

Report on an unannounced inspection of

HMP & YOI Stanford Hill

by HM Chief Inspector of Prisons

19–20 August, 2–5 September 2019

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	19
Section 2. Respect	25
Section 3. Purposeful activity	35
Section 4. Rehabilitation and release planning	41
Section 5. Summary of recommendations and good practice	47
Section 6. Appendices	51
Appendix I: Inspection team	51
Appendix II: Progress on recommendations from the last report	53
Appendix III: Prison population profile	59
Appendix IV: Photograph	63
Appendix V: Prisoner survey methodology and results	65

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

Standford Hill is an open resettlement prison on the Isle of Sheppey in Kent. It holds category D prisoners who are coming to the end of their sentences and are being prepared for their resettlement back into the community. Many had spent long periods in closed conditions – during our inspection, 58% of prisoners were serving an indeterminate sentence or a determinate sentence of over 10 years. At our last inspection in 2015, we found that outcomes for prisoners were good in three of our healthy prison tests and reasonably good in the fourth. At this inspection, the prison had maintained these outcomes and was doing well in fulfilling its purpose as a resettlement prison.

The prison remained safe and calm, and prisoners were well behaved. There had been no fights or assaults in the previous six months. Staff rarely used force, but we were disappointed to find that officers did not routinely complete paperwork following the application of ratchet handcuffs when returning prisoners to closed conditions. This omission meant some force was effectively unaccounted for. Prisoners' good behaviour was driven not by the formal rewards or disciplinary schemes but by the establishment's positive ethos and culture. Prisoners understood the freedoms and opportunities the prison offered and did not want to risk a return to closed conditions. At the last inspection, the prison took a zero-tolerance approach to infringements of the prison rules, with about 10 prisoners a month being returned to closed conditions. At this inspection, the prison responded to poor behaviour in a more nuanced way by trying to understand the prisoners' poor behaviour and, where appropriate, offering a second chance to remain in open conditions. This innovative approach was promising and we found no evidence that the prison was taking undue risks; around five prisoners a month were still returned to closed conditions.

Relationships between staff and prisoners were strong, despite some consistent reports of a few uninterested officers. Prisoners' perception of the food was negative and may have been driven by the fact that the food was prepared in a neighbouring prison. Better management of the serveries might have mitigated some of these perceptions. Consultation, application and complaints mechanisms were reasonably good and contributed to the smooth running of the prison. At our last inspection, fewer black and minority ethnic prisoners were satisfied with their treatment than white prisoners across many areas of prison life. At this inspection, our survey suggested equality of treatment had improved. An equality and diversity manager had been appointed, but more work was still required to address some prisoners' perceptions of unequal treatment. Health services were reasonably good, but we received many credible complaints about disrespectful health care staff. The service was further undermined by poor opening times. Other than a nurse-led triage clinic once a fortnight, all services were held during the working day, which reduced access for the many prisoners working or studying outside the prison.

Appropriately for an open prison, prisoners were never locked in their rooms and were able to move around the site. A key strength of the prison was the opportunity it afforded prisoners to study, train and work. The prison had addressed most weaknesses relating to purposeful activity that we identified at our last inspection. No prisoners were unemployed and 48% regularly worked, studied or trained in the community. Prisoners of all abilities could engage in a challenging activity, from level 1 in mathematics and English, to level 3 trade qualifications, through to university courses. The prison's partnership with East Kent College was impressive, but prison managers still needed more oversight over the quality of its delivery. Prisoners could study electrical installation, plumbing and information and communications technology (ICT) with members of the community at the Old Mill Training Centre just outside the prison. Others were trained outside the prison in scaffolding, fork-lift truck driving and rail track maintenance. These and other opportunities were tailored to meet in-demand skills in the labour market. Consequently, 55% of prisoners were in employment on the day they were released from the prison. Despite this positive picture, there was still room for improvement. Prisoners' punctuality when attending activities in the prison was poor and the cumbersome 'dynamic purchasing system' meant prisoners could not study art and business enterprises at the time of our inspection.

Work to rehabilitate prisoners and plan for their release continued to be good. The prison, along with the children's charity Spurgeons, offered prisoners a wide range of opportunities to maintain and rebuild their family lives. The outstanding visitors' centre was one of the best in the prison estate and was used to host regular and constructive family days. Offender management work was good. Unusually, almost all prisoners had an up-to-date assessment of their risks and needs. Release on temporary licence (ROTL) was used appropriately and safely to reintegrate prisoners into the community. Arrangements for protecting the public were robust. The pathways enhanced resettlement service provided additional support and resources for prisoners with personality difficulties, many of them serving indeterminate sentences, and was a welcome development. The community rehabilitation company helped prisoners plan for their release, and the quality of their work was good. We were impressed to find that 96% of prisoners discharged in the previous six months went into settled and sustainable accommodation.

Despite a few criticisms and the identification of a small number of areas for improvement, highlighted throughout the report, the prison fulfilled its resettlement function well. The prison's calm atmosphere, the good staff-prisoner relationships, its impressive education, training and work opportunities and the solid rehabilitative work clearly motivated and incentivised prisoners and gave them a good chance of a successful return to the community on their release.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

September 2019

Fact page

Task of the establishment

HMP & YOI Stanford Hill is a category D men's open resettlement prison.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 460

Baseline certified normal capacity: 464

In-use certified normal capacity: 464

Operational capacity: 464

Notable features from this inspection

There were no violent incidents and none of the prisoners were formally monitored using anti-bullying procedures in the six months before the inspection.

There was no segregation unit.

Prisoners were not required to share rooms.

All prisoners were employed.

About 80% of the population had access to release on temporary licence (ROTL), amounting to 28,300 incidences of ROTL in the six months before the inspection.

55% of prisoners had a job to go to on release.

96% of prisoners were released to suitable permanent accommodation.

Prison status and key providers

Public

Primary health provider: Integrated Care 24 Ltd

Mental health provider: Oxleas NHS Foundation Trust

Substance use treatment provider: The Forward Trust

Prison education framework provider: Weston College

Community rehabilitation company (CRC): Kent, Surrey and Sussex CRC

Escort contractor: GEOAmev

Prison group

Kent, Surrey and Sussex

Brief history

Stanford Hill is an open resettlement prison on the Isle of Sheppey. The buildings were redeveloped in 1986 and are on the site of a World War I Royal Air Force station.

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

Short description of residential units

A wing – 192 bed-unit which holds mainstream prisoners on their first night and during their induction

B wing – 192 bed-unit for mainstream prisoners

C wing – 80 bed-unit for mainstream prisoners.

Name of governor/director and date in post

Dawn Mauldon, November 2018

Independent Monitoring Board chair

Siju Adeoye

Date of last inspection

29 June–9 July 2015

About this inspection and report

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

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

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

Safety Prisoners, particularly the most vulnerable, are held safely.

Respect Prisoners are treated with respect for their human dignity.

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

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

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

- **Outcomes for prisoners are good.**

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

- **Outcomes for prisoners are reasonably good.**

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

- **Outcomes for prisoners are not sufficiently good.**

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **Outcomes for prisoners are poor.**

There is evidence that the outcomes for prisoners are seriously affected by current

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

A5 Our assessments might result in one of the following:

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

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

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

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

This report

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

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

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

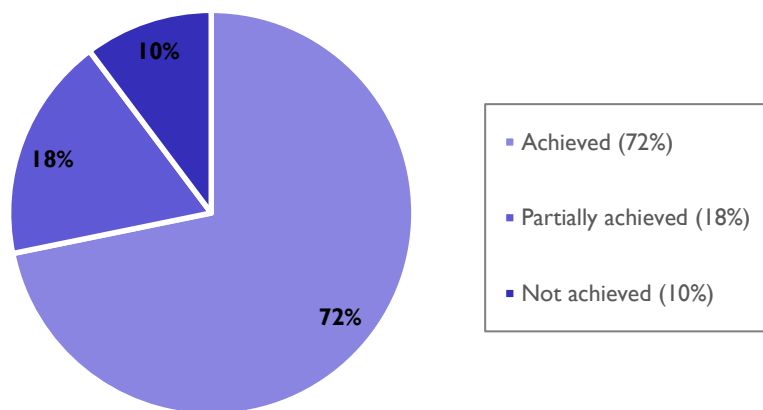
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

