for prisoners at risk of suicide or self-harm. Those we spoke to were positive about the support they had received. The standard of ACCT documents was too variable and staff's daily comments often lacked meaningful insight. ACCT reviews were not always multidisciplinary. There was a shortage of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), and the prison was awaiting a training course to be delivered so that vacant posts could be filled.
- I.30** The prison had developed an excellent peer support scheme, known as ASSIST (Active Support System and Intervention Service Team) which consisted of a group of prisoners who had previously suffered with issues, such as self-harm, depression, anxiety or other mental health issues. They used their experience to support prisoners who were experiencing similar problems by running one-to-one and group sessions.
- I.31** There had been seven constant watches in the six months before the inspection. Although the identified constant watch cell was clean and bright, it was located in the health care department, which was surrounded by staff offices and away from all other prisoners. We felt the environment was not positive enough for someone in crisis as they had little chance to interact with other prisoners.

Protection of adults at risk⁹

- I.32** An adult safeguarding policy was in place. It contained clear instructions for staff on how to make a referral to the local safeguarding authority. However, residential staff we spoke to did not always have a clear understanding of adult safeguarding or the procedures in place. Staff did say they would seek advice from the safer custody team.
- I.33** A fortnightly vulnerable adults meeting discussed prisoners at risk of abuse and those in need of social care, which was good. There had been no referrals to the local safeguarding board in the six months prior to the inspection.

⁹ 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).

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 A variety of peer-led initiatives and events were having a positive impact on relationships and helping to develop the prison's community ethos (see paragraphs 1.15 and 1.30). Prisoners we spoke to were also positive about the visibility of senior managers and in our survey, 56% of prisoner said they regularly saw governors, directors or senior managers talking to prisoners, compared with 12% in similar prisons surveyed since 2017. Our own observations supported their views. Also in our survey, 80% of respondents said most staff treated them respectfully and 81% said there was a member of staff they could turn to if they had a problem. Most prisoners we spoke to were reasonably positive about their relationships with staff, although a significant minority said staff did not always apply the rules consistently and some poor behaviour was not always challenged robustly.
- 2.2 Residential units were generally calm, and the interactions we observed were professional and polite, although they sometimes failed to focus on resolving prisoners' immediate problems. In addition, some staff did not always proactively build relationships with prisoners when they had the opportunity to do so. Instead they congregated away from prisoners or in a minority of cases remained in wing offices.
- 2.3 All prisoners had a key worker and the scheme was working well. In our survey, 60% of prisoners said a member of staff had spoken to them in the previous week to see how they were getting on, significantly more than in similar prisons (42%) and compared with our last inspection (33%). Case notes on P-Nomis (a database used in prisons for the management of offenders) contained evidence to show that key workers' entries were made regularly and were generally informative; however, some were overly repetitive in their content.

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

Living conditions

- 2.4 The prison was very clean and well maintained. Living conditions were good and communal areas in residential units were bright and clean. The gardens were impressive and among some of the best we have seen and actively supported prisoners' well-being.
- 2.5 Most prisoners were in single occupancy cells and the remainder were in a combination of large and smaller double cells. Cells were in good condition with no graffiti or evidence of

vandalism or damage. Regular checks that senior managers carried out and competitions to identify the cleanest wing, for example, were leading to better conditions for prisoners.

- 2.6** Cells were generally appropriately furnished, although some double cells did not contain two chairs, and lockable cabinets were not provided; only safes for medication and other small items were available. Prisoners still had to buy their kettle, although flasks were now provided free of charge as an alternative. All toilets had lids, but single cells did not have privacy screening for the toilet area, and prisoners could be viewed from outside.
- 2.7** In our survey, 98% of prisoners said they could shower every day. Communal showers were in good condition; however, they were located in the middle of landings, which meant prisoners had little privacy.
- 2.8** Prisoners had good access to bed sheets and cleaning material, and could wash their own clothes in wing laundries. However, during our inspection, there were some faulty machines waiting to be repaired. Despite this, in our survey, almost all prisoners said they could access clean clothing each week, which was significantly better than other similar prisons and at our last inspection of Rye Hill.
- 2.9** Also in our survey, 46% of prisoners said they could get their stored property if they needed it, which was better than at our previous inspection (26%). Reception processes for managing requests for access to property were effective and there were no excessive delays.
- 2.10** In our observations, staff generally answered cell bells promptly. A centralised system that monitored cell bell response times electronically was in operation and managers checked them every day.

Recommendation

- 2.11 The toilet area in all cells should have adequate privacy screening.**

Residential services

- 2.12** In our survey, 76% of respondents said that the quality of the food provided was good or very good, while 65% said they received enough to eat at mealtimes compared with 54% of those in similar prisons.
- 2.13** We found the menu to be sufficiently diverse, prisoners' dietary needs were adequately catered for and portion sizes were adequate. Prisoners could receive a hot lunch and evening meal every day, and toast was provided in the mornings, which was popular. Prisoners could eat together in all residential units. However, prisoners could not cook for themselves.
- 2.14** Prisoners working in the kitchen and staff mess had access to a wider range of training qualifications than we normally see, which was positive. The main kitchen was clean and suitable, and most equipment was in working order. Most residential serveries were in reasonable condition and prisoners serving food generally wore appropriate clothing. However, food temperatures were not routinely taken at the point of service and food comments books were not freely available. Staff supervision of the serveries was sometimes insufficient.
- 2.15** Prisoners were consulted regularly about the menu and some changes had been made in response. Some initiatives, such as the Seven Continents over Seven Weeks menu, ensured

meals were varied, supported the work of other departments and fostered the community ethos at Rye Hill.

- 2.16** The prison shop was run in-house, which allowed it to be flexible and responsive. In our survey, 74% of prisoners, significantly more than at similar prisons (61%) said the prison shop sold everything they needed. Prisoners could order goods throughout the week via the electronic kiosks in their units. They also allowed them to send direct messages to the shop manager highlighting any queries or requests they had. New prisoners could place and receive a shop order on the same day they arrived, which was good.

Good practice

- 2.17** *Prisoners could order from the prison shop and receive their goods on the same day they arrived, which meant they did not have to get into debt.*

Prisoner consultation, applications and redress

- 2.18** Consultation arrangements were effective and in our survey, 80% of prisoners said consultation took place, and 48% said it led to change. Consultation included wing forums, thematic discussions and surveys. The large range of prisoner representatives and peer-led initiatives provided valuable support, enhanced consultation and promoted the positive community ethos of Rye Hill. (See paragraphs 1.15 and 1.30.)
- 2.19** The prisoner council was well established, met every week and was supported by senior managers. Meeting minutes were distributed across the wings or through the local magazine for prisoners.
- 2.20** In our survey, 81% of prisoners said it was easy to make an application. They could make one via paper or using the electronic kiosks. Although there were few complaints about applying electronically, prisoners said paper applications often did not receive a prompt response. A wing peer worker logged all paper applications and they were therefore not confidential. Responses were not tracked, which made it impossible to monitor them for timeliness.
- 2.21** Since the previous inspection, the prison sought to remove from the complaints process what they determined to be requests rather than complaints, sifting out submitted complaints forms. This meant not all submitted forms were logged, making the number of complaints appear much lower than they were – a 50% reduction since our previous inspection. However, this practice was addressed during the inspection week. Systems for tracking complaints were good, and responses were mostly timely. Good analysis took place to establish patterns and trends, but it did not provide a full picture as it only considered complaints that had been logged as such. Complaints were now quality assured, which was positive, and prisoners reviewed redacted replies, which was innovative.
- 2.22** A group of prisoners delivered a peer-led advice service, offering prisoners advice and support on legal matters. It included a weekly surgery where prisoners could ask for information about support for issues such as legal aid, referrals to solicitors for appeals or civil court matters. The library held an appropriate range of legal texts and a list of legal representatives, and enabled prisoners to photocopy documents. (However, see also paragraphs 2.33 and 3.6.)

Recommendation

- 2.23 Prisoners should be able to submit paper applications confidentially and receive a timely response.**

Good practice

- 2.24** *Prisoners reviewed redacted complaints as part of quality assurance, which meant they gained a better understanding of the process and had more faith in it being conducted properly.*

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 characteristics¹⁰ 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

- 2.25** Good structures were in place for the strategic management of equality work. The director, supported by a full-time equality officer, led the prison's equality work. Senior managers took responsibility for each protected characteristic, working with a team of equality representatives. The equality policy and action plan were, however, not sufficiently tailored to the population, such as the large proportion of older prisoners. The action plan lacked sufficient detail, making it difficult to see how prison's work was progressing.
- 2.26** The equality action team (EAT) met every two months. Attendance by staff from a wide range of prison departments and prisoner equality representatives was good. The meeting was particularly effective at promoting diversity events.
- 2.27** The meeting considered the limited range of data available through the equality monitoring tool. Data suggested that prisoners in most protected groups experienced similar treatment to others in the areas measured. Some adverse data had been identified and investigated, but sometimes follow up was limited.
- 2.28** There had been 22 discrimination incident reporting forms (DIRFs) in the previous six months, compared with 42 at the previous inspection but the reasons for this reduction were unclear and needed enquiry. However, responses were now timely and generally good and DIRFs, including those against staff, were generally upheld where appropriate. However, others were not upheld through lack of corroboration, and it was not always clear in these cases, if witnesses' evidence had been sufficiently investigated. DIRF responses were no longer subject to external quality assurance.
- 2.29** Regular consultation meetings took place for each protected characteristic. The consultation process was good for some groups, but for others it did not focus on addressing prisoners' concerns, discussing monitoring data or ensuring good outcomes. Consultation mostly involved equality representatives, rather than other prisoners with protected characteristics.

¹⁰ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.30** There was an excellent programme of events to celebrate diversity, involving outside groups and speakers. Prisoners worked collaboratively with staff to organise them and they were very popular with prisoners and staff.

Recommendation

- 2.31** **The equality strategy should be specific to the needs of the prisoners held at the establishment. Action planning should detail the priorities for improvement and demonstrate progress over time.**

Protected characteristics

- 2.32** According to prison data, 20% of the population were from a black and minority ethnic background. In our survey, these prisoners reported similar treatment in most areas. However, only 58% said that most staff treated them with respect, compared with 85% of white prisoners. The prison had not sufficiently investigated some adverse monitoring data which suggested, for example, that black and minority ethnic prisoners received less favourable treatment under the adjudication process than white prisoners. Many black and minority ethnic and Muslim prisoners we spoke to thought they received worse treatment in areas, such as discipline and the allocation of work. Consultation with these prisoners did not sufficiently explore these concerns. (See key concern and recommendation S49.)
- 2.33** Fifty-four prisoners were foreign nationals. The prison now held regular forums for prisoners in this group, which helped ensure the issues they faced at Rye Hill were addressed. Some foreign nationals we spoke to were confused or uncertain about their immigration status. Although the Home Office visited the prison about three times a year, access to independent legal advice was poor. There were no immigration law text books in the library. More information could have been translated into the languages commonly spoken at the prison and we were not satisfied that professional telephone interpretation was used when it was needed. (See also paragraph 1.5.)
- 2.34** The provision for older prisoners and those with disabilities was generally good, and better than we usually see. They were not locked in their cells and many attended the activity centre during working hours, where staff and prisoner buddies focused well on keeping them active and involved in prison life.
- 2.35** In our survey, 46% of prisoners said they considered themselves to have a disability, compared with 33% in similar prisons and they reported similar treatment to others. However, significantly more disabled prisoners were negative about questions concerning their safety than non-disabled prisoners. The prison needed to do more to explore these negative perceptions.
- 2.36** There were ramps to all showers in all units and stairlifts to the education department and the multi-faith room. More cells had been adapted for prisoners with disabilities than at our previous inspection and there were plans to adapt more. Paid carers were supervised and prisoners they looked after had care plans. However, not all prisoners who needed one had an evacuation plan.
- 2.37** In our survey, 15% of prisoners said they were gay, bisexual or another sexuality, suggesting a population of about 100. The prison had a record of 47. These prisoners reported similar treatment to other prisoners. Monitoring data also suggested they received similar treatment to others across the areas measured. However, there was limited day-to-day support for gay

and bisexual prisoners. Support for transgender prisoners was reasonable, but some staff continued to refer to them as men.

- 2.38** There was no strategy for managing or addressing the needs of younger prisoners. This group was not consulted well enough and adverse monitoring data had not been explored sufficiently.
- 2.39** According to prison data, 133 prisoners were aged 60 or over, 52 of whom were over 70. Many older prisoners required significant levels of care, which was a challenge. Nevertheless, older prisoners reported similar, or better treatment than others in our survey. They could attend the activity centre (see paragraph 2.34) as well as other activities, such as a weekly OAP club, over-50s gym sessions and a walking club. Events, including a series of competitions involving different wings, were tailored to suit older prisoners and those with disabilities.
- 2.40** In our survey, 9% of prisoners said they were veterans. There was no veteran support group, and veterans' organisations were seldom involved. However, there were plans to address these deficiencies.

Recommendations

- 2.41** **The prison should ensure professional telephone interpretation is used when needed.**
- 2.42** **The prison should explore the concerns of prisoners with disabilities, particularly their concerns about safety.**

Faith and religion

- 2.43** The chaplaincy was now providing an effective service after having been affected by staff shortages in 2018. In our survey, 79% of prisoners said their religious beliefs were respected at Rye Hill.
- 2.44** Chaplaincy facilities had been improved and prisoners could now use a quiet room. The chapel/multi-faith room was adequate. Prisoners could attend an appropriate range of corporate worship and religious classes. In our survey, 94% of prisoners said they could attend religious services if they wanted to. We saw evidence of prisoners in the segregation unit being allowed to attend corporate worship, following an appropriate risk assessment.
- 2.45** The chaplaincy played a prominent role in the prison. Members of the team supported the work of other departments, for example, by attending meetings on vulnerable adults, security and the use of force.
- 2.46** Pastoral support was particularly strong. The team saw all new prisoners within 24 hours and all prisoners on an assessment, care in custody and teamwork (ACCT) case management document for prisoners at risk of suicide or self-harm at least once a week. The team assisted in mediation work undertaken by the safer custody team. It also provided support during family illness and bereavement, organising end of life hospital visits and prisoners' attendance at funerals. The chaplaincy provided bereavement counselling and was now running a Living with Loss course. Three marriages had also been organised.

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.

- 2.47** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹¹ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Strategy, clinical governance and partnerships

- 2.48** A comprehensive health and social care needs assessment had been published in July 2019 and key recommendations were to inform service delivery. Relationships between the prison, health providers and commissioners were good. Local integrated governance meetings had been reinstated to drive service improvement.
- 2.49** Regular health staff meetings were held and lessons learned from incidents, audits, complaints and patient involvement were discussed and used to improve services. Daily staff handover meetings demonstrated that joint working between health teams to promote good standards of care was effective. All patient interactions we observed were respectful, caring and professional.
- 2.50** Since the previous inspection, there had been 19 deaths in custody, all from natural causes, and the prison oversaw effectively the implementation of the health recommendations made by the Prisons and Probation Ombudsman.
- 2.51** There was now an independent health complaints system. Prisoners were encouraged to raise queries through prison council health representatives, which were resolved verbally but still logged. Formal written complaints received a prompt and polite response.
- 2.52** Health staff used a single electronic patient record system SystmOne and the standard of record keeping was good and regular audits took place. However, there had been significant connectivity issues, which had adversely affected the smooth delivery of all health services for months. Staff encountered lengthy delays in opening patient records, preventing them from accessing information promptly when they needed to see patients and run clinics, and interventions could not always be recorded at the time of treatment. The problem had been escalated but the situation was unacceptable, posing a risk to patient safety, delaying clinical interventions and wasting hours of clinical resource (see key concern and recommendation S50).
- 2.53** Staffing shortages within the primary care team had been offset by recruitment to key positions and the use of regular agency staff, who felt part of the team. Strong clinical leadership had driven recent improvements in primary care services. A skills mix review had identified gaps in staff training and there was an emphasis on upskilling staff. Some specific clinical training had been completed and further sessions booked to ensure the workforce was competent. However, too few staff had completed mandatory training, but work was undertaken during the inspection to address this. All staff felt supported and had regular managerial and clinical supervision.