Summary

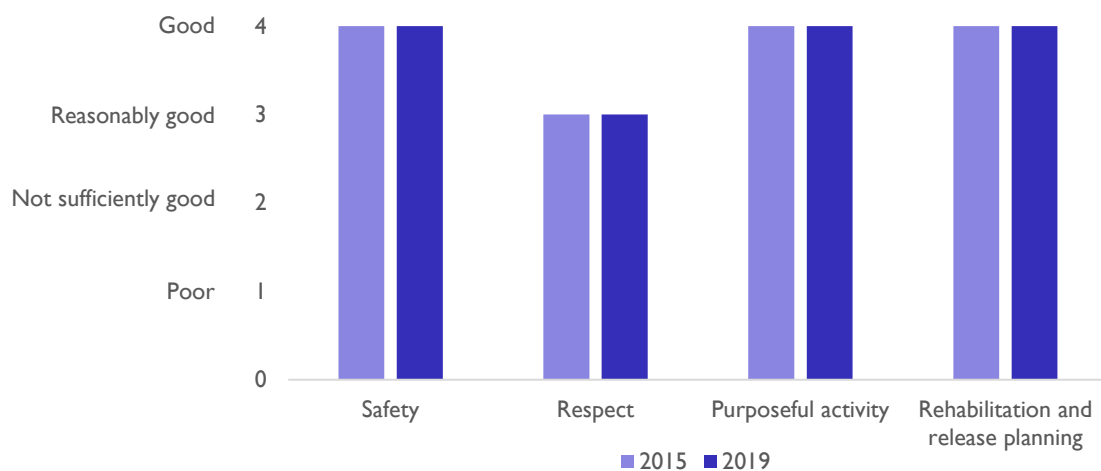
- S1 We last inspected HMP & YOI Stanford Hill in 2015 and made 39 recommendations overall. The prison fully accepted 33 of the recommendations and partially (or subject to resources) accepted six. It rejected none of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 28 of those recommendations, partially achieved seven recommendations and not achieved four recommendations.

Figure 1: HMP & YOI Stanford Hill progress on recommendations from last inspection (n=39)



- S3 Since our last inspection of HMP & YOI Stanford Hill outcomes for prisoners stayed the same in all healthy prison areas. Outcomes for Safety, Purposeful activity and Rehabilitation and release planning remained good, while Respect remained reasonably good.

Figure 2: HMP & YOI Stanford 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** Reception and induction arrangements were generally sound. The prison was very safe and there were very few incidents of violence or bullying. Prisoners behaved well and were motivated by the resettlement opportunities the prison offered. The incentives and earned privilege scheme (IEP) functioned well, and adjudication processes were fair. Force was rarely used, but paperwork justifying the use of handcuffs was not always completed. Security arrangements were proportionate to the risks of the population. The prison had responded to an increase in drug use, but action to tackle it was neither prompt nor effective. **Outcomes for prisoners were good against this healthy prison test.**
- S5** At the last inspection in 2015 we found that outcomes for prisoners in Stanford Hill were good against this healthy prison test. We made nine recommendations in the area of safety.⁵ At this inspection we found that seven of the recommendations had been achieved and two had been partially achieved.
- S6** Reception was clean, bright and welcoming. Staff were friendly and supportive. Peer workers provided reasonably good support to new arrivals. Waiting times in reception were too long. The first night safety interview was comprehensive and held in private. Rooms on the induction wing were clean and had basic items, but the furniture and flooring needed to be replaced. The induction process covered most areas of prison life, but more could have been done to assist prisoners when transitioning from closed conditions.
- S7** Stanford Hill continued to be a very safe prison. Violence and bullying were rare. The introduction of challenge, support and intervention plans⁶ to manage poor behaviour was promising. This move away from a 'zero-tolerance' approach showed signs of success, and prisoners appreciated being given a second chance to remain in open conditions. Prisoners' behaviour was very good. Prisoners were largely motivated by the temporary release and resettlement opportunities that the prison offered. The IEP scheme functioned well.
- S8** More prisoners were involved in the adjudications process than in similar prisons, but procedures were fair. Records of hearings were generally adequate and quality assurance was effective. Force was used infrequently as a last resort and usually involved low-level physical coercion. Use of force paperwork was not routinely completed when prisoners were transferred to closed conditions in handcuffs. This meant not all force was justified or recorded. Where paperwork was completed, it was of a good standard. Governance and oversight were otherwise generally effective.
- S9** Overall security arrangements were proportionate. The flow of intelligence had improved since the previous inspection, but not all required action was carried out, such as room searches and drug testing. Regular security meetings focused on appropriate risks and representatives from all prison departments were involved. The percentage of prisoners testing positive in random drugs tests had increased threefold since the previous inspection (from 2.7% to 8.4%) and was mainly driven by cannabis use. The prison had a good strategy and action plan to address the problem.

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 There had been three deaths since the previous inspection, all from natural causes. Recommendations from the Prisons and Probation Ombudsman's investigations had been implemented. Self-harm levels were very low and there had only been one incident in the previous six months. Over that same period, two men had received support through assessment, care in custody and teamwork (ACCT) case management processes for prisoners at risk of suicide or self-harm. The standard of the ACCT documents was good, and night observations had improved. Prisoners generally had good access to Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). The adult safeguarding policy was suitable for the prison, and links with the local adult safeguarding board were good.

Respect

S11 *The positive relationships between most staff and prisoners were undermined by a small minority of less helpful staff. Many prisoners were dissatisfied with the food, and management of the serveries was poor. Consultation arrangements were reasonably effective. Applications processes had improved and were reasonably good. Responses to complaints were timely and polite and dealt with the issues raised. Living conditions and outside areas were generally good, but the external fabric of C wing was deteriorating. The management of equality and diversity work had improved but remained underdeveloped. Support for prisoners with protected characteristics was variable and there were no links with outside support groups. Faith provision was good. Health services were reasonably good, but access for prisoners who worked outside the prison was limited. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S12 *At the last inspection in 2015 we found that outcomes for prisoners in Standford Hill were reasonably good against this healthy prison test. We made 15 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, four had been partially achieved and three had not been achieved.*

- S13** Relationships between staff and prisoners were generally good and most prisoners said they had someone to turn to if they had a problem. However, a minority of staff were unhelpful and did not interact sufficiently with prisoners. Contact between personal officers and prisoners was too infrequent and not always recorded on prisoners' electronic case files.
- S14** All prisoners had single rooms, which were in reasonably good condition, but there were some problems, such as worn out flooring, poor TV reception and deteriorating external fabric on C wing. Communal areas in all wings were in reasonable condition. Outside areas were reasonably clean and pleasant, and prisoners appreciated the wide outside spaces.
- S15** In our survey, only 33% of prisoners said the food was good, fewer than in other open prisons (51%). The fact that the food was prepared in another prison might have affected prisoners' perception. The range of food broadly met the dietary needs and preferences of the population and meals were served at reasonable times. Management of the serveries had deteriorated since the previous inspection and was weak. Opportunities for prisoners on C wing to cook for themselves had improved, which prisoners appreciated. The range of products on the shop list was suitable for the diverse needs of the population, but some new arrivals waited too long before receiving their orders.
- S16** Prisoners were consulted through several forums, which resulted in some change. Application processes had improved and now ensured greater accountability. Most applications received a timely response. Complaints procedures were well promoted and used. Responses to complaints were generally timely and polite, addressing the concerns

raised. Complaints were effectively scrutinised and quality assured. As many prisoners were nearing the end of their sentences, the need for legal services was low, and we found no unmet needs.

- S17 Overall, the promotion of equality and diversity had improved, but weaknesses remained. The prison had a good equality policy with a supporting action plan. Where equality monitoring data indicated disproportionate outcomes for prisoners with protected characteristics, investigations and action addressed them. Findings from these investigations were not shared widely enough, and some prisoners continued to report unfair treatment. Senior managers had each been assigned to champion a protected characteristic, but some did not fully understand their roles. The timeliness and standard of investigations into discrimination incidents were good. Investigations were independently and effectively quality assured. Equality and diversity representatives offered other prisoners some support, but they themselves felt unsupported. There were no links with outside community support groups.
- S18 Almost 40% of the population was from a black and minority ethnic background. Consultation with this group was reasonable, and our survey showed little unequal treatment when compared to white prisoners. Support for Gypsy, Roma and Traveller prisoners was reasonably good. Interpretation services were not being used for those who did not speak English. The prison was not fully wheelchair accessible, but the needs of disabled prisoners were being met. There was little dedicated provision for younger prisoners or gay, bisexual and trans prisoners. Older prisoners received good support.
- S19 Faith provision and pastoral care were good. Most prisoners had access to a chaplain of their own faith. Prisoners had good access to a large chapel and sizeable multi-faith room.
- S20 Overall health services were reasonably good. Partnership working and most governance arrangements were good. Some clinical incidents and service risks that should have been identified and recorded were not. Prisoners' perceptions of primary care were negative, and some said staff were rude and disrespectful. Primary care services provided nurse triage and planned specialist and nurse clinics every day. Waiting times were acceptable, but access to most services for approximately half the population who worked or studied outside during core hours was limited. The prison identified prisoners with social care needs and provided them with an impressive level of support. Mental health services were minimal, but waiting times were good. Substance use services offered a good range of clinical and psychosocial interventions. Onsite medicines management was extremely well organised, but some prisoners did not always receive their medicines on time due to external supply problems. Waiting times to see the dentist were still too high. The dental rooms now met infection prevention and control standards.

Purposeful activity

S21 *Prisoners could move around the prison easily and were never locked in their rooms. Library services were good, and physical education facilities were adequate. Leaders and managers had addressed most but not all weaknesses in the education, skills and work provision since the previous inspection. The quality of teaching, learning and assessment was good. Prisoners' attendance and behaviour at education and training were also good, but punctuality was poor. Achievement rates were good across all the provision. Over half of prisoners were in employment when they were discharged, which was very good. **Outcomes for prisoners were good against this healthy prison test.***

S22 *At the last inspection in 2015 we found that outcomes for prisoners in Stanford Hill were good against this healthy prison test. We made eight recommendations in the area of purposeful activity. At this inspection we found that six of the recommendations had been achieved, one had been partially achieved and one had not been achieved.*

S23 Prisoners were never locked in their rooms and could move around the site easily. Access to the library was very good and there was a good stock of material. The library ran a Six Book Challenge programme and Storybook Dads to promote reading. Physical education facilities were adequate and most prisoners had good access to recreational exercise. The number of accredited courses in the gym had increased since the previous inspection.

S24 Managers had implemented an effective strategy to prepare prisoners for employment and commendably 55% were employed on the day of their release. Managers had enriched the learning, skills and work programme, and enabled more prisoners to develop their employment skills. Prisoners could now access level 3 qualifications in electrical installation, plumbing and information and communications technology (ICT). Prison managers worked effectively with employers and community groups to provide employment and volunteering placements. Many prisoners were on external placements. There were enough activity places for the population and prisoners were fully occupied. Managers had addressed many of our recommendations from the previous inspection. A larger proportion of prisoners now attended English and mathematics classes and achieved their qualifications. Managers did not have sufficient oversight over the standard of the vocational training delivered by East Kent College. The cumbersome national system for commissioning educational and vocational provision had delayed the start of some courses. Managers had been slow to increase the number of qualifications available in prison industries and did not record the skills that prisoners developed in these industries.

S25 Teaching, learning and assessment were good in education and vocational training. Tutors planned, managed and delivered sessions at a pace that enabled prisoners to develop useful new skills and knowledge. The assessment of prisoners' work in education was accurate and marked work was rapidly returned to prisoners. Feedback was helpful. Tutors helped prisoners develop their English and mathematical skills in vocational classes. Facilities and resources to support learning and work were very good and met industrial standards in many vocational training and work areas. In a minority of classes, tutors did not confirm that prisoners had understood key concepts or facts before moving onto the next topic. As a result, some prisoners could not apply these concepts or use them to develop their learning further.

S26 Prisoners engaged in their learning and understood the benefits of developing their skills and gaining qualifications. In vocational training and employment placements, prisoners worked enthusiastically and took pride in their work. Prisoners' behaviour in education, employment and workshops was good. Attendance at education and vocational training was high, but punctuality was poor.

- S27 A large proportion of prisoners achieved vocational qualifications in electrical installations, plumbing and ICT at levels 2 and 3. Achievement rates in functional skills English and mathematics had improved since the previous inspection and were now good. Many prisoners progressed to higher education through distance learning, and some attended universities through their access to temporary release. Progress to further training on the date of their release was good. More than half of prisoners were in employment when they were discharged, which was very good.

Rehabilitation and release planning

S28 *Services to help prisoners maintain and rebuild their family ties were very good. The visitors' centre was very impressive. The strategic management of rehabilitation work was good. Almost all prisoners had good, up-to-date assessments of their risks and needs. Offender management work was good. Work to protect the public was robust. Planning to prepare for prisoners' release was effective and most who left the prison went into settled accommodation. **Outcomes for prisoners were good against this healthy prison test.***

S29 *At the last inspection in 2015 we found that outcomes for prisoners in Stanford Hill were good against this healthy prison test. We made seven recommendations in the area of resettlement.⁷ At this inspection we found that all seven of the recommendations had been achieved.*

S30 Children and family provision was very good. A wide range of opportunities were available to help prisoners maintain and rebuild relationships with their families. The impressive family days were innovative and promoted meaningful contact. The visitors' centre was excellent – it was bright, relaxed and welcoming. The centre was well equipped and interactions we observed between staff and children were exceptional.

S31 The reducing reoffending strategy was up to date, informed by a needs analysis and driven by a dynamic action plan and wider prison involvement. In our survey, 74% of prisoners said their experiences at Stanford Hill had made them less likely to reoffend. About a third of the population were assessed as presenting a high risk of harm and about two thirds were serving long sentences of four years or more. Almost all prisoners had a current assessment of their risks and needs. Assessments were good and contained sentence plan objectives appropriate for open conditions. Recorded levels of contact between prisoners and offender supervisors were sufficient. About 80% of the population had been approved for release on temporary licence (ROTL) and the range of opportunities was good. ROTL decisions were well considered and informed by a full range of information, but prisoners were not invited to attend their risk boards. Home detention curfew processes were timely and well managed. Support for the growing number of prisoners serving indeterminate sentences was good.

S32 Public protection procedures were generally robust. The inter-departmental risk management team meeting was well attended and most relevant prisoners were discussed. Multi-agency public protection arrangement (MAPPA) levels were usually confirmed before prisoners were granted temporary release. MAPPA levels were confirmed in all cases before discharge. Decisions to return prisoners to closed conditions were justified, but sometimes the reasons for their return were not clearly communicated to the prisoner.

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.

- S33 Very few prisoners had outstanding offending behaviour programme needs. Prisoners could complete these programmes in the community on temporary release. Ninety-six percent of prisoners released in the previous six months returned to permanent and sustainable accommodation, which was impressive. A good range of support was available to help prisoners manage their finances, benefits and debts, and to open bank accounts.
- S34 Approximately 20 prisoners were released each month. The enhanced through-the-gate service, provided by the community rehabilitation company (CRC), was good and generally met prisoners' needs before their release. The CRC identified all prisoners 12 weeks before release and successful resettlement planning was evident in most of the cases that we examined. We welcomed the additional resources and support that the pathways enhanced resettlement service⁸ offered to prisoners with personality difficulties.

Key concerns and recommendations

- S35 Key concern: Officers did not routinely complete paperwork after using force and in particular after the application of handcuffs to move prisoners back to closed conditions. This meant not all force was accurately recorded or justified.

Recommendation: The prison should ensure that all use of force against prisoners, specifically the application of handcuffs, is recorded in full and justified.

- S36 Key concern: Following the receipt of intelligence, not all required actions were conducted. For example, not all suspicion drug tests or room searches were carried out when required.

Recommendation: The prison should promptly conduct all room searches and suspicion drug tests necessary following the receipt of credible security intelligence.

- S37 Key concern: The management of serveries had declined since the previous inspection and was now poor. Although generally clean, hot cupboards and hot plates were sometimes dirty. They were not always switched on early enough to ensure that food was kept at the required temperature and some food was not placed on the hot plate. Some food was only lukewarm by the end of service. Some prisoners were not dressed correctly when serving food. Trolleys used to transport food were dirty.

Recommendation: Food should be served hygienically and at the correct temperature.

- S38 Key concern: The management of equality and diversity work had improved but remained weak. Senior managers were allocated a protected characteristic to champion, but they did not fully understand or promote their role.

Recommendation: Managers should demonstrate strong leadership in eliminating all forms of discrimination and promoting equality.

- S39 Key concern: Managers analysed some equality monitoring data, but the range was too narrow. For example, prisoners' access to ROTL, a key feature of the prison, was not routinely analysed. Where unequal outcomes were found, investigations were conducted, but findings were not shared widely with prisoners. This contributed to some prisoners having poor perceptions of how they were treated.

⁸ The pathways enhanced resettlement service is an HMPPS project and part of the offender personality disorder programme. HMP Stanford Hill and the London Pathways Partnership work together to support prisoners who may find the transition into open conditions and safe release into the community difficult.

Recommendation: A wide range of equality monitoring data, including on ROTL, should be analysed regularly. Findings from investigations into unequal outcomes should lead to change initiatives and should be shared widely with prisoners.

S40 Key concern: Out-of-hours access to primary and mental health services for approximately half the population, who worked outside during core hours, was limited.

Recommendation: Out-of-hours' access to primary and mental health services, including nurse and GP clinics, should be increased to support the significant number of prisoners who work off site.