¹¹ 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>.

- 2.54** The health care unit had been enhanced – it now had a larger waiting room and the number of treatment rooms had increased from two to three. However, more space was still needed. The pharmacy and the mental health in-reach office were too small. There was no staff room and staff sometimes used the sink and water heater in the in-reach office at inappropriate times, disrupting clinical meetings.
- 2.55** Cleaning standards were good and the service was addressing action identified in the annual infection, prevention and control audit undertaken in November 2018.
- 2.56** The prison provided 24-hour nursing cover and one nurse was on night duty. Clinical staff had received intermediate life support training and attended all emergencies. They had good access to suitable and well-checked strategically placed emergency equipment. Ambulances were called promptly.
- 2.57** The CQC found there were no breaches of the relevant regulations.

Recommendation

- 2.58 All staff should consistently receive mandatory training within the allocated timeframe and have the appropriate professional skills and competencies to deliver health services.**

Promoting health and well-being

- 2.59** There was no overall health promotion strategy or calendar of events, and there was not enough written information about health services. However, a health fair earlier in 2019 had been well attended. Screening levels were improving and vaccinations were due to be offered shortly. Sexual health services did not include a visiting sexual health clinic and the availability of barrier protection was not advertised. Staff training in health promotion was planned imminently.
- 2.60** Prisoners had good access to remedial gym sessions and the drug and alcohol recovery team (DART) provided some excellent health promotion initiatives, such as those on giving up smoking and pain management, as well as individually tailored activity programmes. The team had also introduced healthy lifestyle peer mentors.

Primary care and inpatient services

- 2.61** All prisoners received a reception screening on their day of arrival to identify their immediate needs. This was followed up with a mental health screening within 48 hours, and a secondary health screening within 72 hours. Prisoners with social care needs were referred to the safer custody team so that the local authority could be contacted (see also paragraph 2.66). Any outstanding health concerns were identified and the prisoner was allocated to the appropriate clinic for a review.
- 2.62** A suitable range of primary care services, with reasonable waiting times that had been reduced since the previous inspection, was available. GP provision was good and a doctor was on site Monday to Friday. Urgent appointments were available every day, if they were required. Routine appointments were available within two weeks, and out-of-hours' emergency GP cover was provided to the same level as in the community.

- 2.63** The service monitoring prisoners with long-term conditions was managed reasonably well. Nursing staff were awaiting additional training and most long-term conditions were managed through the GP and regular reviews were carried out. One GP took a lead on older prisoners' care and appropriate end of life and palliative care arrangements were in place. The health care team had established links with local Macmillan nurses who could support prisoners if required.
- 2.64** The local hospital and prison rostering team managed and oversaw external hospital appointments. Health care staff had minimal involvement in booking appointments, and the prison cancelled a large number of appointments. A weekly conference call between the prison and hospital had been introduced to monitor waiting times, however the system needed to be reviewed to reduce the number of cancellations.
- 2.65** Few prisoners were released from HMP Rye Hill, however, those who were received good support from health care staff. Nurses supported prisoners to register with a GP in their area and provided them with a supply of medication if they required it. All prisoners transferring out of the prison were seen by a nurse in a discharge clinic to identify any outstanding health needs.

Social care

- 2.66** Social care governance arrangements were robust and care provision was good. Safer custody prison staff referred prisoners with social care needs to the local authority. Links were well established and a memorandum of understanding was in place between the prison, local authority and care provider.
- 2.67** Eight prisoners were receiving a social care package during the inspection. Care was provided by Advance Social Care Services (ASCS) whose staff were on site every day. The safer custody team, health care staff, representatives from ASCS and the local authority met fortnightly to review prisoners' needs, which was positive. Thirty prisoners received support from prisoner carers who were employed to support prisoners with everyday activities, such as collecting meals. The prisoner carers were trained and overseen by safer custody staff and met regularly to share any concerns.

Mental health care

- 2.68** There were two mental health teams – a primary mental health team and an in-reach team – which provided secondary mental health services. There was evidence of good quality individual work and a clear referral pathway between the teams, but there was no psychological input and no groups were offered by either team. Funding had been agreed to significantly increase staffing levels within the in-reach team to address the problem and to extend the provision to seven days a week from the current five-day only provision.
- 2.69** The primary mental health team offered services for those with mild to moderate mental health needs. The team comprised a new team leader, a learning disability nurse and two locum mental health nurses who were covering until new staff were in post. They were available Monday to Friday from 8am till 6.30pm. All new arrivals were seen within 48 hours and either kept on their caseload, referred to the in-reach team or informed about other services, including a counselling service run by the prison.
- 2.70** Approximately 15 referrals per month were received through self-referrals or referrals from reception or other staff. Routine assessments were conducted within seven days and urgent referrals were seen promptly. The team was supporting 74 patients during the inspection.

- 2.71** The prison could now deliver mental health interventions for anxiety and depression, including offering self-help guidance and psychoeducational interventions, rather than generic less focused provision, which had been the case at the previous inspection. The team leader offered support to prisoners with a learning disability and autism. All prisoners over the age of 55 were offered a memory assessment to determine if there was any cognitive impairment. Mental health staff attended ACCT case management reviews.
- 2.72** The in-reach team worked Monday to Friday from 8am to 4pm, and there was an on-call out of hours' service. The team consisted of two mental health nurses and a health care assistant. The team manager based at HMP Olney visited Rye Hill to provide managerial and clinical supervision. A forensic psychiatrist ran two sessions per week.
- 2.73** The team provided good support to 36 patients with complex mental health conditions, 11 of whom were managed under the care programme approach, a framework designed to assess and support individuals with a mental illness.
- 2.74** Approximately six referrals were received every month and access to the service was prompt. Patients had regular reviews, including physical health checks and psychiatric consultations. Sampled clinical records contained evidence of responsive and personal care planning and regular risk assessment.
- 2.75** Sixty-two percent of officers had received mental health awareness training, and 51% had also completed personality disorder awareness training, which was positive.
- 2.76** Two patients had been transferred to external mental health facilities under the Mental Health Act in the previous six months. Waiting times for transfers were excessive, at between five and seven months. This was due to external factors, including delays in assessments and bed availability. During the inspection, one patient had been waiting for an external assessment for four weeks. The issue had been escalated to commissioners.

Recommendations

- 2.77** **Patients with mental health problems should have access to an appropriate range of support that meets their identified needs, including group work and psychologically informed interventions.**
- 2.78** **Patients requiring a transfer under the Mental Health Act should be assessed promptly and transferred within the current transfer guidelines.** (Repeated recommendation 2.101)

Substance use treatment¹²

- 2.79** A designated drug strategy manager based in the DART provided good strategic oversight, and supply reduction initiatives were effectively linked with substance use services.
- 2.80** In our survey, a large proportion, 83% said they had received help with alcohol problems and 88% with drug problems. Prisoners could easily access the DART, and a group of 16 peer mentors (two for each unit) provided valuable additional support.
- 2.81** Currently 170 prisoners (26% of the population) received support from the service. The range of interventions was impressive and included four-week modules focusing on alcohol,

¹² 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).

recovery and health. Joint working with the primary health care department had improved, and multi-agency pain clinics now offered a combination of acupuncture, remedial gym and physiotherapy programmes to help patients manage their conditions more effectively and reduce their dependency on opiate-based medication.

- 2.82** Enthusiastic Health Inside instructors motivated prisoners to participate in individual healthy lifestyle programmes and ran prison-wide fitness initiatives. Nine healthy lifestyle mentors had been trained to support interventions. The DART garden project continued to offer 20 to 25 clients a supportive and therapeutic environment, and external instructors from a national charity provided prisoners with additional training.
- 2.83** All DART staff had received mental health training, and monthly meetings with mental health services promoted better care coordination. However, a dual diagnosis policy and specialism to manage patients with substance use and mental health issues was not yet in place.
- 2.84** Clinical interventions were delivered by a team from Northamptonshire Healthcare NHS Foundation Trust based at the neighbouring prison as the need for opiate substitution therapy was low. Currently three patients were prescribed methadone, and a specialist GP held monthly clinics jointly with the DART to review individual treatment regimes. Controlled drug administration had improved and was well supervised. Multi-agency pain clinics provided effective support to prisoners who were dependent on opiate-based medication.
- 2.85** The DART worked closely with the offender management unit, contributing to sentence planning and parole reports and coordinating release plans.

Recommendation

- 2.86** **A clear policy and pathway for patients experiencing substance use and mental health problems should be developed.**

Good practice

- 2.87** *Multi-agency pain clinics, the garden project and the range of healthy lifestyle programmes were innovative and effective ways of helping this population overcome their alcohol and drug use problems.*

Medicines optimisation and pharmacy services

- 2.88** The prison's in-house pharmacy dispensed named-patient medication, accompanied by patient information leaflets. The pharmacist, a non-medical prescriber, managed pharmacy technicians and dispensing staff and undertook regular medicine use reviews, including within 72 hours of a patient's arrival.
- 2.89** The pharmacy had been extended, but the team had outgrown the space. Medicines within the pharmacy and treatment rooms, including controlled drugs, were stored securely and cabinets were neat and tidy. Heat-sensitive medicines were stored in refrigerators, and fridge temperatures were monitored every day, as were room temperatures.
- 2.90** Audits of prescribing, including the use of tradable medicines, were undertaken. A full range of standard operating procedures and an in-possession policy that took account of the patient and medication were in place. A risk assessment was conducted on reception and

about 65% of patients received medication in possession. Prisoners who shared cells now had secure storage for their medicines.

- 2.91** Pharmacy technicians and nurses administered medicines from two small wing-based treatment rooms in the morning at 8am, at lunch time and in the early evening. The rooms were small and on the first floor so patients with mobility issues could not collect their own medicines. Officer support to monitor medication queues was very good, ensuring confidentiality and reducing the potential risks of diversion.
- 2.92** Night-time medication was administered by the night nurse who also delivered medication at 6.30am for patients with mobility issues. Medicines were now transported in a locked case, but the process was cumbersome and medication was handed out too early. The service had identified aspects of medicines management that required attention and an external review was underway to address these issues.
- 2.93** Health staff printed paper scripts to ensure they could administer medicines because SystmOne was very slow. We observed it taking up to 40 minutes to open one patient record. This meant that staff had to go into each electronic file and update it following the medicine round, instead of after seeing each patient, which caused potential risks and was time consuming. Staff could not administer simple medication, such as paracetamol, because they could not see the record to check for any contraindications (see paragraph 2.52 and key concern and recommendation S50).
- 2.94** The administration of opiate substitution therapy was now undertaken at a different time from other medications, which was an improvement since the previous inspection, as it was safer and no longer delayed prisoners who were going to work.
- 2.95** A limited range of patient group directions, which allow nurses to administer specified medicines without a prescription, was available mainly for immunisations and some over-the-counter remedies to treat minor ailments. Prisoners could order some pharmacy medicines, including paracetamol through the shop; the supply was monitored by a pharmacist.
- 2.96** Medication errors, near misses and drug alerts were managed effectively and medicine management meetings had been reinstated.

Dental services and oral health

- 2.97** A full range of NHS dental treatment was available through two weekly sessions. The average waiting time to see the dentist was four weeks, but it had recently been reduced following some staffing changes in the team. The dental team managed waiting lists and triaged applications appropriately based on needs. Emergency appointments were available during the two sessions provided and the GP could prescribe pain relief as an interim measure.
- 2.98** The dental suite was well equipped, but there was no separate decontamination area. However, the room complied with infection control standards and arrangements for maintaining and servicing equipment were robust. Clear governance processes covered all aspects of practice, including training, complaints, patient feedback and audits.

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** A consistent and reliable regime was in place – in our survey 99% of prisoners said they knew what the regime times were and 80% said they were adhered to, better than at similar prisons.
- 3.2** Most prisoners had a good amount of time out of their cell during the week – approximately 10 hours. We found very few (8% on average) locked up during the working day, considerably fewer than at our last inspection (18%). Prisoners who refused to work could still spend just under three hours a day on week days out of their cells.
- 3.3** Peer-led initiatives and other activities helped ensure that some prisoners, who were not in formal education or work, were still involved in activities and participated in the prison community. For example, they could take part in a choir, a debating society and one-to-one work with literacy mentors and peer workers involved in the positive engagement network (PEN) and active support system intervention service team (ASSIST) (see paragraphs 1.15 and 1.30). The activity centre was a particularly valuable provision for older, disabled and more vulnerable prisoners where they could undertake work or participate in arts and crafts hobbies.
- 3.4** Prisoners had good access to exercise with two 30-minute periods every day. Exercise yards were big and clean. Wing recreational equipment was in good condition and 88% of prisoners in our survey said they received association at least five times a week, which was significantly more than at similar prisons (74%).
- 3.5** The library had been extended and refurbished since the previous inspection and was clean and inviting. In our survey, 66% of prisoners said they used the library at least once a week, more than at the previous inspection (43%). Access to the library was good, but sessions lasted 30 minutes, which was too short.
- 3.6** Prisoners were mostly positive about the range of material they could access from the library and we found a reasonably wide range of books, including LGBT literature, easy readers and books in languages other than English. Legal texts were also available, except for any material relating to immigration matters (see also paragraph 2.33). Prisoners could also borrow jigsaws, CDs, audiobooks and computer games. Arrangements were in place for the library to exchange its existing stock for new stock and obtain requested books from local public libraries. There were, however, no IT facilities for prisoners to use, although the prison was looking to resolve this.
- 3.7** A book club challenge encouraged prisoners to read and a book group was about to be re-launched. Support for those with low literacy levels was in place in residential units, led by peer mentors in conjunction with the Shannon Trust (which provides reading plan resources and training to prisons).

- 3.8** The range of PE facilities was good. Most equipment was in working order, which was an improvement since the previous inspection. However, the gym was shabby and needed to be redecorated. Due to a lack of space, cardiovascular equipment was located in the sports hall, which limited its use and meant some activities, such as games, could be not provided. There were no shower facilities, although prisoners informed us they could always have a shower when they returned to their wings.
- 3.9** No accredited courses were being delivered via the gym, but managers were aware of this and were exploring the possibility of offering healthy living courses. Recreational gym was only available during the core working day, which affected attendance at work, education and vocational skills sessions.
- 3.10** The gym provided activities for older prisoners, such as a walking club, over-45s sessions and bowls. Gym staff also worked with health care staff and the drug and alcohol recovery team (DART) to support individuals. Peer-led initiatives, such as the PEN and ASSIST projects, also received support through tailored sessions.
- 3.11** The library and gym collated a limited amount of data. However, it did not undertake monitoring by ethnicity, age or other prisoner characteristics to ensure attendance was representative of the overall prisoner population.

Recommendations

- 3.12** Daytime recreational PE should not be timetabled for prisoners who should be attending work or training.
- 3.13** The library and gym departments should gather sufficient data so they can establish trends and ensure all groups within the prison population have equal access to their facilities.

Education, skills and work activities (Ofsted)¹³

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.¹⁴

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

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

Management of education, skills and work

- 3.15** Leaders and managers were aware of most of the key weaknesses of the education, skills and work provision. The education, skills and work leadership team now had a new head of learning and skills and a new education manager. Managers had action plans that focused on improving aspects of the provision that were not good enough, including the quality of the education provision. They had started to take effective action to address identified weaknesses. However, it was too early to judge the impact.
- 3.16** Prison, education and training leaders worked well together. They had a clear ambition for the curriculum and recognised that it had to be adapted. They had recently started to work with employers who were willing to explore career paths for prisoners who had been convicted of sexual offences.
- 3.17** Managers had not been successful in their attempts to promote English and mathematics skills to prisoners or highlight the impact that these qualifications would have on their life chances. As a result, the prison population had significant unmet needs and too few prisoners studied English and mathematics qualifications. (See also paragraphs 3.31 and 3.37 and key concern and recommendation S51.)
- 3.18** Leaders had carefully planned a wide range of personal and social development courses. They had designed the courses to ensure prisoners were better prepared for their rehabilitation programmes. Prisoners were, therefore, more aware of the impact of their actions and many developed confidence and self-esteem.

¹³ 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.

¹⁴ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.19** Prison leaders had planned a wide range of 'enrichment' activities to enhance prisoners' experiences. However, too often they took place as part of the core day rather than in evenings or at the weekend. This had a negative effect on prisoners' attendance at purposeful activities.
- 3.20** Leaders and managers had ensured that the allocations process was fair and equitable. However, too often prisoners were allocated to prison work before their literacy and numeracy needs had been met. Pay for prisoners engaged in education was lower than for most jobs within prison, which deterred prisoners from undertaking education courses.
- 3.21** Too many prisoners were involved in activities that did not prepare them well for a transfer to another establishment or eventual release from prison. Leaders had failed to ensure that formal, impartial careers education, advice and guidance were available to help prisoners make well-informed choices while in prison. Prisoners were unaware of the possible careers they could enter on release and could not make appropriate plans for their future. (See key concern and recommendation S51.)

Recommendation

- 3.22** **Leaders and managers should review the pay policy to ensure that prisoners are not discouraged from studying education on the grounds of pay.**

Quality of provision

- 3.23** Too many teachers in education did not plan learning sessions effectively to meet prisoners' individual needs or challenge them sufficiently. Activities were not interesting enough to engage prisoners in their education. Too often, teachers did not check prisoners' understanding of topics before they moved onto new content and too few prisoners made the progress expected of them. This meant too many achieved their qualifications too slowly.
- 3.24** The large number of prisoners who had additional learning needs did not receive the specialist support they needed. The prison relied too heavily on prisoners declaring themselves to have learning needs. Staff did not have the experience or expertise to identify accurately those who had additional support needs but who did not declare them to staff. This meant too many prisoners with additional learning needs did not make the progress expected of them in education. (See key concern and recommendation S52.)
- 3.25** Well-trained peer mentors were used very effectively throughout activities and across the prison (see paragraphs 1.15 and 1.30). They undertook the roles of, for example, quality assurance coordinators in workshops, who carefully checked prisoners' work.
- 3.26** Most prisoners developed their skills and knowledge relative to their starting points. In prison work, prisoners quickly developed the skills they needed to be fully operational in the commercial environment to which they had been allocated. In education, prisoners studying personal and social development courses developed the range of skills they needed to progress in prison life and beyond.
- 3.27** Staff provided prisoners with helpful and constructive feedback on their work. They used oral feedback in workshops well. They identified when the work prisoners produced had not met the required standard and gave them guidance on how it needed to be improved. Staff in education used written feedback on marked work to help prisoners develop their work over time, such as correcting spelling mistakes or helping them improve presentation.

- 3.28** The small number of prisoners who studied vocational qualifications received good support from instructors and produced work that was to a good standard. Staff used their skills and expertise well and ensured that prisoners understood the practical application of the skills they had developed.

Recommendation

- 3.29** **Leaders and managers must ensure that teachers and instructors take account of prisoners' individual needs when planning their sessions, which should include setting individual targets.**

Personal development and behaviour

- 3.30** Prisoners' attendance at activities required improvement. Too often prisoners missed their allocated activity because they took part in other activities across the prison. Too many did not attend education classes on time. Prisoners did not understand that a high level of attendance at activities enabled them to be better prepared for life on release from prison.
- 3.31** The proportion of prisoners who did not have the functional skills they needed to progress in prison and on release was too high. (See also paragraphs 3.17, 3.37 and key concern and recommendation S51.)
- 3.32** Too many prisoners working on wings were not occupied productively. Prisoners allocated to work as wing cleaners, laundry workers or servery workers were often found to have finished work before the end of the core day.
- 3.33** Prisoners were generally well behaved throughout prison life. They responded well to directions and requests from staff. Most had appropriate attitudes to their work and completed tasks independently. On the few occasions when prisoners did not behave well, staff ensured the problem was addressed effectively and prisoners returned to their activity quickly.
- 3.34** Prisoners were positive and enjoyed their activities. They had a sense of pride in the work they completed. Those in workshops worked well with their peers to achieve collective production goals and prisoners who worked in the gardens or general maintenance parties ensured the grounds of the prison were very well presented.
- 3.35** A large proportion of prisoners in education and work reported that they had overcome mental health issues. Most prisoners developed personal and social skills that helped them improve their confidence and self-esteem. Prisoners said they found the routine in prison helpful. However, enrichment activities too often disrupted this routine. (See paragraph 3.19.)

Recommendation

- 3.36** **Leaders and managers should ensure the proportion of prisoners who attend their activities increases significantly.**

Outcomes and achievements

- 3.37** The proportion of prisoners who achieved functional skills qualifications in English and mathematics was very low. Managers' data showed that two thirds of the prison population had attained English and mathematics qualifications that were below the equivalent of a good pass at GCSE. Recent changes to the way staff taught English and mathematics had started to address some of the issues that contributed to the low results. However, it was too soon to judge the impact of these actions. (See also paragraphs 3.17 and 3.31, and key concern and recommendation S51.)

- 3.38** Prisoners were too slow in achieving their qualifications. Too many prisoners, including a large proportion who had additional learning needs, continued their education and training courses beyond their planned end dates. Teachers and trainers did not have suitable strategies to ensure those who fell behind caught up quickly enough.

- 3.39** The proportion of prisoners who achieved qualifications in subjects other than English and mathematics was high, particularly in horticulture, personal and social development, and information technology.

- 3.40** Prisoners developed a good range of practical skills in accredited vocational training. Staff supported prisoners well to develop valuable, work-related skills in catering and horticulture. In workshops, prisoners who studied a qualification in performance manufacturing operations worked closely with staff to ensure they improved the workshop's efficiency and to oversee the quality of the products other prisoners produced.

- 3.41** Prisoners produced work that was of an appropriate standard. Prisoners in electronic assembly produced products that met the standard of their commercial contracts and those in vocational catering produced a high standard of food that was sold in the staff canteen.

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** The range of family work was underdeveloped. There was no family engagement worker to help prisoners and their families build and maintain positive relationships. However, longer, more informal family visiting days were offered, during which a range of special activities were organised for prisoners and their families.
- 4.2** There were no family-orientated, relationship or parenting skills courses or support groups. The prison had introduced a weekly homework club where prisoners helped their children with their schoolwork, which was a good. The prison did not run the Storybook Dads initiative (in which prisoners record stories for their children) which was a missed opportunity.
- 4.3** Only 25% of prisoners in our survey said it was easy or very easy for their family or friends to get to the prison. Prison data showed that over 40% of visitors travelled over 100 miles to the prison. There was no longer a public bus service at visiting time, which made travelling to the prison difficult for some. Eight prisoners were receiving visits from prison visitors and 75 were involved in a well-managed pen-pal scheme which provided positive contact with the outside world.
- 4.4** Prisoners could book visits using the information kiosks on the wings. The visitors' centre was reasonable, but most lockers for their valuables were broken.
- 4.5** Visits were well managed and started on time. Visitors said most staff treated them with respect. The visits hall was clean and attempts had been made to create a relaxed environment. There were plans to refurbish the visits hall, which included replacing the fixed seating, which gave it an austere feel.
- 4.6** During the inspection, all incoming mail was being photocopied to ensure drugs did not enter the prison. This measure had been effective and was now under review. Arrangements for prisoners to send and receive emails were popular.
- 4.7** Prisoners had in-cell telephones, which promoted contact with family and friends. Phones were turned off at 11.30pm at night following complaints about the facility being misused. Although the reasons for this were valid, it needed to be kept under review to ensure the response was proportionate.

Recommendation

- 4.8 The prison should improve the support prisoners and their families receive to help build and maintain good family relationships.**

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.

- 4.9** The strategic management of resettlement remained well managed. Rye Hill only held prisoners convicted of sexual offences and its core purpose was to provide training and treatment to reduce their risk of harm before moving onto a resettlement prison for release. Prisoners should not have been released from Rye Hill, but difficulties in transferring prisoners back to their local prison meant there had been 20 releases in the previous six months, which was much higher than when we previously inspected, when it was five.
- 4.10** The prison held a complex population. Ninety percent were serving sentences of over 10 years including indeterminate sentences. Ninety percent were assessed as presenting either a high or very high risk of serious harm to others and were subject to multi-agency public protection arrangements (MAPPA) on release. To manage the risks and ensure prisoners received relevant training and treatment, a comprehensive needs analysis had been undertaken. It included data from a range of sources and was up to date. It informed the prison's reducing re-offending strategy, which outlined all resettlement pathways, but it was not specific enough to offender management at Rye Hill, for example, it did not consider the increase in the number of releases over the previous year. A monthly reducing reoffending meeting took place to discuss all new arrivals. It ensured all prisoners had been assessed appropriately and had a plan in place. Attendance at the meeting, however, needed to improve. The meeting signed off the reducing reoffending action plan each month but did not oversee it sufficiently, which meant some action was nearly nine months overdue and there had been no updates.
- 4.11** Almost everyone had an initial offender assessment system (OASys) report, which was positive. Prison offender supervisors met newly received prisoners within the first two days of their arrival. Prisoners then met their allocated prison offender supervisor within two weeks to identify their needs and consider what programmes should be part of their sentence plan. The sentence plan was then discussed at the following monthly reducing reoffending meeting.
- 4.12** Subsequent contact with offender supervisors was limited and driven by sentence planning boards, parole hearings and re-categorisation reviews rather than the need to provide one-to-one work to address offending behaviour or motivate prisoners. Regular contact with key workers, however, offset the issue to some extent.
- 4.13** Offender supervisors had little training. They were not trained to deliver one-to-one motivational work with prisoners, to work with prisoners convicted of sexual offences or to manage risk of harm. This was compounded by the absence of probation officers and a senior probation officer at the time of this inspection.
- 4.14** Most cases (80%) were the responsibility of the National Probation Service, which meant 20% were managed by the prison. We found that nearly half of the prisoners had not had their OASys reports reviewed often enough or following a significant change in their risks

and needs. However, the OMU continued to review sentence plans every year and in our survey 87% of prisoners compared with 68% in similar prisons said they had a plan and 81% knew what they had to do to achieve their targets.

- 4.15 During the inspection, 71 prisoners were serving life sentences and 34 were serving indeterminate sentences for public protection, about three quarters of whom were over tariff. To address this, the in-house psychology team was linked with a national team supporting indeterminate sentence prisoners who were over tariff so that recommendations on progression could be made. There were no peer lifer representatives, focus groups or consultation forums in place to support this group of prisoners, which prison managers recognised as a gap.
- 4.16 Processes for tracking and monitoring prisoners eligible for consideration for parole were sound. Hardly any prisoners were eligible for release on home detention curfew due to their offence type and sentence length.

Recommendation

- 4.17 **Offender supervisors managing high risk of harm cases should be adequately trained including in the management of prisoners convicted of sexual offences and the delivery of one-to-one work to motivate prisoners to participate in programmes.**

Public protection

- 4.18 Due to the nature of the offences committed by prisoners at Rye Hill, all were subject to MAPPA and 80% were subject to child contact restrictions. Public protection remained well managed, with clear processes for applying and removing contact restrictions and the work was up to date. Mail and telephone monitoring was sound.
- 4.19 The prison's inter-departmental risk management team (IDRMT) had good oversight of child contact restrictions. The IDRMT considered new applications for contact with a child, requests for a change to a current application or problems that had been identified. Concerns were escalated appropriately and decisions were proportionate. Annual reviews of child contact restrictions were not undertaken, although the prison was working to address this.
- 4.20 The IDRMT still did not discuss cases due for release robustly enough or in good time. Those due for release only had their cases brought to the IDRMT at best two months before their release date. This was far too late to sufficiently escalate concerns and ensure robust planning was in place. This was compounded by the fact that some risk management planning carried out by the community-based offender manager happened too close to the release date to be fully effective.
- 4.21 Of the five cases we reviewed where prisoners were due for release in the following three months, we identified one case where the prison offender supervisor had tried unsuccessfully to contact the probation offender manager on several occasions to discuss the risk management plan on release. In addition, the case had not been discussed at the IDRMT, which was a significant concern as this meant that risk management planning was happening too late. (See key concern and recommendation S53.)

Categorisation and transfers

- 4.22** Most prisoners were serving very long sentences and were eligible to have their categorisation reviewed each year. Reviews were up to date and involved a face-to-face meeting with the prisoner who was encouraged to bring evidence to demonstrate the work they had undertaken to reduce their risks and their compliance with their sentence plan, which was an improvement since the previous inspection. Decisions about recategorisation were justified and appropriate in the cases we reviewed.
- 4.23** The prison attempted to manage transfers well, ensuring the population held was suitable for the programmes available at Rye Hill (see paragraph 4.26). Despite this, some prisoners stayed at Rye Hill when they should have been moved elsewhere. Delays were caused by a lack of places in other prisons or an unwillingness of other prisons to accept them due to the nature of their offence or health-related issues.
- 4.24** During the inspection, 46 prisoners who had been re-categorised to category C were waiting to be moved. The three prisoners who waited the longest all had mobility issues and one had been waiting three years.

Recommendation

- 4.25 The transfer of prisoners convicted of sexual offences in preparation for release or for sentence progression should not be delayed.**

Interventions

Expected outcomes:

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

- 4.26** Accredited programmes were well managed. An appropriate range was available and the prison held a weekly transfer strategy meeting to oversee the population and ensure that programmes met the prisoners' needs. The prison ran four types of accredited offending behaviour programmes for those who had committed sexual offences, one was specifically for those with learning difficulties and another was aimed at those who had committed intimate partner violence offences.
- 4.27** The transfer strategy meeting was well attended. It included representatives from the residence, security, transfer, offender management and psychology departments. They considered waiting lists for programmes, those who were not willing to participate and those needing offending behaviour programmes that could not be completed at Rye Hill.
- 4.28** The number of places on accredited programmes was adequate and waiting times were not excessive. However, during the inspection, nearly a quarter of the population could not participate in a programme either because they were unsuitable for it or unwilling to participate. Offender supervisors did not deliver one-to-one work to improve prisoners' motivation to participate in offending behaviour work, which was a gap (see paragraph 4.13 and recommendation 4.17).
- 4.29** Personal and social development courses delivered by the education department provided some of those assessed as unsuitable for accredited programmes with an alternative (see paragraph 3.18).

- 4.30** A good counselling service was available for those who were vulnerable or had been victims of abuse. It was run by a volunteer who had worked with 37 prisoners over the previous six months, but demand for this help far outweighed supply with 100 prisoners waiting to access the service.
- 4.31** The demand for resettlement help was very low as few men were released into the community. Prisoners could obtain help from the peer-led advice service. Some prisoners who were involved in the service were trained in debt management, advice and 'signposting', and could provide more specific support to prisoners. Prisoners could open bank accounts, which was an improvement since the previous inspection.
- 4.32** There was little demand for accommodation on release. All 20 prisoners released from Rye Hill in the previous six months had been placed in approved premises because of the high risk of harm they presented.