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** Journey times to the prison were reasonable. Prisoners were given food and drinks on the vehicles and most of those we spoke to said they were treated with respect. Some prisoners could make their own way to Stanford Hill from other prisons while released on temporary licence, which they valued. Prisoners who arrived on secure vehicles were not handcuffed and were taken off the vans promptly.
- I.2** The reception area was clean, bright and welcoming. Searching procedures in reception were proportionate and staff were friendly and supportive. Peer workers provided reasonably good support to new arrivals in reception and spoke to them about basic rules, such as roll checks.
- I.3** All prisoners during the inspection told us that they arrived with all their property and we observed staff dealing with prisoners respectfully, allowing prisoners to have a good amount of kit in their possession. However, waiting times in reception were too long and we saw some prisoners spending three and half hours there during the inspection, which was unacceptable.
- I.4** A comprehensive first night safety interview was completed in private before prisoners were left in their rooms for the night. The interview covered welfare issues, access to the Samaritans, self-harm concerns and release on temporary licence (ROTL).
- I.5** All new prisoners were located in a single room on the induction wing. The rooms were clean and well prepared. They had basic items, such as bedding, toiletries and bins, but there were no lockable cupboards. We found some furniture that was shabby and flooring that needed to be replaced.
- I.6** The induction process was delivered over a two-week period and covered most areas of prison life. Five induction peer representatives provided prisoners in their early days with support, which included a tour of the prison. Most prisoners we spoke to said they had found the transition from closed to open conditions daunting.

Recommendation

- I.7** **First night rooms should contain adequate furniture, including lockable cupboards, and suitable flooring.**

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

- 1.8** Stanford Hill continued to be a safe prison. In our survey, only 5% of prisoners said that they felt unsafe at the time of the inspection. Levels of violence and bullying were very low, and in the six months before the inspection, there had been no violent incidents and nobody was being monitored under anti-bullying procedures.
- 1.9** Prisoners told us that some staff threatened to have them returned to closed conditions (see paragraph 2.1) and in our survey, 14% of respondents said that they had experienced threats or intimidation from staff. However, we did not find evidence to support these perceptions. In the six months to July 2019, 31 prisoners had been returned to closed conditions, which was about half the number we found at the last inspection. The grounds for returning prisoners to closed conditions were justified and warranted.
- 1.10** The safety strategy and action plan were current, concise and tailored to the specific challenges faced by an open prison. The senior management team discussed data and safety thoroughly every month and was focused on the reasons for any antisocial behaviour, all of which in the last six months was very low level. Information on bullying incidents was captured by at least one department in the prison, but safer custody staff did not always collate it comprehensively. Despite this, all incidents were fully investigated and acted on when required.
- 1.11** The challenge, support and intervention plan (CSIP)⁹ system had been adopted in early 2019. It had been adapted for use in Stanford Hill as a multidisciplinary tool to support and challenge prisoners whose behaviour had fallen short of the standards required in an open prison. This was a significant move away from the 'zero-tolerance' approach that operated at the last inspection. Where prisoners had transgressed rules or failed to meet the standards expected of them, most were invited to a multidisciplinary panel to explain their actions and discuss how they might improve and move forward. The panel was challenging but supportive. Prisoners who had participated were grateful to have been given another opportunity to demonstrate their suitability to remain in open conditions. Prisoners' actions were discussed, but they were not set any specific targets to help them address their behaviour. Although not yet fully evaluated, the CSIP system was developing well and early signs indicated that the approach was operating with some success and was helping prisoners to change their behaviour.
- 1.12** The incentives and earned privileges (IEP) scheme operated fairly and managerial oversight was good. Regardless of their privilege level prior to their arrival, all prisoners were placed on the enhanced level when they arrived at Stanford Hill. With this came access to all of the privileges available through the national scheme. Prisoners told us that the resettlement and ROTL opportunities motivated them to behave well, as did the likelihood that they would lose them if they were downgraded to the basic regime.

⁹ 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.13** Most of the population maintained a consistently high standard of behaviour. During the inspection, 94% were on the enhanced level and none were on the basic regime. In the year to date, only 13 prisoners had been downgraded to the basic level, all for one-off incidents such as positive drug tests or being found in possession of unauthorised items, such as a mobile phone. Prisoners on the basic regime were reviewed after seven days and were usually upgraded to the standard level at that point. The regime for basic level prisoners was much better than we usually see and they were allowed good access to the regime and purposeful activities.

Recommendation

- I.14** **The prison should work with prisoners to determine the reasons for prisoners' perceptions of threats and intimidation from staff so they can be addressed.**

Good practice

- I.15** *The CSIP system was used when prisoners had broken rules or failed to meet standards of behaviour expected of them in the open estate. The process involved multidisciplinary input at boards where prisoners could present their case and where options to help them address their behaviour could be discussed. Early indications suggested that this was helping prisoners to change their behaviour.*

Adjudications

- I.16** There had been 250 adjudications between February and July 2019. This was about four times higher than at the previous inspection and higher than in comparable prisons. Proceedings were conducted fairly. Prisoners were given the opportunity to present their case and to access legal advice if necessary. Records of hearings were generally sufficient and quality assurance was effective. The quarterly adjudications meeting was well attended and discussed a range of data. Any areas of potential disproportionality were discussed.
- I.17** Many adjudications were for a failure to comply with the conditions of ROTL or being found in possession of unauthorised items. The prison had adopted a position where no discretion was permitted when prisoners returned late from ROTL. When these cases were investigated during the hearing, many of them were dismissed if evidence supported their reason for being late back. Between February and July 2019, 101 adjudications were dismissed or did not proceed, all for good reasons.

Use of force

- I.18** Force had only been used three times in 2019 so far and generally only involved low-level physical control. However, we found at least three other incidents where handcuffs had been used on prisoners to move them to reception when they were being returned to closed conditions. Officers did not routinely complete paperwork after using handcuffs to move prisoners back to closed conditions. This meant not all force was accurately recorded or justified. As a result, we could not be sure about the scale of the issue or whether handcuffs had been justified and appropriate in all cases. (See key concern and recommendation S35.)
- I.19** Where documentation had been completed to justify the use of force against prisoners, it was completed well, and included details of efforts to communicate with prisoners and de-escalate situations. Body-worn video camera footage we reviewed for one incident,

demonstrated that there were efforts to de-escalate the situation and that force was only used at the lowest level and as a last resort.

- I.20** Governance and oversight of the use of force had improved. A quarterly use of force committee had met for the first time in June 2019. The committee was well attended and scrutinised all incidents, which included watching any video footage and checking completed documentation.

Segregation

- I.21** There was no segregation unit. The waiting area in reception continued to be used to hold prisoners securely before their transfer back to closed conditions and the potential ligature points identified at the previous inspection had been addressed. Prisoners generally remained there for relatively short periods and were subject to close staff supervision during that time.

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.22** Security was proportionate and aligned to the overall strategy of the prison. Physical security measures were limited in line with the establishment's open prison status.
- I.23** The searching strategy was appropriate for the prison, which had a large number of prisoners leaving and returning every day, at all hours. About 10% of prisoners returning from outside the prison (mainly those who had been on social visits rather than working) were given a rubdown search. A similar proportion was breath-tested for alcohol consumption on return. Strip-searching took place only on the basis of intelligence and the paperwork we examined showed appropriate authorisation. No routine searching took place on new arrivals to the prison.
- I.24** The flow of intelligence reports had improved since the previous inspection. There had been 710 reports in the previous six months, and the standard of those we examined was good.
- I.25** Security risks and the prison's response were discussed at monthly security meetings and representatives from all prison departments were involved. The analysis appropriately identified current risks. The security department was fully involved in risk assessments for ROTL and public protection. Although some prisoners said it took too long to be cleared for ROTL, delays were mostly a result of checks carried out by external agencies. (See also paragraph 4.14.)
- I.26** The security department had good links with the Metropolitan and Kent police services and received regular updates on individuals held at Stanford Hill who were of interest to these forces.
- I.27** The biggest security concern for the prison was the increase in drug use. In the previous six months, 8.4% had tested positive in random drug tests, a threefold increase from a similar period before the last inspection (2.7%). The prison had rightly identified the problem as cannabis; more prisoners were using cannabis while on ROTL, and more cannabis was entering the prison.

- I.28** Managers had a good strategy and action plan to address the problem. They had increased the severity of sanctions for a positive MDT result, which now included referring them to an independent adjudicator (who could add additional time to a prisoner's sentence) and increasing the amount of time a prisoner had to wait before they could access ROTL.
- I.29** The prison had also stepped up the level of searches, which included bringing in the regional Prison Service's dedicated search team. However, not all required searches were carried out. The prison conducted drug tests based on risk, but the level of suspicion testing was very low and did not respond to intelligence received. A number of room searches were either carried out late or not at all. This was hampering the fight against drug use. (See key concern and recommendation S36.)

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.30** There had been three deaths, all from natural causes, since the previous inspection. The latest death was still being investigated by the Prisons and Probation Ombudsman (PPO). Recommendations from the two completed PPO investigations were related to health care and had been implemented.
- I.31** The monthly safeguarding and health partnership meeting ensured PPO recommendations were progressed and considered any emerging suicide, self-harm and adult safeguarding issues. The meeting was well attended and drew up appropriate action.
- I.32** Incidents of self-harm were very low. There had been only one in the six months preceding this inspection. Two assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide and self-harm had been opened during this time – one for the self-harm incident and one for a prisoner who had arrived with an open ACCT from the sending prison.
- I.33** Support for prisoners on ACCTs was good. Case reviews involved staff from a number of disciplines and the care maps produced were appropriate. Night observation entries had improved.
- I.34** The prison had undertaken work to address ligature points in the waiting area used to hold prisoners returning to closed conditions. Supervision in the area had also been improved to offset risks in that area.
- I.35** There were Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) on all wings and access was good. Listeners met regularly with the local Samaritans. They told us that they supported prisoners informally rather than through formal requests and meetings, and prisoners would approach them directly for help and advice. The open nature of the prison made this possible and conversations could be held in private in prisoners' single rooms.