Recommendation

- 4.33** **The counselling provision at Rye Hill should meet the demand.**

Good practice

- 4.34** *The work undertaken through the transfer strategy meeting ensured that prisoners had the best possible chance of accessing the programmes they needed.*

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.

- 4.35** Rye Hill was not a designated resettlement prison and as such should not have been releasing prisoners at the end of their custodial phase. However, due to the lack of places in other prisons, 20 prisoners had been released directly from Rye Hill in the last six months. The prison did not always review resettlement plans prior to release, but this was offset by the fact that all were released to approved premises, where they would have received intensive support and help.
- 4.36** When prisoners were being released from Rye Hill more needed to be done to ensure there was a structured approach to supporting them, particularly those with mobility issues. While practical arrangements were adequate, including the provision of clothes, prisoners did not receive enough support with other issues, such as help to organise travel to their release address. The cases of prisoners who were due for release that we reviewed included high or very high risk of harm cases, older prisoners who had completed long sentences and prisoners with mobility issues. They said they were anxious because they did not have enough information about where they were going or how they would get there.

Recommendation

- 4.37 Prisoners should receive more support to prepare them for release, including plans for how they will get to their release address.**

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 in the left-hand column refer to the paragraph location in the main report.

Key concerns and recommendations		Directed to:
S48	<p>Key concern: Although violent incidents were not serious or widespread, in our survey 30% of prisoners stated that they felt unsafe at the time of the inspection and 49% said that they had been the victim of verbal abuse, while 41% stated they had experienced threats or intimidation from other prisoners.</p> <p>Recommendation: The prison should explore the reasons why almost a third of prisoners felt unsafe and effective action should be taken to improve safety and prisoners' perceptions of it.</p>	The Director
S49	<p>Key concern: In our survey, only 58% of black and minority ethnic prisoners said most staff treated them with respect, compared with 85% of white prisoners. The prison had not sufficiently investigated monitoring data to identify and address disproportionate outcomes.</p> <p>Recommendation: Black and minority ethnic prisoners' negative perceptions about staff-prisoner relationships should be explored and addressed, and better analysis of monitoring data should be undertaken to identify and address any disproportionate outcomes.</p>	The Director
S50	<p>Key concern: Major connectivity issues with SystmOne adversely affected all health services, posing risks to patient safety. Access to SystmOne was very slow and we observed frequent delays, when it took up to 50 minutes to open one patient record. This meant that health staff could not see medical notes swiftly enough to enable them to make informed clinical decisions. This led to delays and clinics being cancelled, and records could not always be updated immediately after contact with the patient.</p> <p>Recommendation: Health staff should have prompt and reliable access to SystmOne so they can deliver health services in a safe and timely manner.</p>	The Director

S51	<p>Key concern: Leaders and managers had been too slow to address the low proportion of prisoners studying English and mathematics qualifications, the lack of impartial careers and education, information, advice and guidance that prisoners received, and the failure of the allocations process to match prisoners' sentence plans to appropriate activities.</p> <p>Recommendation: Leaders and managers should ensure weaknesses in education, skills and work are addressed, ensuring all prisoners who need to improve their English and mathematics skills study appropriate qualifications, receive suitable careers advice and guidance, and are allocated to activities that better meet the objectives of their sentence plans.</p>	The Director
S52	<p>Key concern: The large number of prisoners with additional learning needs did not receive the specialist support they needed to make the progress expected of them, and there were an insufficient number of staff with the expertise to provide this support.</p> <p>Recommendation: Leaders and managers should ensure that prisoners who have additional learning needs have access to specialist support to enable them to make the progress expected of them.</p>	The Director
S53	<p>Key concern: Community-based offender managers sometimes developed risk management release plans too close to the prisoner's release date which was a concern given that many of those due for release presented a high risk of serious harm to others. This was compounded by the fact that the prison's IDRMT also reviewed cases too near the release date. The lateness in developing plans meant that some were not comprehensive and had not fully engaged the prisoner.</p> <p>Recommendation: Risk management planning for prisoners due for release should be improved, with planning starting several months before the actual release date.</p>	The Director
General recommendations		Directed to:
2.11	The toilet area in all cells should have adequate privacy screening.	The Director
2.23	Prisoners should be able to submit paper applications confidentially and receive a timely response.	The Director
2.31	The equality strategy should be specific to the needs of the prisoners held at the establishment. Action planning should detail the priorities for improvement and demonstrate progress over time.	The Director
2.41	The prison should ensure professional telephone interpretation is used when needed.	The Director
2.42	The prison should explore the concerns of prisoners with disabilities, particularly their concerns about safety.	The Director
2.58	All staff should consistently receive mandatory training within the allocated timeframe and have the appropriate professional skills and competencies to deliver health services.	The Director

2.77	Patients with mental health problems should have access to an appropriate range of support that meets their identified needs, including group work and psychologically informed interventions.	The Director
2.78	Patients requiring a transfer under the Mental Health Act should be assessed promptly and transferred within the current transfer guidelines. (Repeated recommendation 2.101)	The Director
2.86	A clear policy and pathway for patients experiencing substance use and mental health problems should be developed.	The Director
3.12	Daytime recreational PE should not be timetabled for prisoners who should be attending work or training.	The Director
3.13	The library and gym departments should gather sufficient data so they can establish trends and ensure all groups within the prison population have equal access to their facilities.	The Director
3.22	Leaders and managers should review the pay policy to ensure that prisoners are not discouraged from studying education on the grounds of pay.	The Director
3.29	Leaders and managers must ensure that teachers and instructors take account of prisoners' individual needs when planning their sessions, which should include setting individual targets.	The Director
3.36	Leaders and managers should ensure the proportion of prisoners who attend their activities increases significantly.	The Director
4.8	The prison should improve the support prisoners and their families receive to help build and maintain good family relationships.	The Director
4.17	Offender supervisors managing high risk of harm cases should be adequately trained including in the management of prisoners convicted of sexual offences and the delivery of one-to-one work to motivate prisoners to participate in programmes.	The Director
4.25	The transfer of prisoners convicted of sexual offences in preparation for release or for sentence progression should not be delayed.	To HM Prison and Probation Service
4.33	The counselling provision at Rye Hill should meet the demand.	The Director
4.37	Prisoners should receive more support to prepare them for release, including plans for how they will get to their release address.	The Director
Examples of good practice		
1.12	Interviews with prisoners to obtain their feedback about the induction helped inform improvements to the induction process, providing prisoners with a better experience. Further face-to-face support was also provided by peer workers in the weeks after the prisoner had left the induction wing.	
2.17	Prisoners could order from the prison shop and receive their goods on the same day they arrived, which meant they did not have to get into debt.	
2.24	Prisoners reviewed redacted complaints as part of quality assurance, which meant they gained a better understanding of the process and had more faith in it being conducted properly.	
2.87	Multi-agency pain clinics, the garden project and the range of healthy lifestyle programmes were innovative and effective ways of helping this population overcome their alcohol and drug use problems.	
4.34	The work undertaken through the transfer strategy meeting ensured that prisoners had the best possible chance of accessing the programmes they needed.	

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Sandra Fieldhouse	Team leader
Deri Hughes-Roberts	Inspector
Kam Sarai	Inspector
Emma Sunley	Inspector
Caroline Wright	Inspector
Sharlene Andrew	Researcher
Becky Duffield	Researcher
Chloe Moore	Researcher
Claudia Vince	Researcher
Maureen Jamieson	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Dayni Johnson	Care Quality Commission inspector
Mary Devane	Ofsted inspector
Sheena Maberly	Ofsted inspector
Ken Merry	Ofsted inspector
Keith Humphreys	Offender management 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, reception, first night and induction arrangements were good. Levels of violence were not high and incidents were mostly low level. Bullying and violence reduction were well managed and few prisoners felt unsafe. Those who were struggling to cope and those at risk of suicide and self-harm felt well supported and the management of complex cases was impressive. Security arrangements were mostly proportionate. Illicit drug availability was low but more needed to be done to reduce the risk of diverted medication. The number of adjudications and use of segregation were comparatively low. Levels of use of force were high but a small number of prisoners accounted for a disproportionate number of incidents, and governance was good. Substance misuse provision was reasonably good and developing further. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Transport arrangements should include the facility to transport property with the prisoner within volumetric control guidelines. (1.4)

Achieved

The risks of prisoner-on-prisoner sexual grooming should be included in the violence reduction strategy and processes should be implemented to monitor potential perpetrators and victims. (1.16)

Achieved

Meaningful interventions should be used to challenge those displaying antisocial behaviour and to support victims of bullying. (1.17)

Achieved

When closing an assessment, care in custody and teamwork (ACCT), the decision-making and risk assessment process undertaken should be fully demonstrated and recorded. (1.22)

Achieved

Constant observations should be conducted in a more supportive environment. (1.23)

Not achieved

The safeguarding policy should detail the referral mechanism that staff should follow in reporting concerns to the local authority. (1.27)

Achieved

Strip-searching (including on release) should be carried out only following a detailed assessment of immediate threat. (I.35)

Achieved

Prisoners on the basic level of the incentives and earned privileges scheme should not be required to wear prison clothing that distinguishes them from other prisoners. (I.39)

Achieved

Formal and individualised care planning should be developed to help return segregated prisoners to normal location. (I.50)

Achieved

The regime on the segregation unit should be improved, to include off-unit activities where possible, particularly for those separated for their own protection. (I.51)

Partially achieved

A dual diagnosis service should be developed for prisoners who experience mental health and substance-related problems. (I.58)

Not achieved

Primary health services staff should receive appropriate substance misuse awareness training. (I.59)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, the prison was exceptionally clean and well maintained. Access to showers and laundry facilities was good but for a few, prison-issue clothing was problematic. The quality of daily life was enhanced by in-cell telephones and wing kiosks. Staff–prisoner relationships were mostly good. Diversity and equality arrangements were still developing to meet the high level of need across many protected characteristics but more needed to be done, especially around the poor perceptions of black and minority ethnic and Muslim prisoners. Faith provision was mostly good. Prisoners were relatively confident in the complaints system. Health care provision was failing to meet the needs of the population. The food provided was very good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

The prison should strengthen consultation arrangements with prisoners from black and minority ethnic backgrounds and Muslim prisoners, demonstrate that they are listening to concerns and more proactively share monitoring data and other information that would provide reassurance or illustrate where action was required. (S50)

Not achieved

The health service commissioners, prison and health service providers should work together to ensure that the health services staffing levels, skill mix, clinical space and clinical services delivered are adequate to meet prisoners' health care needs. (S51)

Achieved

Recommendations

Prisoners should not be charged for basic items such as kettles. (2.8)

Not achieved

All toilets should have seats and lids and should be screened adequately. (2.9)

Partially achieved

Prisoners should always have access to sufficient prison-issue clothing. (2.10)

Achieved

All staff should treat prisoners respectfully and apply prison rules consistently. Managers should regularly explore prisoners' views about staff and take action to address issues arising. (2.16)

Partially achieved

Personal officer entries should be made regularly and provide sufficient information about progression and behaviour. (2.17)

Achieved

The equality strategy should be specific to the establishment and the needs of the diverse range of prisoners. Specific action plans should set out the priorities for improvement. (2.23)

Not achieved

Responses to discrimination incident report forms should usually be provided within five working days of submission. (2.24)

Achieved

Diversity forums should be held regularly across all protected characteristics. (2.25)

Partially achieved

Foreign national prisoners should be given more support, including access to independent immigration advice, greater use of the professional telephone interpreting service and more information in their first language. (2.32)

Not achieved

Prisoners with disabilities and older prisoners with identified needs should have a multidisciplinary support plan and, where appropriate, paid carers. (2.33)

Achieved

The views of prisoners with disabilities should be fully explored to identify and address issues affecting their experience of life at the establishment. (2.34)

Partially achieved

More support should be provided for gay, bisexual and transgender prisoners who should be able to live permanently and be treated in accordance with their acquired gender. (2.35)

Achieved

There should be sufficient provision within the chaplaincy to meet the needs of prisoners of all faiths. (2.40)

Achieved

The reason for the apparently low number of upheld complaints should be investigated and addressed. (2.44)

Achieved

Managers should ensure that concerns raised by prisoners are addressed adequately. (2.45)

Not achieved

The prison should ensure that there is an appropriate level of support for prisoners to contact legal advisers. (2.49)

Achieved

Health services staff should be adequately trained to meet the needs of the prison population, including mandatory training requirements, lifelong conditions, older persons, nurse triage and SystemOne. (2.63)

Not achieved

Prisoners with complex health needs should be clearly identified and have an evidence-based care plan that is reviewed regularly. (2.64)

Achieved

Custodial staff should be trained to use, and have easy access to, automated defibrillators. (2.65)

Achieved

Emergency codes should be used correctly and an ambulance should be called immediately in such situations. (2.66)

Achieved

A designated senior health lead should develop health services for older prisoners, including appropriate assessment, reviews, care planning, and access to community screening and immunisation programmes. (2.67)

Achieved

Prisoners should have access to a well-advertised, confidential health care complaints system and receive timely responses that address all the issues raised. These complaints and the responses to them should not be included in clinical records. (2.68)

Achieved

Prisoners should be able to access all primary care clinics within community-equivalent waiting times and waiting lists should be reviewed regularly by a senior practitioner to ensure that appointments are allocated on assessed clinical need. (2.74)

Achieved

Prisoners should have timely access to external hospital appointments. (2.75)

Achieved

Medicines should be stored and administered safely, in line with current professional standards. (2.84)

Achieved

Prisoners in shared cells should have secure storage for medication. (2.85)

Achieved

Prisoners should have prompt access to appropriate medication through patient group directions and 'special sick' supplies, and their use should be consistently recorded and monitored. (2.86)

Achieved

Prisoners with mild-to-moderate mental health needs, including dual diagnosis and learning disability, should receive satisfactory care-planned support from appropriately trained staff, within agreed time frames. (2.100)

Partially achieved

Patients requiring a transfer under the Mental Health Act should be assessed promptly and transferred within the current transfer guidelines. (2.101)
Not achieved (recommendation repeated, 2.78)

All prisoners involved in the preparation and serving of food should be appropriately attired in protective clothing. (2.108)
Achieved

Purposeful activity

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

At the last inspection, in 2015, the amount of time unlocked was reasonably good and the regime ran to time. The leadership and management of learning and skills and work were good. The range of activities met prisoner needs. There were sufficient activities for the population and these were fully utilised. Attendance and punctuality were good. The quality of teaching and learning and assessment were consistently good. Peer mentors were used well to support learners. Not all prisoners completed their courses but, those who did, achieved well. Library accommodation was poor and access was problematic. PE provision was reasonably good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Prisoners who, through no fault of their own, are not involved in activities during the core day should be unlocked. (3.4)
Achieved

Prison managers should include an evaluation of the provision delivered by partners in their self-assessment. (3.9)
Achieved

Education managers should ensure that they take into account the outcomes from lesson observations when assessing the performance of their staff. (3.10)
Partially achieved

Tutors and trainers should make consistently good use of learner profiles and initial assessment outcomes to ensure that all learners make progress at a pace suited to their needs. (3.20)
Not achieved

Staff should improve the support provided to prisoners in vocational training to improve their written English. (3.21)
Not achieved

Prisoners working in the library should have access to relevant qualifications. (3.28)
Achieved

All prisoners should have fair access to the library, with sufficient time and space to make proper use of it, at times that do not clash with other activities. (3.29)
Not achieved

Gym equipment should be maintained and replaced as necessary. (3.35)
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 management of resettlement was good and there was a whole-prison approach. Offender management work was effective, with all prisoners having regular contact with their offender supervisors, and well-informed sentence plans and targets. The backlog of offender assessment system (OASys) assessments hindered progression for some. The quality of risk management was usually good. Public protection arrangements were sound. The demand for resettlement planning was exceptionally low and most needs were met on an individual basis. Visits provision was mostly good but there were no family- or children-related courses. Offending behaviour courses met the needs of the population and work was undertaken with deniers and those prisoners resisting programme participation. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Action should be taken to ensure that all prisoners, including those subject to management by National Probation Service offender managers, have an up-to-date offender assessment system (OASys) assessment. (4.10)

Not achieved

The risk management of prisoners due for release should be overseen by the interdepartmental risk management team in good time before discharge. (4.14)

Not achieved

Prisoner peer mentors who provide resettlement support should receive accredited training for their role. (4.25)

Achieved

Where appropriate, prisoners should be able to open bank accounts. (4.35)

Achieved

Family and parenting courses should be available to appropriate prisoners. (4.40)

Not achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	0	651	98.8
Recall	0	8	1.2
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Total	0	659	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than 6 months	0	0	0
6 months to less than 12 months	0	0	0
12 months to less than 2 years	0	0	0
2 years to less than 4 years	0	0	0
4 years to less than 10 years	0	66	10
10 years and over (not life)	0	488	74.1
ISPP (indeterminate sentence for public protection)	0	34	5.2
Life	0	71	15.9
Total	0	659	100

Age	Number of prisoners	%
Please state minimum age here:	21	
Under 21 years	0	0
21 years to 29 years	97	14.7
30 years to 39 years	175	26.6
40 years to 49 years	118	17.9
50 years to 59 years	136	20.6
60 years to 69 years	81	12.3
70 plus years	52	7.9
Please state maximum age here:	84	
Total	659	100

Nationality	18–20 yr olds	21 and over	%
British	0	605	91.8
Foreign nationals	0	54	8.2
Total		659	100

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	0
Uncategorised sentenced	0	0	0
Category A	0	0	0
Category B	0	612	92.9
Category C	0	46	7
Category D	0	1	0.2
Other	0	0	0
Total	0	659	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	0	492	74.7
Irish	0	8	1.2
Gypsy/Irish Traveller	0	5	0.8
Other white	0	24	3.6
Mixed			
White and black Caribbean	0	12	1.8
White and black African	0	2	0.3
White and Asian	0	2	0.3
Other mixed	0	3	0.5
Asian or Asian British			
Indian	0	10	1.5
Pakistani	0	24	3.6
Bangladeshi	0	10	1.5
Chinese	0	0	0
Other Asian	0	6	0.9
Black or black British			
Caribbean	0	28	4.2
African	0	14	2.1
Other black	0	7	1.1
Other ethnic group			
Arab	0	3	0.5
Other ethnic group	0	9	1.4
Not stated	0	0	0
Total	0	659	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	4	0.6
Church of England	0	150	22.8
Roman Catholic	0	88	13.4
Other Christian denominations	0	102	15.5
Muslim	0	80	12.1
Sikh	0	6	0.9
Hindu	0	3	0.5
Buddhist	0	21	3.2
Jewish	0	1	0.2
Other	0	46	7
No religion	0	158	24
Total	0	659	100

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	12	1.82
Total	0	12	1.82

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	16	2.4
1 month to 3 months	0	0	20	3
3 months to 6 months	0	0	59	9
6 months to 1 year	0	0	85	12.9
1 year to 2 years	0	0	141	21.4
2 years to 4 years	0	0	232	35.2
4 years or more	0	0	106	16.1
Total	0	0	659	100

Sentenced prisoners only

	18–20 yr 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 yr 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 6 months	0	0	0	0
6 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

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.¹⁵

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 power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.¹⁶

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.¹⁷ Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are 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 2 September 2019 the prisoner population at HMP Rye Hill was 660. Using the sampling method described above, questionnaires were distributed to 203 prisoners. We received a total of 177 completed questionnaires, a response rate of 87%. Fifteen prisoners declined to participate in the survey and 11 questionnaires were either not returned at all, or returned blank.

¹⁵ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁶ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁷ 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/hmiprisoners/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Rye Hill. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.¹⁸ 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 Rye Hill¹⁹ compared with those from other HMI Prisons surveys²⁰

- Survey responses from HMP Rye Hill in 2019 compared with survey responses from the most recent inspection at all other sex offender prisons.
- Survey responses from HMP Rye Hill in 2019 compared with survey responses from other sex offender prisons inspected since September 2017.
- Survey responses from HMP Rye Hill in 2019 compared with survey responses from HMP Rye Hill in 2015.

Comparisons between different residential locations within HMP Rye Hill 2019

- Responses of prisoners on the induction unit (A wing) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Rye Hill 2019²¹

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of non-heterosexual prisoners compared with those of heterosexual prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²²

In the comparator analyses, statistically significant differences are indicated by shading.²³ 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.

¹⁸ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

¹⁹ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

²⁰ 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.

²¹ These analyses are carried out on summary data from selected survey questions only.

²² A minimum of 10 responses which must also represent at least 10% of the total response.

²³ 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?	
	Wing A.....	22 (12%)
	Wing B.....	24 (14%)
	Wing C.....	20 (11%)
	Wing D.....	24 (14%)
	Wing E.....	17 (10%)
	Wing F.....	22 (12%)
	Wing G.....	24 (14%)
	Wing H.....	22 (12%)
	Segregation unit.....	2 (1%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	8 (5%)
	26 - 29.....	12 (7%)
	30 - 39.....	52 (30%)
	40 - 49.....	28 (16%)
	50 - 59.....	41 (23%)
	60 - 69.....	17 (10%)
	70 or over.....	17 (10%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	134 (77%)
	White - Irish.....	3 (2%)
	White - Gypsy or Irish Traveller.....	2 (1%)
	White - any other White background	5 (3%)
	Mixed - White and Black Caribbean	6 (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.....	2 (1%)
	Asian/ Asian British - Pakistani.....	4 (2%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background	2 (1%)
	Black/ Black British - Caribbean	8 (5%)
	Black/ Black British - African	3 (2%)
	Black - any other Black/ African/ Caribbean background.....	1 (1%)
	Arab.....	1 (1%)
	Any other ethnic group.....	1 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	13 (8%)
	6 months or more	160 (92%)
I.5	Are you currently serving a sentence?	
	Yes.....	170 (97%)
	Yes - on recall.....	5 (3%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

1.6 How long is your sentence?

Less than 6 months.....	1 (1%)
6 months to less than 1 year.....	0 (0%)
1 year to less than 4 years.....	1 (1%)
4 years to less than 10 years.....	41 (23%)
10 years or more.....	105 (60%)
IPP (indeterminate sentence for public protection).....	11 (6%)
Life.....	16 (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.....	50 (29%)
No.....	117 (67%)
Don't remember.....	8 (5%)

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

Less than 2 hours.....	58 (33%)
2 hours or more.....	109 (63%)
Don't remember.....	7 (4%)

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

Yes.....	152 (87%)
No.....	16 (9%)
Don't remember.....	6 (3%)

2.4 Overall, how were you treated in reception?

Very well.....	93 (53%)
Quite well.....	67 (39%)
Quite badly.....	7 (4%)
Very badly.....	6 (3%)
Don't remember.....	1 (1%)

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

Problems getting phone numbers.....	24 (14%)
Contacting family.....	25 (15%)
Arranging care for children or other dependants.....	1 (1%)
Contacting employers.....	2 (1%)
Money worries.....	22 (13%)
Housing worries.....	9 (5%)
Feeling depressed.....	56 (33%)
Feeling suicidal.....	25 (15%)
Other mental health problems.....	52 (31%)
Physical health problems.....	30 (18%)
Drug or alcohol problems (e.g. withdrawal).....	15 (9%)
Problems getting medication.....	41 (24%)
Needing protection from other prisoners.....	8 (5%)
Lost or delayed property.....	29 (17%)
Other problems.....	18 (11%)
Did not have any problems.....	54 (32%)

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

Yes.....	53 (31%)
No.....	63 (37%)
Did not have any problems when I first arrived.....	54 (32%)

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.....	83 (49%)
Toiletries / other basic items	98 (57%)
A shower.....	86 (50%)
A free phone call.....	100 (58%)
Something to eat.....	136 (80%)
The chance to see someone from health care	113 (66%)
The chance to talk to a Listener or Samaritans.....	58 (34%)
Support from another prisoner (e.g. Insider or buddy)	87 (51%)
Wasn't offered any of these things.....	9 (5%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	30 (17%)
Quite clean	108 (62%)
Quite dirty	21 (12%)
Very dirty.....	14 (8%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	142 (82%)
No.....	29 (17%)
Don't remember	3 (2%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	121 (70%)	41 (24%)	10 (6%)
Free PIN phone credit?	64 (39%)	84 (51%)	18 (11%)
Numbers put on your PIN phone?	107 (64%)	44 (26%)	16 (10%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes.....	136 (80%)
No.....	32 (19%)
Have not had an induction.....	3 (2%)

On the wing

4.1 Are you in a cell on your own?

Yes.....	127 (73%)
No, I'm in a shared cell or dormitory.....	48 (27%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes	87 (50%)
No.....	60 (35%)
Don't know.....	26 (15%)
Don't have a cell call bell.....	0 (0%)

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?	157 (91%)	13 (8%)	2 (1%)
Can you shower every day?	169 (98%)	3 (2%)	0 (0%)
Do you have clean sheets every week?	143 (83%)	29 (17%)	0 (0%)
Do you get cell cleaning materials every week?	147 (87%)	20 (12%)	2 (1%)
Is it normally quiet enough for you to relax or sleep at night?	117 (69%)	52 (31%)	1 (1%)
Can you get your stored property if you need it?	78 (46%)	45 (27%)	45 (27%)

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

Very clean	47 (27%)
Quite clean	108 (62%)
Quite dirty	14 (8%)
Very dirty	6 (3%)

Food and canteen

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

Very good	28 (16%)
Quite good	104 (60%)
Quite bad	28 (16%)
Very bad	13 (8%)

5.2 Do you get enough to eat at mealtimes?

Always	42 (24%)
Most of the time	71 (41%)
Some of the time	46 (26%)
Never	15 (9%)

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

Yes	128 (74%)
No	42 (24%)
Don't know	3 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	136 (80%)
No	34 (20%)

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

Yes	140 (81%)
No	33 (19%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	105 (60%)
No	70 (40%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	59 (34%)
	Quite helpful.....	56 (32%)
	Not very helpful	28 (16%)
	Not at all helpful.....	15 (9%)
	Don't know.....	5 (3%)
	Don't have a personal / named officer	11 (6%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	98 (56%)
	Sometimes	49 (28%)
	Hardly ever.....	22 (13%)
	Don't know.....	6 (3%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	98 (57%)
	No.....	74 (43%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	66 (38%)
	Yes, but things don't change.....	72 (42%)
	No.....	21 (12%)
	Don't know.....	14 (8%)

Faith

7.1	What is your religion?	
	No religion.....	48 (28%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	78 (45%)
	Buddhist.....	5 (3%)
	Hindu.....	0 (0%)
	Jewish	2 (1%)
	Muslim.....	16 (9%)
	Sikh	1 (1%)
	Other	22 (13%)
7.2	Are your religious beliefs respected here?	
	Yes.....	100 (57%)
	No.....	16 (9%)
	Don't know.....	10 (6%)
	Not applicable (no religion).....	48 (28%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	103 (59%)
	No.....	10 (6%)
	Don't know.....	14 (8%)
	Not applicable (no religion).....	48 (27%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	120 (68%)
	No.....	5 (3%)
	Don't know.....	3 (2%)
	Not applicable (no religion).....	48 (27%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	103 (60%)
	No.....	69 (40%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	88 (52%)
	No.....	81 (48%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	172 (99%)
	No.....	1 (1%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	7 (4%)
	Quite easy.....	34 (21%)
	Quite difficult	37 (22%)
	Very difficult	73 (44%)
	Don't know.....	14 (8%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	7 (4%)
	About once a week	10 (6%)
	Less than once a week.....	83 (49%)
	Not applicable (don't get visits)	70 (41%)
8.6	Do visits usually start and finish on time?	
	Yes	84 (87%)
	No.....	13 (13%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	85 (91%)
	No.....	8 (9%)

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.....	137 (79%)
	Yes, but these times are not usually kept to.....	35 (20%)
	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	9 (6%)
	2 to 6 hours.....	35 (22%)
	6 to 10 hours	75 (46%)
	10 hours or more	33 (20%)
	Don't know.....	10 (6%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	14 (8%)
	2 to 6 hours.....	63 (36%)
	6 to 10 hours	81 (47%)
	10 hours or more	9 (5%)
	Don't know.....	6 (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	15 (9%)
3 to 5.....	12 (7%)
More than 5.....	136 (79%)
Don't know.....	7 (4%)

9.5 How many days in a typical week do you get association, if you want it?

None	1 (1%)
1 or 2	5 (3%)
3 to 5.....	9 (5%)
More than 5.....	151 (88%)
Don't know.....	6 (3%)

9.6 How many days in a typical week could you go outside for exercise, if you wanted to?

None	5 (3%)
1 or 2	9 (5%)
3 to 5.....	10 (6%)
More than 5.....	143 (82%)
Don't know.....	7 (4%)

9.7 Typically, how often do you go to the gym?

Twice a week or more	75 (44%)
About once a week	7 (4%)
Less than once a week.....	17 (10%)
Never	73 (42%)

9.8 Typically, how often do you go to the library?

Twice a week or more	32 (18%)
About once a week	82 (47%)
Less than once a week.....	30 (17%)
Never	29 (17%)

9.9 Does the library have a wide enough range of materials to meet your needs?

Yes	106 (63%)
No.....	34 (20%)
Don't use the library	29 (17%)

Applications, complaints and legal rights**10.1 Is it easy for you to make an application?**

Yes.....	143 (81%)
No.....	23 (13%)
Don't know.....	10 (6%)

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?	98 (59%)	57 (34%)	12 (7%)
Are applications usually dealt with within 7 days?	68 (43%)	77 (49%)	12 (8%)

I0.3 Is it easy for you to make a complaint?

Yes.....	127 (73%)
No.....	26 (15%)
Don't know.....	22 (13%)

I0.4 If you have made any complaints here, please answer the questions below:

	Yes	No	Not made any complaints
Are complaints usually dealt with fairly?	42 (26%)	71 (45%)	46 (29%)
Are complaints usually dealt with within 7 days?	28 (18%)	81 (52%)	46 (30%)

I0.5 Have you ever been prevented from making a complaint here when you wanted to?

Yes.....	42 (25%)
No.....	96 (57%)
Not wanted to make a complaint.....	30 (18%)

I0.6 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?	89 (52%)	19 (11%)	28 (16%)	35 (20%)
Attend legal visits?	72 (45%)	12 (8%)	38 (24%)	38 (24%)
Get bail information?	24 (15%)	7 (4%)	55 (35%)	70 (45%)

I0.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes.....	70 (41%)
No.....	71 (41%)
Not had any legal letters.....	31 (18%)

Health care**I1.1 How easy or difficult is it to see the following people?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	11 (6%)	50 (29%)	58 (34%)	49 (28%)	5 (3%)
Nurse	22 (13%)	73 (42%)	45 (26%)	26 (15%)	7 (4%)
Dentist	10 (6%)	38 (22%)	49 (28%)	59 (34%)	19 (11%)
Mental health workers	13 (8%)	36 (22%)	24 (14%)	39 (23%)	54 (33%)

I1.2 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	29 (17%)	76 (45%)	29 (17%)	21 (13%)	13 (8%)
Nurse	27 (16%)	73 (43%)	28 (17%)	26 (15%)	14 (8%)
Dentist	24 (14%)	60 (36%)	26 (15%)	29 (17%)	29 (17%)
Mental health workers	14 (8%)	43 (26%)	16 (10%)	26 (16%)	67 (40%)

I1.3 Do you have any mental health problems?