Protection of adults at risk¹⁰

- I.36** The prison had relaunched its adult safeguarding policy, which was tailored to open conditions. Not all wing staff were familiar with the policy, although all were aware of the principles and knew how to identify vulnerable adults.
- I.37** The deputy governor took the lead on safeguarding. One adult case had been identified in the previous six months – a potentially vulnerable adult in the community had formed a relationship with a prisoner, which required further investigation. The prison had handled the case well.
- I.38** The prison now had contact with the local safeguarding board. A manager from neighbouring HMP Elmley attended the board's meetings and acted as a conduit for Stanford Hill. The arrangement worked well.

¹⁰ Safeguarding duties apply to an adult who:

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

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 In our survey, 74% of prisoners said most staff treated them with respect. Prisoners told us that if they had a problem, they knew a member of staff who would help them. They also told us that there was a significant minority of staff who were disengaged and unhelpful and some whom they perceived as threatening their progress in open conditions (see also paragraph 1.9). However, we did not observe any inappropriate interactions between staff and prisoners. We also saw some very good interactions during the week, when staff were friendly and helpful. Staff recognised their role in the rehabilitation of prisoners and acknowledged the difficulties prisoners could experience when they first arrived in open conditions from a closed prison.
- 2.2 The prison had a personal officer scheme and most prisoners knew who their personal officer was. The scheme required staff to meet with the 16 prisoners on their caseload at least once a month and to create a case note of the meeting on P-Nomis (a database used in prisons for the management of offenders). However, many prisoners told us that they did not meet their personal officer often, if at all.
- 2.3 Staff told us they did not always have time to create a case note of all the meetings they had with prisoners on their caseload. Case notes we examined consisted of sporadic information about meetings between prisoners and their personal officer. The personal officer scheme was not working as intended.

Recommendation

- 2.4 **The personal officer scheme should be properly implemented – meetings should take place regularly and case notes should be completed routinely.**

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

- 2.5 The outside areas of the prison were green and spacious and appropriate for open conditions. Prisoners told us that they appreciated the sense of space and being able to walk around or relax.

- 2.6** The areas outside C wing looked very shabby and there were patches where the walls had deteriorated. The areas directly surrounding the buildings were generally clean, but there remained a problem with mice and rats, although they were not inside the wings.
- 2.7** All prisoners had their own room. All rooms were in a reasonable state of repair. There were no broken windows or graffiti and all rooms had curtains. However, there were problems with flooring coming up in many rooms on A and B wings. This particularly affected first-night rooms. Prisoners had good access to cleaning material and could keep their rooms clean.
- 2.8** The prison had a programme to replace room furniture and most rooms had furniture that was in reasonable condition. Prisoners could pay for a TV, but there had been a problem with TV reception on B wing.
- 2.9** Communal areas were also in reasonably good condition. However, some showers were leaking and some toilets were stained and did not have lids.
- 2.10** The laundry system worked well for clothing and bedding and C wing had its own laundry facilities. In our survey, prisoners were more positive about access to stored property than at similar prisons (71% compared with 47% at other open prisons).

Residential services

- 2.11** In our survey, only 33% of prisoners said the food was good or very good, which was worse than in comparable prisons surveyed since 2017, where the figure was 51%. Some consultation had taken place and resulted in some changes. The fact that the food was produced off-site in neighbouring kitchens at HMP Swaleside had led to many negative perceptions. (However, see also paragraph 2.19.)
- 2.12** The menu operated on a four-week cycle providing six options at lunch and five at dinner. It catered for a range of diets including vegan, vegetarian and halal, and healthy options were also available. Those requiring a special diet for medical reasons or as a result of food intolerances were also catered for. The kitchen also provided food for religious and cultural festivals that were celebrated throughout the year. Food was served at reasonable times and breakfast options of cereal and bread were freely available.
- 2.13** The management of serveries had declined since the previous inspection and was now poor. Although generally clean, hot cupboards and hot plates were sometimes dirty. They were not always switched on early enough to ensure that food was kept at the required temperature and some food was not placed on the hot plate. Temperatures were rarely taken before food was served and some food was only lukewarm by the end of service. Some prisoners were not dressed correctly when serving food and they often used gloved hands, rather than utensils, to serve food. Utensils for halal food were not always used. Trollies used to transport food from Swaleside were dirty and some were damaged. (See key concern and recommendation S37.)
- 2.14** Self-catering facilities had been improved on C wing and were well used, and prisoners who lived there appreciated them. Additional toasters, fridges and microwaves with a grill, available on the two other bigger wings, were also well used, but they were not equal to the facilities on C wing.
- 2.15** The range of items on the prison shop list was reasonable and broadly met the diverse needs of the population. However, some new arrivals could wait up to 10 days to receive their first

order. This was offset only in part by the provision of vaping packs and phone credit on arrival.

2.16 During visits, prisoners could buy up to 10 items from the café that they could take back to their rooms with them. On occasion, prisoners who did not receive visits, could also have access to the café.

2.17 Prisoners could buy items from a reasonable range of catalogues.

Prisoner consultation, applications and redress

2.18 Prisoners were consulted about life at Standford Hill through a range of forums. The prisoner council met every other month and wing meetings took place in alternate months. Both were attended by a good number of prisoners. Some changes were made following consultation with prisoners, including changes to the food, the shop and residential issues.

2.19 Arrangements for dealing with prisoners' applications now ensured there was greater accountability. Applications were logged and most responses were timely.

2.20 Complaints continued to be managed well. In our survey, 79% of prisoners said it was easy to make a complaint, compared with 58% at the previous inspection and 55% at similar prisons. Of those who had made a complaint, 62% said they were handled fairly compared with 40% at similar prisons and 32% at the previous inspection. More complaints were submitted than in similar prisons, 250 between February and July 2019. Those we checked received a good response – they were polite, addressed the issues raised and were generally timely. Quality assurance was effective and included external as well as internal scrutiny. The senior management team provided good oversight of complaints.

2.21 There was no legal services provision. Prisoners were generally nearing the end of their sentence and had little requirement for legal services; we found no unmet needs. If required, there was a range of legal texts in the library. There was now only one room where confidential legal consultations could take place, but it was sufficient to meet prisoners' requirements.

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 characteristics¹¹ 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

2.22 There had been some improvements in the management of equality and diversity since the appointment of a new head of equality in May 2019, but weaknesses still remained. The equality team consisted of a manager and a handful of peer representatives, which limited the work the department could carry out. (See key concern and recommendation S38.)

¹¹ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.23** There was a good equality policy, covering all protected characteristics and supported by an action plan. However, action was very generic and did not always address concerns at the prison.
- 2.24** The monitoring of equality data was limited, for example, prisoners' access to release on temporary licence (ROTL) was not routinely analysed. However, where unequal outcomes were identified, investigations and action addressed the concerns. Findings from the investigations and action that had been taken were not, however, shared widely enough with prisoners, and some continued to report unfair treatment. (See key concern and recommendation S39.)
- 2.25** Senior managers had been assigned to most protected characteristics to support and raise awareness of issues affecting them, but some did not fully understand their roles or support the work already carried out by the equality manager. (See key concern and recommendation S38.)
- 2.26** Eleven discrimination incidents had been reported in the previous six months compared with two at the previous inspection. Response times and the standard of the investigations into discrimination incidents were good. One reported incident had been upheld and action was taken to address the concerns raised by the complainant. The Independent Monitoring Board and the Samaritans robustly quality assured the investigations.
- 2.27** Three full-time equality and diversity representatives offered support to other prisoners, but they themselves felt unsupported. Volunteer peer representatives were mainly new in post, but they felt they were not listened to. The prison had not developed any links with outside community support groups.

Protected characteristics

- 2.28** Almost 40% of the population was from a black and minority ethnic background. Monthly consultation with this group was reasonably good. Peer representatives were enthusiastic and met all new black and minority ethnic prisoners as part of their induction. In our survey, the responses of black and minority ethnic and Muslim prisoners were generally similar to those of white prisoners and non-Muslim prisoners respectively.
- 2.29** Reasonably good support was available for prisoners from a Gypsy, Roma, Traveller background. Most we spoke to were positive about the prison and were satisfied with the help they received.
- 2.30** The prison offered little support for the 17 foreign nationals held during our inspection. There were no forums and links with outside agencies that could provide support were limited. A volunteer peer representative offered some support, but interpreting services were not used for the few prisoners who did not speak English.
- 2.31** The prison was not fully wheelchair accessible, but we saw evidence that the needs of prisoners with disabilities were met through reasonable adjustments, for example, handrails had been fitted in some rooms.
- 2.32** There was little dedicated provision for gay, bisexual, transgender or younger prisoners. The prison had attempted to hold some forums, but prisoners did not attend them. There were no peer representatives for either group and no senior lead staff had been identified to work with these prisoners. The prison had no links with external community groups to support these prisoners.