Yes.....	81 (49%)
No.....	84 (51%)

I1.4 Have you been helped with your mental health problems in this prison?

Yes.....	45 (27%)
No.....	40 (24%)
Don't have any mental health problems.....	84 (50%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	10 (6%)
	Quite good	70 (41%)
	Quite bad	39 (23%)
	Very bad	40 (24%)
	Don't know.....	10 (6%)

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	78 (46%)
	No.....	90 (54%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	24 (15%)
	No.....	44 (28%)
	Don't have a disability	90 (57%)
12.3	Have you been on an ACCT in this prison?	
	Yes	34 (21%)
	No.....	129 (79%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	17 (10%)
	No.....	18 (11%)
	Have not been on an ACCT in this prison.....	129 (79%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	57 (35%)
	Quite easy	40 (24%)
	Quite difficult	5 (3%)
	Very difficult	2 (1%)
	Don't know.....	60 (36%)
	No Listeners at this prison	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	31 (18%)
	No.....	139 (82%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	25 (15%)
	No.....	5 (3%)
	Did not / do not have an alcohol problem	139 (82%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	29 (17%)
	No.....	140 (83%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	8 (5%)
	No.....	158 (95%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes.....	8 (5%)
	No.....	159 (95%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	28 (17%)
	No.....	4 (2%)
	Did not / do not have a drug problem.....	131 (80%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	39 (23%)
	Quite easy.....	25 (15%)
	Quite difficult.....	7 (4%)
	Very difficult.....	5 (3%)
	Don't know.....	94 (55%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	10 (6%)
	Quite easy.....	24 (14%)
	Quite difficult.....	9 (5%)
	Very difficult.....	14 (8%)
	Don't know.....	113 (66%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes.....	84 (48%)
	No.....	90 (52%)
14.2	Do you feel unsafe now?	
	Yes.....	51 (30%)
	No.....	119 (70%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	83 (49%)
	Threats or intimidation.....	70 (41%)
	Physical assault.....	29 (17%)
	Sexual assault.....	7 (4%)
	Theft of canteen or property.....	32 (19%)
	Other bullying / victimisation.....	47 (28%)
	Not experienced any of these from prisoners here.....	64 (38%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes.....	94 (56%)
	No.....	75 (44%)

I4.5 Have you experienced any of the following types of bullying / victimisation from staff here?*(Please tick all that apply to you.)*

Verbal abuse.....	51 (31%)
Threats or intimidation.....	38 (23%)
Physical assault.....	18 (11%)
Sexual assault	4 (2%)
Theft of canteen or property.....	17 (10%)
Other bullying / victimisation	40 (24%)
Not experienced any of these from staff here.....	93 (56%)

I4.6 If you were being bullied / victimised by staff here, would you report it?

Yes.....	103 (61%)
No.....	66 (39%)

Behaviour management**I5.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**

Yes.....	105 (61%)
No.....	51 (30%)
Don't know what the incentives / rewards are	15 (9%)

I5.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?

Yes.....	84 (49%)
No.....	62 (36%)
Don't know.....	15 (9%)
Don't know what this is	10 (6%)

I5.3 Have you been physically restrained by staff in this prison in the last 6 months?

Yes.....	22 (13%)
No.....	152 (87%)

I5.4 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.....	7 (4%)
No.....	10 (6%)
Don't remember	3 (2%)
Not been restrained here in last 6 months.....	152 (88%)

I5.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?

Yes.....	20 (12%)
No.....	153 (88%)

I5.6 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?	14 (78%)	4 (22%)
Could you shower every day?	15 (83%)	3 (17%)
Could you go outside for exercise every day?	16 (89%)	2 (11%)
Could you use the phone every day (if you had credit)?	13 (72%)	5 (28%)

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	119 (70%)	30 (18%)	20 (12%)	1 (1%)
Vocational or skills training	56 (36%)	31 (20%)	47 (30%)	21 (14%)
Prison job	98 (61%)	46 (29%)	15 (9%)	2 (1%)
Voluntary work outside of the prison	6 (4%)	11 (7%)	34 (22%)	107 (68%)
Paid work outside of the prison	5 (3%)	9 (6%)	34 (21%)	113 (70%)

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	91 (55%)	46 (28%)	28 (17%)
Vocational or skills training	54 (36%)	34 (23%)	63 (42%)
Prison job	68 (42%)	74 (46%)	19 (12%)
Voluntary work outside of the prison	13 (8%)	20 (13%)	123 (79%)
Paid work outside of the prison	14 (9%)	17 (11%)	125 (80%)

16.3 Do staff encourage you to attend education, training or work?

Yes	114 (71%)
No	39 (24%)
Not applicable (e.g. if you are retired, sick or on remand)	7 (4%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)

Yes	147 (86%)
No	23 (14%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	119 (81%)
No	19 (13%)
Don't know what my objectives or targets are	9 (6%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	82 (58%)
No	50 (35%)
Don't know what my objectives or targets are	9 (6%)

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	44 (33%)	12 (9%)	79 (59%)
Other programmes	41 (31%)	14 (11%)	76 (58%)
One to one work	44 (34%)	10 (8%)	76 (58%)
Being on a specialist unit	3 (2%)	7 (6%)	112 (92%)
ROTL - day or overnight release	2 (2%)	5 (4%)	116 (94%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			4 (2%)
	No.....			160 (94%)
	Don't know.....			6 (4%)
18.2	How close is this prison to your home area or intended release address?			
	Very near.....			1 (33%)
	Quite near.....			1 (33%)
	Quite far.....			0 (0%)
	Very far			1 (33%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			2 (67%)
	No.....			1 (33%)
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	2 (67%)	1 (33%)	0 (0%)
	Getting employment	1 (50%)	1 (50%)	0 (0%)
	Setting up education or training	0 (0%)	2 (100%)	0 (0%)
	Arranging benefits	1 (50%)	1 (50%)	0 (0%)
	Sorting out finances	0 (0%)	1 (100%)	0 (0%)
	Support for drug or alcohol problems	0 (0%)	0 (0%)	1 (100%)
	Health / mental health support	0 (0%)	0 (0%)	1 (100%)
	Social care support	0 (0%)	0 (0%)	1 (100%)
	Getting back in touch with family or friends	0 (0%)	0 (0%)	2 (100%)

More about you

19.1	Do you have children under the age of 18?			
	Yes			57 (33%)
	No.....			114 (67%)
19.2	Are you a UK / British citizen?			
	Yes			162 (95%)
	No.....			9 (5%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?			
	Yes			6 (4%)
	No.....			163 (96%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?			
	Yes			15 (9%)
	No.....			155 (91%)
19.5	What is your gender?			
	Male			171 (99%)
	Female.....			1 (1%)
	Non-binary.....			0 (0%)
	Other			0 (0%)

19.6 How would you describe your sexual orientation?

Straight / heterosexual.....	145 (85%)
Gay / lesbian / homosexual.....	9 (5%)
Bisexual.....	14 (8%)
Other	2 (1%)

19.7 Do you identify as transgender or transsexual?

Yes.....	3 (2%)
No.....	167 (98%)

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.....	4 (2%)
Less likely to offend.....	111 (68%)
Made no difference	48 (29%)

HMP Rye Hill 2019
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
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:		Black and minority ethnic	White
<div></div>	Green shading shows results that are significantly more positive than the comparator		
<div></div>	Blue shading shows results that are significantly more negative than the comparator		
<div></div>	Orange shading shows significant differences in demographics and background information		
<div></div>	No shading means that differences are not significant and may have occurred by chance		
<div></div>	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		31	144

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	17%	2%
	Are you 50 years of age or older?	7%	51%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	50%	1%
11.3	Do you have any mental health problems?	52%	49%
12.1	Do you consider yourself to have a disability?	38%	49%
19.2	Are you a foreign national?	10%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	74%	91%
2.4	Overall, were you treated very / quite well in reception?	83%	94%
2.5	When you first arrived, did you have any problems?	79%	66%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	30%	50%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	70%	84%
3.5	Have you had an induction at this prison?	100%	98%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	77%	82%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	39%	53%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	87%	92%
	- Can you shower every day?	97%	99%
	- Do you have clean sheets every week?	73%	85%
	- Do you get cell cleaning materials every week?	93%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	74%	68%
	- Can you get your stored property if you need it?	52%	46%

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
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	No shading means that differences are not significant and may have occurred by chance
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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
31	144

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	65%	65%
5.3	Does the shop / canteen sell the things that you need?	58%	78%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	58%	85%
6.2	Are there any staff here you could turn to if you had a problem?	68%	84%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	48%	63%
6.6	Do you feel that you are treated as an individual in this prison?	58%	57%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	85%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	85%	80%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	53%	61%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	66%	50%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	77%	95%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	12%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	12%	22%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	74%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	39%	69%
10.3	Is it easy for you to make a complaint?	73%	72%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	24%	40%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	39%	29%

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

Black and minority ethnic	White
31	144

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	40%	33%
	- Nurse?	60%	53%
	- Dentist?	33%	26%
	- Mental health workers?	35%	29%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	40%	56%
11.5	Do you think the overall quality of the health services here is very / quite good?	48%	46%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	22%	37%
SAFETY			
14.1	Have you ever felt unsafe here?	53%	48%
14.2	Do you feel unsafe now?	31%	30%
14.3	Not experienced bullying / victimisation by other prisoners	41%	37%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	55%
14.5	Not experienced bullying / victimisation by members of staff	35%	60%
14.6	If you were being bullied / victimised by staff here, would you report it?	60%	61%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	55%	63%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	27%	55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	20%	11%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	30%	7%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	64%	77%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	80%	88%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	50%	60%
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?		67%
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%	68%

HMP Rye Hill 2019

Comparison of survey responses from different residential locations

In this table responses from G Wing are compared with those from the rest of the establishment.

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

Number of completed questionnaires returned

G wing	Rest of the establishment
24	151

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	83%	80%
6.2	Are there any staff here you could turn to if you had a problem?	78%	81%
ALCOHOL AND DRUGS			
13.7	Is it very / quite easy to get illicit drugs in this prison?	54%	35%
13.8	Is it very / quite easy to get alcohol in this prison?	17%	21%
SAFETY			
14.1	Have you ever felt unsafe here?	54%	47%
14.2	Do you feel unsafe now?	38%	29%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	55%	48%
	- Threats or intimidation?	59%	39%
	- Physical assault?	18%	17%
	- Sexual assault?	5%	4%
	- Theft of canteen or property?	46%	15%
	- Other bullying / victimisation?	41%	26%
	- Not experienced any of these from prisoners here	27%	39%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	50%	28%
	- Threats or intimidation?	27%	22%
	- Physical assault?	14%	10%
	- Sexual assault?	5%	2%
	- Theft of canteen or property?	18%	8%
	- Other bullying / victimisation?	41%	21%
	- Not experienced any of these from staff here	41%	58%

HMP Rye Hill 2019

Comparison of survey responses from different residential locations

In this table responses from the induction unit (A wing) are compared with those from the rest of the establishment.

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

Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	18%	3%
	Are you 50 years of age or older?	32%	45%
	Are you 70 years of age or older?	5%	11%
1.3	Are you from a minority ethnic group?	18%	17%
1.4	Have you been in this prison for less than 6 months?	38%	3%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	5%	3%
1.6	Is your sentence less than 12 months?	0%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	5%	7%
7.1	Are you Muslim?	9%	9%
11.3	Do you have any mental health problems?	65%	46%
12.1	Do you consider yourself to have a disability?	55%	45%
19.1	Do you have any children under the age of 18?	29%	34%
19.2	Are you a foreign national?	0%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	14%	2%
19.4	Have you ever been in the armed services?	19%	8%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	10%	15%
19.7	Do you identify as transgender or transsexual?	0%	2%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	23%	30%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	41%	32%
2.3	When you were searched in reception, was this done in a respectful way?	73%	89%
2.4	Overall, were you treated very / quite well in reception?	95%	91%

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Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

2.5	When you first arrived, did you have any problems?	73%	67%
2.5	Did you have problems with:		
	- Getting phone numbers?	23%	13%
	- Contacting family?	14%	15%
	- Arranging care for children or other dependents?	0%	1%
	- Contacting employers?	0%	1%
	- Money worries?	9%	14%
	- Housing worries?	0%	6%
	- Feeling depressed?	32%	33%
	- Feeling suicidal?	23%	14%
	- Other mental health problems?	36%	30%
	- Physical health problems?	5%	19%
	- Drugs or alcohol (e.g. withdrawal)?	5%	10%
	- Getting medication?	36%	23%
	- Needing protection from other prisoners?	9%	4%
	- Lost or delayed property?	23%	16%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	60%	43%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	55%	48%
	- Toiletries / other basic items?	73%	56%
	- A shower?	59%	49%
	- A free phone call?	64%	57%
	- Something to eat?	68%	81%
	- The chance to see someone from health care?	68%	66%
	- The chance to talk to a Listener or Samaritans?	36%	34%
	- Support from another prisoner (e.g. Insider or buddy)?	68%	49%
	- None of these?	9%	5%
3.2	On your first night in this prison, was your cell very / quite clean?	86%	78%
3.3	Did you feel safe on your first night here?	77%	83%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	62%	72%
	- Free PIN phone credit?	50%	37%
	- Numbers put on your PIN phone?	68%	63%
3.5	Have you had an induction at this prison?	96%	99%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	71%	82%

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Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

ON THE WING			
4.1	Are you in a cell on your own?	73%	72%
4.2	Is your cell call bell normally answered within 5 minutes?	36%	52%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	91%	91%
	- Can you shower every day?	96%	99%
	- Do you have clean sheets every week?	91%	82%
	- Do you get cell cleaning materials every week?	86%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	76%	67%
	- Can you get your stored property if you need it?	41%	47%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	91%	88%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	86%	75%
5.2	Do you get enough to eat at meal-times always / most of the time?	55%	66%
5.3	Does the shop / canteen sell the things that you need?	77%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	81%	80%
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?	68%	58%
6.4	Do you have a personal officer?	86%	95%
For those who have a personal officer:			
6.4	Is your personal or named officer very / quite helpful?	72%	71%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	46%	57%
6.6	Do you feel that you are treated as an individual in this prison?	81%	54%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	73%	81%
	If so, do things sometimes change?	75%	45%
FAITH			
7.1	Do you have a religion?	68%	72%
For those who have a religion:			
7.2	Are your religious beliefs respected here?	80%	79%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	87%	81%
7.4	Are you able to attend religious services, if you want to?	93%	94%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	55%	60%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	54%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
8.4	Is it very / quite easy for your family and friends to get here?	14%	27%
8.5	Do you get visits from family/friends once a week or more?	14%	10%
For those who get visits:			
8.6	Do visits usually start and finish on time?	78%	87%
8.7	Are your visitors usually treated respectfully by staff?	100%	91%

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

Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	99%
For those who know what the unlock and lock-up times are supposed to be:			
9.1	Are these times usually kept to?	86%	79%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	14%	21%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	14%	7%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	14%	4%
9.4	Do you have time to do domestics more than 5 days in a typical week?	73%	80%
9.5	Do you get association more than 5 days in a typical week, if you want it?	91%	87%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	82%	82%
9.7	Do you typically go to the gym twice a week or more?	71%	40%
9.8	Do you typically go to the library once a week or more?	57%	67%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	60%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	82%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	78%	62%
	Are applications usually dealt with within 7 days?	59%	45%
10.3	Is it easy for you to make a complaint?	76%	72%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	46%	37%
	Are complaints usually dealt with within 7 days?	17%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	29%

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

	Green shading shows results that are significantly more positive than the comparator
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

For those who need it, is it easy to:			
10.6	Communicate with your solicitor or legal representative?	55%	67%
	Attend legal visits?	35%	62%
	Get bail information?	19%	30%
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?	50%	50%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	29%	35%
	- Nurse?	43%	57%
	- Dentist?	14%	28%
	- Mental health workers?	25%	31%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	33%	66%
	- Nurse?	42%	62%
	- Dentist?	44%	50%
	- Mental health workers?	25%	35%
11.3	Do you have any mental health problems?	65%	46%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	62%	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	49%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	55%	45%
For those who have a disability:			
12.2	Are you getting the support you need?	46%	34%
12.3	Have you been on an ACCT in this prison?	17%	20%
For those who have been on an ACCT:			
12.4	Did you feel cared for by staff?	67%	43%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	63%	58%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	20%	18%
For those who had / have an alcohol problem:			
13.2	Have you been helped with your alcohol problem in this prison?	75%	88%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	15%	17%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	5%	5%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	0%	6%
For those who had / have a drug problem:			
13.6	Have you been helped with your drug problem in this prison?	100%	85%
13.7	Is it very / quite easy to get illicit drugs in this prison?	25%	39%
13.8	Is it very / quite easy to get alcohol in this prison?	14%	21%

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

Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

SAFETY			
14.1	Have you ever felt unsafe here?	43%	49%
14.2	Do you feel unsafe now?	29%	30%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	42%	50%
	- Threats or intimidation?	26%	43%
	- Physical assault?	5%	18%
	- Sexual assault?	5%	4%
	- Theft of canteen or property?	11%	20%
	- Other bullying / victimisation?	21%	28%
	- Not experienced any of these from prisoners here	47%	37%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	65%	54%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	19%	33%
	- Threats or intimidation?	14%	24%
	- Physical assault?	10%	10%
	- Sexual assault?	0%	3%
	- Theft of canteen or property?	14%	9%
	- Other bullying / victimisation?	24%	24%
	- Not experienced any of these from staff here	62%	55%
14.6	If you were being bullied / victimised by staff here, would you report it?	79%	59%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	62%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	55%	49%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5%	13%
For those who have been restrained in the last 6 months:			
15.4	Did anyone come and talk to you about it afterwards?		39%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	11%
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%	80%
	Could you shower every day?	100%	80%
	Could you go outside for exercise every day?	100%	87%
	Could you use the phone every day (if you had credit)?	100%	67%

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Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	67%	71%
	- Vocational or skills training?	32%	37%
	- Prison job?	50%	63%
	- Voluntary work outside of the prison?	0%	4%
	- Paid work outside of the prison?	0%	4%
16.2	In this prison, have you done the following activities:		
	- Education?	60%	86%
	- Vocational or skills training?	50%	60%
	- Prison job?	80%	89%
	- Voluntary work outside of the prison?	25%	21%
	- Paid work outside of the prison?	26%	19%
For those who have done the following activities, do you think they will help you on release:			
	- Education?	75%	65%
	- Vocational or skills training?	67%	60%
	- Prison job?	56%	47%
	- Voluntary work outside of the prison?	60%	36%
	- Paid work outside of the prison?	60%	40%
16.3	Do staff encourage you to attend education, training or work?	91%	72%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	75%	89%
For those who have a custody plan:			
17.2	Do you understand what you need to do to achieve your objectives or targets?	67%	82%
17.3	Are staff helping you to achieve your objectives or targets?	57%	59%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	27%	44%
	- Other programmes?	33%	43%
	- One to one work?	40%	41%
	- Been on a specialist unit?	0%	9%
	- ROTL - day or overnight release?	0%	7%
For those who have done the following, did they help you to achieve your objectives or targets:			
	- Offending behaviour programmes?	100%	77%
	- Other programmes?	60%	76%
	- One to one work?	100%	79%
	- Being on a specialist unit?		30%
	- ROTL - day or overnight release?		29%

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Number of completed questionnaires returned

Induction unit (A wing)	Rest of the establishment
22	153

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	0%	3%
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?		67%
18.3	Is anybody helping you to prepare for your release?		67%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?		100%
	- Getting employment?		100%
	- Setting up education or training?		100%
	- Arranging benefits?		100%
	- Sorting out finances?		100%
	- Support for drug or alcohol problems?		0%
	- Health / mental Health support?		0%
	- Social care support?		0%
	- Getting back in touch with family or friends?		0%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?		67%
	- Getting employment?		50%
	- Setting up education or training?		0%
	- Arranging benefits?		50%
	- Sorting out finances?		0%
	- Support for drug or alcohol problems?		
	- Health / mental Health support?		
	- Social care support?		
	- Getting back in touch with family or friends?		
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%	69%

HMP Rye Hill 2019

Survey responses compared with those from other HMIP surveys of training prisons (sex offenders)

and with those from the previous survey

In this table summary statistics from HMP Rye Hill are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other training prisons (sex offenders) (7 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of training prisons (sex offenders) conducted since the introduction of the new questionnaire in September 2017 (4 prisons). Please note that this does not include all training prisons (sex offenders).
- Summary statistics from HMP Rye Hill 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

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177	1,303	177	734	177	189

n=number of valid responses to question (HMP Rye Hill 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	n=175	0%	0%	0%	0%	0%	0%	0%
	Are you 25 years of age or younger?	n=175	5%		5%	9%	5%		
	Are you 50 years of age or older?	n=175	43%	41%	43%	40%	43%	44%	
	Are you 70 years of age or older?	n=175	10%	9%	10%	9%	10%	9%	
1.3	Are you from a minority ethnic group?	n=175	18%	15%	18%	16%	18%	23%	
1.4	Have you been in this prison for less than 6 months?	n=173	8%		8%	17%	8%		
1.5	Are you currently serving a sentence?	n=175	100%	100%	100%	99%	100%	100%	
	Are you on recall?	n=175	3%	5%	3%	4%	3%	3%	
1.6	Is your sentence less than 12 months?	n=175	1%	2%	1%	1%	1%	1%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=175	6%	12%	6%	7%	6%	14%	
7.1	Are you Muslim?	n=172	9%	7%	9%	6%	9%	14%	
11.3	Do you have any mental health problems?	n=165	49%		49%	41%	49%		
12.1	Do you consider yourself to have a disability?	n=168	46%	33%	46%	37%	46%	34%	
19.1	Do you have any children under the age of 18?	n=171	33%	38%	33%	38%	33%	43%	
19.2	Are you a foreign national?	n=171	5%	7%	5%	6%	5%	12%	
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=169	4%	4%	4%	5%	4%	4%	
19.4	Have you ever been in the armed services?	n=170	9%	12%	9%	12%	9%	11%	
19.5	Is your gender female or non-binary?	n=172	1%		1%	1%	1%		
19.6	Are you homosexual, bisexual or other sexual orientation?	n=170	15%	12%	15%	13%	15%	11%	
19.7	Do you identify as transgender or transsexual?	n=170	2%		2%	1%	2%		
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	n=175	29%		29%	20%	29%		
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=174	33%	65%	33%	68%	33%	23%	
2.3	When you were searched in reception, was this done in a respectful way?	n=174	87%	87%	87%	85%	87%	83%	
2.4	Overall, were you treated very / quite well in reception?	n=174	92%		92%	92%	92%		

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2.5	When you first arrived, did you have any problems?	n=170	68%	64%	68%	66%	68%	62%
2.5	Did you have problems with:							
	- Getting phone numbers?	n=170	14%	19%	14%	22%	14%	18%
	- Contacting family?	n=170	15%	20%	15%	21%	15%	17%
	- Arranging care for children or other dependents?	n=170	1%		1%	1%	1%	
	- Contacting employers?	n=170	1%	1%	1%	1%	1%	1%
	- Money worries?	n=170	13%	13%	13%	15%	13%	16%
	- Housing worries?	n=170	5%	7%	5%	8%	5%	7%
	- Feeling depressed?	n=170	33%		33%	31%	33%	
	- Feeling suicidal?	n=170	15%		15%	9%	15%	
	- Other mental health problems?	n=170	31%		31%	20%	31%	
	- Physical health problems?	n=170	18%	17%	18%	18%	18%	15%
	- Drugs or alcohol (e.g. withdrawal)?	n=170	9%		9%	5%	9%	
	- Getting medication?	n=170	24%		24%	11%	24%	
	- Needing protection from other prisoners?	n=170	5%	3%	5%	3%	5%	3%
	- Lost or delayed property?	n=170	17%	19%	17%	21%	17%	18%
	For those who had any problems when they first arrived:							
2.6	Did staff help you to deal with these problems?	n=116	46%	46%	46%	48%	46%	37%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	n=171	49%	47%	49%	39%	49%	73%
	- Toiletries / other basic items?	n=171	57%	58%	57%	60%	57%	51%
	- A shower?	n=171	50%	35%	50%	44%	50%	23%
	- A free phone call?	n=171	59%	36%	59%	39%	59%	64%
	- Something to eat?	n=171	80%	67%	80%	77%	80%	74%
	- The chance to see someone from health care?	n=171	66%	64%	66%	57%	66%	67%
	- The chance to talk to a Listener or Samaritans?	n=171	34%	44%	34%	37%	34%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	n=171	51%		51%	37%	51%	
	- None of these?	n=171	5%		5%	6%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=174	79%		79%	72%	79%	
3.3	Did you feel safe on your first night here?	n=174	82%	84%	82%	83%	82%	83%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	n=172	70%	40%	70%	51%	70%	28%
	- Free PIN phone credit?	n=166	39%		39%	30%	39%	
	- Numbers put on your PIN phone?	n=167	64%		64%	58%	64%	
3.5	Have you had an induction at this prison?	n=171	98%	96%	98%	98%	98%	90%
	For those who have had an induction:							
3.5	Did your induction cover everything you needed to know about this prison?	n=168	81%		81%	77%	81%	

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ON THE WING									
4.1	Are you in a cell on your own?	n=175	73%		73%	61%	73%		
4.2	Is your cell call bell normally answered within 5 minutes?	n=173	50%	47%	50%	49%	50%	45%	
4.3	On the wing or houseblock you currently live on:								
	- Do you normally have enough clean, suitable clothes for the week?	n=172	91%	84%	91%	83%	91%	78%	
	- Can you shower every day?	n=172	98%	95%	98%	95%	98%	98%	
	- Do you have clean sheets every week?	n=172	83%	88%	83%	84%	83%	64%	
	- Do you get cell cleaning materials every week?	n=169	87%	75%	87%	77%	87%	92%	
	- Is it normally quiet enough for you to relax or sleep at night?	n=170	69%	78%	69%	76%	69%	64%	
	- Can you get your stored property if you need it?	n=168	46%	39%	46%	45%	46%	26%	
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=175	89%		89%	79%	89%		
FOOD AND CANTEEN									
5.1	Is the quality of the food in this prison very / quite good?	n=173	76%		76%	70%	76%		
5.2	Do you get enough to eat at meal-times always / most of the time?	n=174	65%		65%	54%	65%		
5.3	Does the shop / canteen sell the things that you need?	n=173	74%	61%	74%	67%	74%	68%	
RELATIONSHIPS WITH STAFF									
6.1	Do most staff here treat you with respect?	n=170	80%	81%	80%	79%	80%	77%	
6.2	Are there any staff here you could turn to if you had a problem?	n=173	81%	81%	81%	82%	81%	73%	
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=175	60%	42%	60%	47%	60%	33%	
6.4	Do you have a personal officer?	n=174	94%		94%	91%	94%		
For those who have a personal officer:									
6.4	Is your personal or named officer very / quite helpful?	n=163	71%		71%	68%	71%		
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=175	56%		56%	12%	56%		
6.6	Do you feel that you are treated as an individual in this prison?	n=172	57%		57%	50%	57%		
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=173	80%		80%	73%	80%		
	If so, do things sometimes change?	n=138	48%		48%	45%	48%		
FAITH									
7.1	Do you have a religion?	n=172	72%	70%	72%	67%	72%	79%	
For those who have a religion:									
7.2	Are your religious beliefs respected here?	n=126	79%		79%	73%	79%		
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=127	81%		81%	74%	81%		
7.4	Are you able to attend religious services, if you want to?	n=128	94%		94%	93%	94%		

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CONTACT WITH FAMILY AND FRIENDS				HMP Rye Hill 2019	All other sex offender prisons	HMP Rye Hill 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Rye Hill 2019	HMP Rye Hill 2015
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=172	60%			60%	44%	60%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=169	52%	43%		52%	48%	52%	31%
8.3	Are you able to use a phone every day (if you have credit)?	n=173	99%			99%	96%	99%	
8.4	Is it very / quite easy for your family and friends to get here?	n=165	25%			25%	31%	25%	
8.5	Do you get visits from family/friends once a week or more?	n=170	10%			10%	12%	10%	
For those who get visits:									
8.6	Do visits usually start and finish on time?	n=97	87%			87%	70%	87%	
8.7	Are your visitors usually treated respectfully by staff?	n=93	91%			91%	88%	91%	
TIME OUT OF CELL									
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=174	99%			99%	97%	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=172	80%			80%	65%	80%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=162	6%	7%		6%	6%	6%	9%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=162	20%	22%		20%	21%	20%	22%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=173	8%			8%	10%	8%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=173	5%			5%	6%	5%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=172	79%			79%	70%	79%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=172	88%			88%	74%	88%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=174	82%			82%	77%	82%	
9.7	Do you typically go to the gym twice a week or more?	n=172	44%			44%	43%	44%	
9.8	Do you typically go to the library once a week or more?	n=173	66%	57%		66%	59%	66%	43%
For those who use the library:									
9.9	Does the library have a wide enough range of materials to meet your needs?	n=140	76%	61%		76%	60%	76%	49%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS									
10.1	Is it easy for you to make an application?	n=176	81%	86%		81%	84%	81%	81%
For those who have made an application:									
10.2	Are applications usually dealt with fairly?	n=155	63%	70%		63%	69%	63%	61%
	Are applications usually dealt with within 7 days?	n=145	47%	52%		47%	54%	47%	46%
10.3	Is it easy for you to make a complaint?	n=175	73%	65%		73%	69%	73%	72%
For those who have made a complaint:									
10.4	Are complaints usually dealt with fairly?	n=133	37%	44%		37%	43%	37%	43%
	Are complaints usually dealt with within 7 days?	n=109	26%	35%		26%	36%	26%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=138	30%			30%	24%	30%	

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For those who need it, is it easy to:			
10.6	Communicate with your solicitor or legal representative?	n=136	65%
	Attend legal visits?	n=122	59%
	Get bail information?	n=86	28%
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=141	50% 47%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	n=173	35%
	- Nurse?	n=173	55%
	- Dentist?	n=175	27%
	- Mental health workers?	n=166	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	n=168	63%
	- Nurse?	n=168	60%
	- Dentist?	n=168	50%
	- Mental health workers?	n=166	34%
11.3	Do you have any mental health problems?	n=165	49%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	n=85	53%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=169	47%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	n=168	46% 33%
For those who have a disability:			
12.2	Are you getting the support you need?	n=68	35%
12.3	Have you been on an ACCT in this prison?	n=163	21%
For those who have been on an ACCT:			
12.4	Did you feel cared for by staff?	n=35	49%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=165	59%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	n=170	18% 13%
For those who had / have an alcohol problem:			
13.2	Have you been helped with your alcohol problem in this prison?	n=30	83% 74%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=169	17% 12%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=166	5% 3%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=167	5%
For those who had / have a drug problem:			
13.6	Have you been helped with your drug problem in this prison?	n=32	88% 63%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=170	38%
13.8	Is it very / quite easy to get alcohol in this prison?	n=170	20%

65%	51%
59%	50%
28%	17%
50%	53%
35%	63%
55%	81%
27%	37%
30%	36%
63%	78%
60%	84%
50%	54%
34%	35%
49%	41%
53%	53%
47%	76%
46%	37%
35%	51%
21%	15%
49%	48%
59%	59%
18%	13%
83%	77%
17%	11%
5%	4%
5%	3%
88%	56%
38%	27%
20%	12%