- 2.33** Nearly a quarter of the population was over 50 and most we spoke to said they received good support. There were regular forums and a monthly over-50s club which was well attended, and prisoners told us they appreciated being able to spend time with their peers.

Faith and religion

- 2.34** Pastoral care and faith provision were good. There was a large chapel and a good-sized multi-faith room set in a building that also had private interview rooms, a kitchen and a Listener suite (see paragraph 1.35). Access to the chapel was excellent and in our survey, 91% of prisoners who had a religion said they could speak to a chaplain of their faith and 96% said they could attend services if they wanted to.
- 2.35** The chaplaincy saw all new arrivals during their induction. The team monitored the religious makeup of the population to ensure they catered for most faiths.

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.

- 2.36** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹² and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Strategy, clinical governance and partnerships

- 2.37** Health provision had been informed by a health needs assessment published in July 2019, which accurately reflected the needs of the population. Overall the provision was reasonably good. The services were integrated, and most quality assurance and governance arrangements had improved and were now good, although access to most services for approximately half the population, who worked outside during core hours, was limited. Governance meetings included partnership meetings, as well as those on quality assurance, safeguarding, contracts and medicines management. However, very few risks and incidents were reported and monitored, when they should have been.
- 2.38** Audits and action plans were in place. Cleaning was carried out by a prison contractor. All clinical areas were clean and well maintained and there were cleaning schedules. The leaking roof in the health centre had now been repaired, which was good.
- 2.39** Serious incidents were thoroughly investigated and action was implemented. Both the recent Prisons and Probation Ombudsman recommendations had been addressed. However, fewer lower level incidents were reported. There was now a confidential health complaints system, which was well advertised. However, there was an inflexible approach to complaints, which meant only those submitted on the correct forms could be accepted, which was not patient centred. Responses to health complaints were apt and prompt, and apologetic when required.

¹² 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>.

- 2.40** Patient user forums had been inconsistent across providers since the User Voice contract had ceased. Prior to March, there was evidence that consultation had led to changes to services. Prisoners' perceptions of primary care services were negative, and some said that staff were rude and disrespectful. Only 41% in our survey said the overall quality of services was good, which was significantly lower than in similar prisons surveyed since 2017, where the figure was 67%. Service managers were aware of this and had a service improvement plan in place. The health teams were fully staffed, well trained and received both managerial and clinical supervision. All except those working in the psychosocial substance use department had full access to the shared clinical information system and all clinical and psychosocial records were of a good standard.
- 2.41** Emergency equipment was accessible and within its expiry date, and staff routinely checked its suitability for use. Defibrillators were appropriately placed around the prison site and staff knew how to use them. Health care staff had access to current guidance and protocols for common medical emergencies.
- 2.42** The CQC found there were no breaches of the relevant regulations.

Recommendations

- 2.43** **Out-of-hours' access to primary and mental health services, including nurse and GP clinics, should be increased to support the significant number of prisoners who work off site.**
- 2.44** **The head of health care should ensure that all incidents and risks are identified and managed through agreed governance processes.**
- 2.45** **The head of health care should ensure that all staff communicate with prisoners with respect and should monitor the issue through governance processes.**

Promoting health and well-being

- 2.46** The head of healthcare updated health care noticeboards on all residential wings. They included clear information about health services, and health promotion posters informed residents about safer sex (and condom supply), sickle cell anaemia and cholesterol management.
- 2.47** Additional clinics were held for routine NHS checks for middle-aged and older prisoners, as well as for blood tests and vaccinations. National NHS screening programmes, such as for bowel cancer, were in place, and prisoners who met the criteria were encouraged to participate. Prisoners eligible for influenza vaccinations had been identified, and supplies had been ordered in preparation for winter.
- 2.48** IC24, the primary care provider, had a health and well-being team, which worked across the three Sheppey prisons. It offered individual appointments for prisoners seeking advice on diet, sleep and smoking cessation, but had been unable to establish support groups owing to prisoners' limited availability during the day. The prison had a multi-agency contingency plan for the management of communicable diseases within the prison.

Primary care and inpatient services

- 2.49** On arrival, prisoners received a prompt assessment of their health and social care needs and any immediate associated risks. Onward referrals for health services and secondary health screening appointments were timely. All prisoners were booked to attend a secondary assessment to identify their needs in more detail.
- 2.50** Applications for healthcare services were dealt with promptly, and prisoners also had the option to attend morning nurse triage sessions if they needed an urgent consultation. Prisoners who did not work off site were required to see a nurse before being allocated a GP appointment. The waiting time for routine GP appointments was about three weeks, but prisoners with an urgent need would be seen on the same day or during the following GP surgery. Custody staff had access to weekend and out-of-hours' advice from the health care team at HMP Elmley.
- 2.51** Nurse-led clinics were held for prisoners with diabetes and respiratory issues, overseen by a senior nurse who covered the three Sheppey prisons and provided training support to the onsite nursing team. The management of other long-term conditions was overseen by GPs. Patients with significant or complex health conditions were appropriately monitored through care plans and regular reviews.
- 2.52** Prisoners were referred to external hospital appointments promptly and appropriately and could choose the hospital they attended. Monthly optician and sexual health clinics were held on site. Physiotherapy and podiatry appointments were arranged in the community, and a health care assistant ran a weekly footcare clinic at the prison. Prisoners on ROTL could travel to hospital on their own, which meant there was a limited need for officer escorts. However, prisoners cancelled a significant number of external appointments owing to work commitments. This had been the case in 13 out of the 27 appointments cancelled between April and June 2019.
- 2.53** The health care team had links with the local hospice for palliative care support and made compassionate release applications for patients nearing the end of their lives. Prisoners routinely attended a nurse clinic immediately before release and received a summary to be passed to their community GP. Most prisoners had registered with a community GP during ROTL. Prisoners receiving prescribed medication were released with an appropriate supply.

Social care

- 2.54** The prison identified prisoners with social care needs well and provided them with an impressive level of support. The prison had a memorandum of understanding with Kent County Council and joint procedures ensured prompt referrals were made and assessments completed. The lead occupational therapist was visible and responsive and, while no residents had yet required a personal care package, we saw equipment being supplied promptly to enable individuals to remain independent. A contract was in place to ensure IC24 staff provided any personal care should it have been required.
- 2.55** Informal peer supporters helped residents to stay safe and independent within the prison and in the wider community. Volunteers from the Prison Advice and Care Trust (a charity supporting prisoners, people with convictions and their families) also provided valuable practical support, such as escorts to external appointments and release planning.

Mental health care

- 2.56** Oxleas NHS Foundation Trust provided mental health services, which included a weekly session run by a mental health clinician and a psychiatric clinic when required. The clinicians' caseloads were low, and during the inspection, one patient required treatment through the care programme approach (mental health services for individuals diagnosed with a mental illness). Bradley Therapy Services provided additional therapeutic interventions. A full day of cognitive behavioural therapy (CBT) a week and one day of counselling were supplemented by two additional days of counselling funded by the prison. No complex clinical interventions were available for those who required them. The service contract was due to change with an additional session becoming available from late September 2019. A service manager was available if required.
- 2.57** In our survey, 11% of prisoners said they had a mental health problem, of whom 50% said they were receiving help. The service had very short waiting lists, however only 16% of prisoners in our survey said it was easy to see someone from the mental health team compared with 28% in similar prisons surveyed since 2017. This was because half the population was working outside the prison during core hours, making access only viable if they took a day off work. Health staff had attended two assessment, care in custody and teamwork (ACCT) case management reviews for one prisoner at risk of suicide or self-harm in the previous six months, accounting for 50% of reviews.
- 2.58** The mental health team supported prisoners before release through effective liaison with external health professionals to ensure continuity of care. There had been no mental health transfers under the Mental Health Act in the previous year.

Substance use treatment¹³

- 2.59** The Forward Trust provided an integrated clinical and psychosocial substance use service, which was patient centred. The team was fully staffed, had the required competencies and was well managed. The prison had recently updated its substance use strategy and multidisciplinary drug strategy meetings took place and were well-attended. Up-to-date policies and procedures were available electronically. Governance and oversight were integrated into wider health governance processes, which was good.
- 2.60** Psychosocial support was good. Prisoners were seen promptly and there was no waiting list. Some work had been done to test alternative access methods, such as phone consultations from work. The substance use service delivered a good range of individual and group psychosocial interventions and patient-centred clinical treatments, which were reviewed regularly. Caseloads were manageable, with 47 prisoners in structured treatment and 142 in unstructured treatment. An active and well-managed peer support scheme enhanced the service. Overnight clinical monitoring had not been required in the previous year as all prisoners arrived in a stable condition.
- 2.61** During the inspection only two patients were receiving opiate substitution therapy, both on maintenance doses. Although we only observed one controlled drug administration, and the staff clearly knew their patient, prisoners did not have their identification checked before administration. Treatment was individually tailored, regularly reviewed and well integrated. Clinical administration was also undertaken in the community to enable prisoners to access regular employment.

¹³ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.62** The service had good links with local community services and worked jointly to ensure treatment continued after prisoners were discharged. On release and when the criteria were met, prisoners received the drug naloxone to treat an opiate overdose.

Good practice

- 2.63** *The prison used a community pharmacist to dispense opiate substitution therapy, which enabled prisoners receiving the treatment to work in the community.*

Medicines optimisation and pharmacy services

- 2.64** The pharmacy provision was very well organised. However, there were daily delays in the delivery of medicines from the offsite pharmacy and staff supervision was limited. Missed doses were not reported on the clinical incident database. Commissioners were aware of the supply problems and plans were in place to improve services. Trained health care assistants administered the in-possession medicines. Pharmacists clinically screened all prescriptions and monitored prescribing remotely, which was good, but they did not hold medicines use reviews with patients. Pharmacy policies and local operating procedures were in place and followed.
- 2.65** Most patients received their medicines in possession. Medication could be collected up to three times a day and there were special arrangements for those requiring supervised medicines outside these times. Prisoners who worked outside and who could not collect their medicines had them delivered to their rooms while they were out. The head of health care reviewed the delivery process during our inspection, after some risks were identified. Risk assessments for the patient and their medicines were carried out and were available on SystmOne (the electronic clinical information system). They were also updated.
- 2.66** Very few prisoners were prescribed tradeable medicines. All new arrivals on prescribed medicines had a review to see if their prescription was clinically appropriate.
- 2.67** Health care staff recorded the medicine supply twice, both electronically and on paper. There was, however, no policy on prisoners who did not collect their medicines and were not on the delivery list. Systems were put in place once inspectors had identified the problem.
- 2.68** Medicines were stored and transported securely, and temperature-sensitive medicines were kept in suitable fridges that were monitored, as were room temperatures. Health care assistants monitored stock levels efficiently, and vigilantly followed up medicines that had not arrived or were due imminently. Controlled drugs were well managed.
- 2.69** Patient group directions (which enable nurses to supply and administer prescription-only medicines) were in place and a medicines management group met every month and was well attended. The group discussed clinical audits and prescribing trends, and ratified policies. However, the quality assurance meeting only received some of this information.

Recommendations

- 2.70** **The pharmacist or a pharmacy technician should attend the prison regularly to offer face-to-face appointments with prisoners and to support dispensary staff.**

- 2.71 All missed doses of medicine should be monitored, reported as clinical incidents and treated as a service risk until rectified.**

Dental services and oral health

- 2.72** A dentist, supported by two dental nurses, provided two sessions a week. Waiting times for routine dental appointments remained too high, at eight to nine weeks. However, the provider had offered many additional sessions in recent months to ensure that the waiting list remained manageable, and plans were in place to introduce regular additional sessions to meet the demand. Weekly sessions were held on Friday mornings and afternoons, which limited prisoners' access, but those on ROTL could access community services if they preferred.
- 2.73** Prisoners with an urgent need were prioritised for the following session, and those with a dental emergency were supported through access to community dentists. The dental team had provided triage training to primary health care staff to assist the process, and posters promoted the community emergency service.
- 2.74** The dental suite was small but well maintained and met infection prevention control standards. The adjoining decontamination room had been decommissioned and was used for storage only. Surgical tools and equipment were now cleaned and decontaminated by an offsite service.

Recommendation

- 2.75 Prisoners should have access to routine dental appointments within six weeks.**
(Repeated recommendation 2.81)

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** Prisoners were never locked in their rooms and enjoyed good movement around the site, as well as access to association.
- 3.2** We observed prisoners enjoying the open grounds during our inspection. Prisoners were only required to return to their rooms for about 10 minutes at the four roll checks and overnight from 10pm to 6am, and were never locked in.
- 3.3** Access to the library was very good, being open seven days a week until 7pm on weekdays and until 1pm at weekends. There was a reasonable selection of books, which included a well-stocked section in languages other than English. There were also a variety of audio and braille books and a section on starting your own business, which many prisoners said they found useful. The library had, in addition, a DVD section with over 700 titles, which prisoners valued.
- 3.4** Literacy and family ties were encouraged through the Six Book Challenge reading programme and organised Storybook Dads (which helps prisoners to record a story for their children to listen to at home).
- 3.5** We found the physical education (PE) facilities adequate. There was a well-equipped cardiovascular suite, a small indoor football/badminton court, but access to weight training equipment was limited. There was also a full-sized football pitch.
- 3.6** Three gym staff were supported by 13 orderlies. Most prisoners had good access to recreational PE, which included evening sessions for prisoners who were working outside the prison. The prison had introduced a cross country run/walk, which we saw many prisoners taking part in.
- 3.7** The number of accredited courses in the gym had increased since our previous inspection and prisoners could now complete courses that allowed them to become personal trainers in the community. (See also paragraph 3.10.)

Education, skills and work activities (Ofsted)¹⁴

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.¹⁵

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

Overall effectiveness of education, skills and work: Good

Achievements of prisoners engaged in education, skills and work: Good

Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment: Good

Personal development and behaviour: Good

Leadership and management of education, skills and work: Good

Management of education, skills and work

3.9 Leaders and managers ensured that the strategy for education, skills and work contributed effectively to the prison's core mission of preparing prisoners for employment and resettlement on release. As a result, just over half of prisoners (55%) had a job to go to on the day of their release, and reoffending rates were very low.

3.10 Since the previous inspection, leaders and managers had worked effectively with partner organisations and employers to broaden the opportunities available in learning, skills and work to better meet prisoners' needs. In partnership with East Kent College, they had enriched the vocational training curriculum by offering new qualifications in plumbing, electrical installation skills and information and communications technology (ICT) systems and principles at levels 2 and 3. Qualifications in personal fitness training at levels 2 and 3 were available through the gym (see paragraph 3.7). Individual employers provided specialist training to prisoners on employment placements in scaffolding and rail track maintenance.

3.11 Leaders and managers evaluated carefully the learning, skills and work they offered to ensure that it met the requirements of the local and regional labour markets. They used this information well to commission new provision that enabled prisoners to develop skills as forklift and dumper truck drivers, which were in demand with employers. Qualifications in facilities management and cleaning were withdrawn because very few prisoners secured employment in jobs in these industries when they were released. However, because of the ineffective and slow system for commissioning provision nationally, some courses valued highly by prisoners, such as business enterprise and art, were still not available six months after prison managers had submitted their bids.

¹⁴ 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.

¹⁵ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.12** Leaders and managers ensured that prisoners were kept fully occupied by providing a sufficient number of activity places. As a result, there were no unemployed prisoners during the inspection. Of the 457 available activity places, a large proportion (48%) were placements secured by the prison's highly effective Working Out scheme. Placements for prisoners on release on temporary licence (ROTL) were available at a wide range of voluntary organisations, training providers and employers. In addition to those on external placements, 46 prisoners were in vocational training, 24 in education, 25 were working in prison workshops, and 143 were in prison jobs. Activity managers monitored vacancies diligently to ensure that all prisoners were allocated to placements swiftly. All placements, including those in the prison, such as wing cleaning, were purposeful and productive.
- 3.13** Prison leaders and managers monitored well the quality and performance of the education provision delivered by Weston College. Since the previous inspection, they had been working well with education managers to tackle areas requiring improvement. For example, the quality of teaching, learning and assessment in English and mathematics had improved. As a result, prisoners' attendance at these classes had increased and a larger proportion of prisoners now achieved their functional skills qualifications. Leaders and managers used data on prisoners' outcomes in education, learning and skills effectively to ensure there were no significant gaps in participation and achievement rates between different groups of prisoners, such as those with special educational needs.
- 3.14** Leaders and managers were less successful in assuring the quality of the provision offered by East Kent College, the major provider of vocational training. Although they had started to hold review meetings with managers from the college and had invited them to join partnership meetings, these developments were too recent for there to have been an impact. Prison managers had been too slow to act on a number of other areas requiring improvement. For example, they had only just started to make qualifications available for prisoners in workshops and they had been slow to establish a system for recording and recognising prisoners' employability skills in prison work.

Recommendations

- 3.15** **Prison managers should improve arrangements to assure the quality of the vocational provision delivered by East Kent College.**
- 3.16** **Prisoners employed in prison work should be offered qualifications.**
- 3.17** **The employability skills prisoners develop in prison work should be recorded and recognised.**

Good practice

- 3.18** *The prison's Working Out scheme, providing community work and training placements and direct employment with employers in many different sectors, enabled prisoners to develop good employability skills and secure employment on release.*

Quality of provision

- 3.19** Teaching, learning and assessment in education and vocational training were good. Teachers planned sessions well and delivered them at a pace that kept prisoners engaged and enabled them to progress.