65%	
59%	
28%	
50%	42%
35%	
55%	
27%	
30%	
63%	
60%	
50%	
34%	
49%	
53%	
47%	
46%	34%
35%	
21%	
49%	
59%	
18%	16%
83%	67%
17%	13%
5%	4%
5%	
88%	69%
38%	
20%	

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SAFETY								
14.1	Have you ever felt unsafe here?	n=174	48%	34%	48%	37%	48%	32%
14.2	Do you feel unsafe now?	n=170	30%	13%	30%	14%	30%	15%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	n=169	49%		49%	34%	49%	
	- Threats or intimidation?	n=169	41%		41%	30%	41%	
	- Physical assault?	n=169	17%		17%	14%	17%	
	- Sexual assault?	n=169	4%		4%	6%	4%	
	- Theft of canteen or property?	n=169	19%		19%	17%	19%	
	- Other bullying / victimisation?	n=169	28%		28%	20%	28%	
	- Not experienced any of these from prisoners here	n=169	38%		38%	55%	38%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=169	56%		56%	64%	56%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	n=167	31%		31%	28%	31%	
	- Threats or intimidation?	n=167	23%		23%	22%	23%	
	- Physical assault?	n=167	11%		11%	4%	11%	
	- Sexual assault?	n=167	2%		2%	1%	2%	
	- Theft of canteen or property?	n=167	10%		10%	5%	10%	
	- Other bullying / victimisation?	n=167	24%		24%	17%	24%	
	- Not experienced any of these from staff here	n=167	56%		56%	62%	56%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=169	61%		61%	66%	61%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=171	61%		61%	50%	61%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=171	49%		49%	54%	49%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=174	13%	2%	13%	2%	13%	8%
For those who have been restrained in the last 6 months:								
15.4	Did anyone come and talk to you about it afterwards?	n=20	35%		35%	5%	35%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=173	12%		12%	4%	12%	
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=18	78%		78%	74%	78%	
	Could you shower every day?	n=18	83%		83%	44%	83%	
	Could you go outside for exercise every day?	n=18	89%		89%	77%	89%	
	Could you use the phone every day (if you had credit)?	n=18	72%		72%	57%	72%	

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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

HMP Rye Hill 2019	All other sex offender prisons	HMP Rye Hill 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Rye Hill 2019	HMP Rye Hill 2015
177	1,303	177	734	177	189

n=number of valid responses to question (HMP Rye Hill 2019)

EDUCATION, SKILLS AND WORK									
16.1	In this prison, is it easy to get into the following activities:								
	- Education?	n=170	70%			70%	64%	70%	
	- Vocational or skills training?	n=155	36%			36%	45%	36%	
	- Prison job?	n=161	61%			61%	57%	61%	
	- Voluntary work outside of the prison?	n=158	4%			4%	3%	4%	
	- Paid work outside of the prison?	n=161	3%			3%	2%	3%	
16.2	In this prison, have you done the following activities:								
	- Education?	n=165	83%	81%		83%	79%	83%	90%
	- Vocational or skills training?	n=151	58%	70%		58%	65%	58%	75%
	- Prison job?	n=161	88%	85%		88%	82%	88%	93%
	- Voluntary work outside of the prison?	n=156	21%			21%	20%	21%	
	- Paid work outside of the prison?	n=156	20%			20%	20%	20%	
For those who have done the following activities, do you think they will help you on release:									
	- Education?	n=137	66%	64%		66%	65%	66%	60%
	- Vocational or skills training?	n=88	61%	66%		61%	72%	61%	47%
	- Prison job?	n=142	48%	47%		48%	47%	48%	50%
	- Voluntary work outside of the prison?	n=33	39%			39%	56%	39%	
	- Paid work outside of the prison?	n=31	45%			45%	60%	45%	
16.3	Do staff encourage you to attend education, training or work?	n=153	75%			75%	68%	75%	
PLANNING AND PROGRESSION									
17.1	Do you have a custody plan?	n=170	87%			87%	68%	87%	
For those who have a custody plan:									
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=147	81%			81%	83%	81%	
17.3	Are staff helping you to achieve your objectives or targets?	n=141	58%			58%	56%	58%	
17.4	In this prison, have you done:								
	- Offending behaviour programmes?	n=135	42%			42%	41%	42%	
	- Other programmes?	n=131	42%			42%	34%	42%	
	- One to one work?	n=130	42%			42%	29%	42%	
	- Been on a specialist unit?	n=122	8%			8%	8%	8%	
	- ROTL - day or overnight release?	n=123	6%			6%	4%	6%	
For those who have done the following, did they help you to achieve your objectives or targets:									
	- Offending behaviour programmes?	n=56	79%			79%	81%	79%	
	- Other programmes?	n=55	75%			75%	81%	75%	
	- One to one work?	n=54	82%			82%	83%	82%	
	- Being on a specialist unit?	n=10	30%			30%	43%	30%	
	- ROTL - day or overnight release?	n=7	29%			29%	33%	29%	

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

Number of completed questionnaires returned

n=number of valid responses to question (HMP Rye Hill 2019)

PREPARATION FOR RELEASE		HMP Rye Hill 2019	All other sex offender prisons	HMP Rye Hill 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Rye Hill 2019	HMP Rye Hill 2015
		177	1,303	177	734	177	189
18.1	Do you expect to be released in the next 3 months? <i>n=170</i>	2%		2%	7%	2%	
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? <i>n=3</i>	67%		67%	38%	67%	
18.3	Is anybody helping you to prepare for your release? <i>n=3</i>	67%		67%	69%	67%	
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation? <i>n=3</i>	100%		100%	73%	100%	
	- Getting employment? <i>n=2</i>	100%		100%	64%	100%	
	- Setting up education or training? <i>n=2</i>	100%		100%	44%	100%	
	- Arranging benefits? <i>n=2</i>	100%		100%	80%	100%	
	- Sorting out finances? <i>n=1</i>	100%		100%	50%	100%	
	- Support for drug or alcohol problems? <i>n=1</i>	0%		0%	19%	0%	
	- Health / mental Health support? <i>n=1</i>	0%		0%	52%	0%	
	- Social care support? <i>n=1</i>	0%		0%	33%	0%	
	- Getting back in touch with family or friends? <i>n=2</i>	0%		0%	29%	0%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation? <i>n=3</i>	67%		67%	49%	67%	
	- Getting employment? <i>n=2</i>	50%		50%	16%	50%	
	- Setting up education or training? <i>n=2</i>	0%		0%	19%	0%	
	- Arranging benefits? <i>n=2</i>	50%		50%	22%	50%	
	- Sorting out finances? <i>n=1</i>	0%		0%	29%	0%	
	- Support for drug or alcohol problems? <i>n=0</i>				56%		
	- Health / mental Health support? <i>n=0</i>				48%		
	- Social care support? <i>n=0</i>				25%		
	- Getting back in touch with family or friends? <i>n=0</i>				33%		
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? <i>n=163</i>	68%		68%	61%	68%	

HMP Rye Hill 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners with mental health problems are compared with prisoners without mental health problems
- responses of disabled prisoners are compared with those of non disabled 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:

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

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
81	84	78	90

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	3%	6%	1%	7%
	Are you 50 years of age or older?	25%	59%	47%	37%
1.3	Are you from a minority ethnic group?	19%	17%	14%	21%
7.1	Are you Muslim?	11%	9%	10%	9%
11.3	Do you have any mental health problems?			73%	30%
12.1	Do you consider yourself to have a disability?	68%	25%		
19.2	Are you a foreign national?	4%	7%	4%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	1%	5%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	85%	89%	87%	88%
2.4	Overall, were you treated very / quite well in reception?	90%	95%	93%	91%
2.5	When you first arrived, did you have any problems?	88%	50%	85%	56%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	46%	42%	52%	38%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	68%	93%	71%	89%
3.5	Have you had an induction at this prison?	100%	96%	99%	98%
For those who have had an induction:					
3.5	Did your induction cover everything you needed to know about this prison?	71%	90%	80%	81%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	39%	55%	46%	52%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	90%	92%	92%	90%
	- Can you shower every day?	100%	96%	97%	99%
	- Do you have clean sheets every week?	76%	88%	82%	82%
	- Do you get cell cleaning materials every week?	89%	85%	85%	89%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	77%	62%	73%
	- Can you get your stored property if you need it?	39%	51%	37%	52%

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
81	84	78	90

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	58%	68%
5.3	Does the shop / canteen sell the things that you need?	76%	70%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	74%	84%
6.2	Are there any staff here you could turn to if you had a problem?	81%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	63%	55%
6.6	Do you feel that you are treated as an individual in this prison?	48%	63%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	80%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	82%	77%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	61%	57%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	51%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	89%	93%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	6%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	22%	19%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	78%	72%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	82%	80%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	63%	62%
10.3	Is it easy for you to make a complaint?	72%	71%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	33%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	39%	20%

63%	66%
72%	75%
78%	81%
84%	76%
63%	59%
53%	57%
83%	76%
76%	83%
54%	64%
53%	54%
100%	100%
95%	88%
5%	5%
20%	22%
79%	73%
80%	83%
68%	56%
72%	72%
36%	37%
40%	23%

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
81	84	78	90

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	31%	34%	30%	37%
	- Nurse?	52%	55%	52%	56%
	- Dentist?	24%	27%	22%	29%
	- Mental health workers?	35%	21%	29%	27%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	52%		54%	50%
11.5	Do you think the overall quality of the health services here is very / quite good?	41%	52%	35%	58%
OTHER SUPPORT NEEDS					
For those who have a disability:					
12.2	Are you getting the support you need?	31%	44%	35%	
SAFETY					
14.1	Have you ever felt unsafe here?	65%	34%	63%	39%
14.2	Do you feel unsafe now?	42%	20%	42%	21%
14.3	Not experienced bullying / victimisation by other prisoners	29%	48%	30%	44%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	50%	62%	63%	49%
14.5	Not experienced bullying / victimisation by members of staff	46%	65%	47%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	51%	68%	58%	63%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	59%	62%	58%	62%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	50%	42%	52%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	19%	4%	18%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	7%	14%	9%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	73%	75%	73%	74%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	90%	83%	87%	85%
For those who have a custody plan:					
17.3	Are staff helping you to achieve your objectives or targets?	49%	65%	55%	58%
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?	50%		100%	50%
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?	68%	67%	67%	68%

HMP Rye Hill 2019
Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
- 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:			
<div></div>	Green shading shows results that are significantly more positive than the comparator	50 and over	Under 50
<div></div>	Blue shading shows results that are significantly more negative than the comparator		
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* less than 1% probability that the difference is due to chance			
Number of completed questionnaires returned		75	100

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		8%
	Are you 70 years of age or older?	23%	
1.3	Are you from a minority ethnic group?	3%	28%
7.1	Are you Muslim?	0%	16%
11.3	Do you have any mental health problems?	29%	64%
12.1	Do you consider yourself to have a disability?	52%	42%
19.2	Are you a foreign national?	0%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	95%	82%
2.4	Overall, were you treated very / quite well in reception?	99%	87%
2.5	When you first arrived, did you have any problems?	59%	75%
For those who had any problems when they first arrived:			
2.6	Did staff help you to deal with these problems?	57%	39%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	89%	77%
3.5	Have you had an induction at this prison?	97%	99%
For those who have had an induction:			
3.5	Did your induction cover everything you needed to know about this prison?	90%	75%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	56%	46%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	97%	87%
	- Can you shower every day?	97%	99%
	- Do you have clean sheets every week?	93%	76%
	- Do you get cell cleaning materials every week?	81%	91%
	- Is it normally quiet enough for you to relax or sleep at night?	70%	67%
	- Can you get your stored property if you need it?	44%	49%

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

Number of completed questionnaires returned

50 and over	Under 50
75	100

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	76%	56%
5.3	Does the shop / canteen sell the things that you need?	77%	71%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	89%	73%
6.2	Are there any staff here you could turn to if you had a problem?	89%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	66%	55%
6.6	Do you feel that you are treated as an individual in this prison?	64%	51%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	84%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	79%	82%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	63%	57%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	39%	62%
8.3	Are you able to use a phone every day (if you have credit)?	99%	100%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	97%	89%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	4%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	24%	17%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	78%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	83%	80%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	78%	52%
10.3	Is it easy for you to make a complaint?	68%	76%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	51%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	20%	39%

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

50 and over	Under 50
75	100

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	37%	33%
	- Nurse?	53%	55%
	- Dentist?	29%	26%
	- Mental health workers?	24%	33%
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?	46%	47%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	35%	36%
SAFETY			
14.1	Have you ever felt unsafe here?	43%	52%
14.2	Do you feel unsafe now?	26%	34%
14.3	Not experienced bullying / victimisation by other prisoners	40%	36%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	62%	50%
14.5	Not experienced bullying / victimisation by members of staff	70%	45%
14.6	If you were being bullied / victimised by staff here, would you report it?	65%	57%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	59%	42%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	8%	16%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	16%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	79%	71%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	82%	90%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	66%	53%
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?	50%	100%
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?	69%	67%

HMP Rye Hill 2019
Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
- responses of non-heterosexual prisoners are compared with those of heterosexual 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:		Gay/bisexual/other	Heterosexual
<div></div>	Green shading shows results that are significantly more positive than the comparator		
<div></div>	Blue shading shows results that are significantly more negative than the comparator		
<div></div>	Orange shading shows significant differences in demographics and background information		
<div></div>	No shading means that differences are not significant and may have occurred by chance		
<div></div>	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		25	145

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	4%	5%
	Are you 50 years of age or older?	54%	40%
1.3	Are you from a minority ethnic group?	0%	22%
7.1	Are you Muslim?	0%	11%
11.3	Do you have any mental health problems?	42%	51%
12.1	Do you consider yourself to have a disability?	44%	46%
19.2	Are you a foreign national?	0%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	96%	86%
2.4	Overall, were you treated very / quite well in reception?	92%	92%
2.5	When you first arrived, did you have any problems?	68%	67%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	59%	42%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	84%	81%
3.5	Have you had an induction at this prison?	100%	98%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	84%	80%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	68%	48%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	92%	92%
	- Can you shower every day?	100%	98%
	- Do you have clean sheets every week?	96%	81%
	- Do you get cell cleaning materials every week?	84%	88%
	- Is it normally quiet enough for you to relax or sleep at night?	72%	68%
	- Can you get your stored property if you need it?	50%	46%

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
25	145

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	80%	63%
5.3	Does the shop / canteen sell the things that you need?	80%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	92%	78%
6.2	Are there any staff here you could turn to if you had a problem?	96%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	76%	59%
6.6	Do you feel that you are treated as an individual in this prison?	72%	54%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	82%	82%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	89%	80%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	72%	59%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	53%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	93%	91%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	23%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	82%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	83%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	82%	61%
10.3	Is it easy for you to make a complaint?	64%	74%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	63%	33%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	32%

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HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	36%	36%
	- Nurse?	48%	57%
	- Dentist?	32%	28%
	- Mental health workers?	20%	32%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	55%	54%
11.5	Do you think the overall quality of the health services here is very / quite good?	63%	45%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	50%	32%
SAFETY			
14.1	Have you ever felt unsafe here?	56%	46%
14.2	Do you feel unsafe now?	24%	30%
14.3	Not experienced bullying / victimisation by other prisoners	20%	42%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	60%	54%
14.5	Not experienced bullying / victimisation by members of staff	79%	53%
14.6	If you were being bullied / victimised by staff here, would you report it?	67%	60%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	68%	59%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	50%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	16%	11%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	11%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	83%	73%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	88%	86%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	67%	57%
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?		50%
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?	76%	68%