- 3.20** Teachers used accurate information on prisoners' prior educational and employment experiences and future career aspirations to set targets in individual learning plans. Teachers regularly reset targets to ensure prisoners who made good progress on their courses continued to be challenged.
- 3.21** Teachers' assessment of prisoners' work was timely and accurate. They gave prisoners helpful oral and written feedback that informed them clearly of what they needed to do to improve. For example, prisoners developed their writing skills using feedback they had received on their spelling, punctuation and grammar.
- 3.22** Teachers were skilful at improving prisoners' English and mathematical skills by making them relevant to the practical context in which they worked. Prisoners on plumbing courses had to work out the dimensions of piping before they could install it. Those on the street works course had to calculate the material they needed to use to lay public footpaths.
- 3.23** A minority of teachers did not check that all prisoners in their classes understood key concepts or practical applications before moving on to the next topic. As a result, a small number of prisoners on a health and safety course could not describe what material they could safely use to treat a burn. Some prisoners could not accurately identify technical terms used in their subject areas.
- 3.24** Prisoners on vocational courses and working in prison workshops could use industry-standard facilities and equipment. The Old Mill complex, where East Kent College ran its plumbing and electrical installation courses, provided prisoners with the opportunity to learn their skills in well-equipped training bays. Prisoners in the print shop produced high-quality brochures on state-of-the-art machinery.

Recommendation

- 3.25** **Teachers should ensure that they check prisoners' understanding of key concepts and facts before they proceed to the next topic.**

Personal development and behaviour

- 3.26** Prisoners' behaviour was good in classrooms, workshops and across the prison establishment. They were respectful towards each other and towards teachers and support staff. Relationships between staff and prisoners were good, promoting a productive learning environment.
- 3.27** Prisoners developed good employability skills. During the prisoners' first few weeks at the prison, they attended a series of short courses delivered by Weston College that focused on getting them ready for an external placement or a job in the prison. Prisoners who secured employment while on ROTL adapted quickly to the standards expected by the companies and voluntary organisations they worked for, such as arriving on time and working late to meet a contract deadline.
- 3.28** The great majority of prisoners participated enthusiastically in their learning. They understood the benefits of developing their skills and gaining qualifications to enhance their employment prospects. Some prisoners demonstrated their commitment by investing in their own learning by taking out loans to fund level 3 qualifications and to study for higher education.

- 3.29** Prisoners developed a good awareness of broader social concerns through their placements with community and voluntary organisations. Those working in the food distribution warehouse for local food banks took a real pride in the contribution they were making to supporting vulnerable families. Those on placements in care settings learnt how to communicate with people with dementia.
- 3.30** Prisoners made effective use of the virtual campus (prisoner access to community education, training and employment opportunities via the internet). All prisoners were provided with a login to the virtual campus when they arrived at the prison. Those on home release could access their online accounts remotely so they could update their CVs or submit job applications.
- 3.31** Prisoners in prison workshops and in prison work developed good employability skills. However, they were not recognised as too few prisoners were using the portfolios that had been developed to record prisoners' employment and personal development skills.
- 3.32** Although prisoners' attendance at education and vocational classes was good, too many arrived at sessions late, which hindered their readiness for employment and reduced the amount of time they had available to learn.

Recommendation

- 3.33** **Managers should develop strategies to reduce the proportion of prisoners who arrive late at lessons and activities, and teachers should reinforce the importance of punctuality as a key workplace requirement.**

Outcomes and achievements

- 3.34** Most prisoners made good progress from their starting points while at Stanford Hill. They developed valuable practical skills, progressed onto employment or further education on release and increased their chances of staying out of prison in the future.
- 3.35** A large proportion of prisoners (over 80%) achieved their qualifications in plumbing, ICT and electrical installation at levels 2 and 3. The proportion of prisoners achieving their functional skills qualifications had improved significantly since the previous inspection. Overall, 85% of those taking their functional skills English test in the current year passed, compared to 75% at the previous inspection. In mathematics, the percentage who passed had increased from 59% to 76%. However, too few prisoners progressed from level 1 to level 2 in English and mathematics.
- 3.36** Prisoners produced work to a good standard. Products from the three prison workshops – print, textiles and woodwork – were sold through commercial outlets or via external contracts. Wing cleaners ensured that accommodation was hygienic and presentable. The prisoners' artwork was well represented at the annual Koestler Awards (a scheme that recognises creative work produced by prisoners).
- 3.37** Many prisoners progressed to higher education through distance learning, and some attended universities as part of their temporary release. Just over half of prisoners were employed on the date of their release. This was equal to or better than the rate at other open prisons in the country.

Recommendation

- 3.38 Leaders, managers and teachers should ensure that prisoners understand the importance of achieving a level 2 qualification in English and mathematics to enhance their employment prospects. They should promote the message in the information, advice and guidance they provide to prisoners.**

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** There was a strong focus on the importance of family ties and the range of opportunities to help prisoners maintain and rebuild relationships with their families was very good.
- 4.2** Visits started on time and could be booked easily. In our survey, nearly all prisoners (94%) said staff usually treated their visitors respectfully and the interactions we observed between staff and children were exceptional.
- 4.3** The number of prisoners receiving a visit had decreased since our last inspection because more prisoners were now using release on temporary licence (ROTL) to maintain contact with their families (see paragraph 4.13) Despite this decrease in demand, visits were now available four afternoons a week for two hours, more than at our last inspection.
- 4.4** Six family days and six extended visiting days ran each year. The prison worked collaboratively with children's charity Spurgeons and the Forward Trust to host the family days, which were well regarded by prisoners. A good range of creative activities were available.
- 4.5** The bright, relaxed and welcoming visitors' centre and outdoor garden area was impressive and was well equipped with games, toys and activities for children (see Appendix IV, Photograph). An experienced children's charity family support worker based in the visitors' centre provided activities outside social visits so prisoners could spend extra time with their children, for example, a weekly homework and baby bonding clubs, which was positive.
- 4.6** An eight-week Time for You and Your Child course was delivered to enable prisoners to share their experiences of being a parent and an in-room course aimed to help prisoners develop parenting techniques.
- 4.7** The Forward Trust family worker provided a good range of practical and emotional support for prisoners and their family, including one-to-one support, mediation and monthly group workshops.
- 4.8** Prisoners had excellent access to phones, and in our survey, 100% said they could use a phone every day. The Email a Prisoner scheme to help friends and family stay in touch was also available.

Good practice

- 4.9** *A range of creative activities was organised during family days, promoting meaningful contact between prisoners and their families.*

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.

- 4.10** Work to rehabilitate prisoners was good. In our survey, 74% of prisoners said their experiences at Stanford Hill had made them less likely to reoffend. The prison had undertaken some good work to determine the needs of its population, through, for example, a needs analysis that considered prisoners' criminogenic profiles, demographics and offending behaviour. An up-to-date strategy provided a clear structure for reducing reoffending. The reducing reoffending action plan was dynamic and prison-wide. Reducing reoffending meetings, held every two months, were well attended and effective in implementing and reviewing actions.
- 4.11** The number of staff providing offender supervision was impressive. A senior probation officer supported five probation officers and a trainee. In addition, there were 17 prison offender supervisors whose duties were split between offender management and other roles in the prison. Caseloads were manageable: probation officers carried about 35 high risk cases and prison offender supervisors about 20 low and medium risk cases. Recorded levels of contact with prisoners were variable but met prisoners' needs.
- 4.12** Offender management work was good. Almost all prisoners had an up-to-date offender assessment system (OASys) report outlining their risks and needs, which was better than we usually see. Probation officers reminded community offender managers of outstanding OASys reports for high risk prisoners. Prison offender supervisors completed OASys reports for low or medium risk prisoners to a good standard. In all the cases we examined, sentence plans were appropriate for open conditions and objectives involved ROTL, which was good. In our survey, nearly all prisoners (95%) said they understood what they needed to do to achieve their sentence plan objectives and targets.
- 4.13** The prison made good use of ROTL to resettle prisoners into the community. In the previous six months, ROTL had been used on almost 28,300 occasions. During the inspection, 80% of the population had been approved for ROTL and the range of meaningful work and activities available was good. (However, see key concern and recommendation S39.)
- 4.14** The ROTL process was managed safely and in line with a new national policy published in May 2019. Prisoners' transfer checks (which ensure prisoners should have been transferred to open conditions) informed ROTL board decisions. However, there was a delay of up to a month in about 50 cases where transfer checks were yet to begin or information from community offender managers remained outstanding.
- 4.15** The prison had recently introduced a formal ROTL risk board, which we welcomed. At these boards, prisoners could be approved for more than one category of ROTL. Boards were structured and effective but prisoners were not invited to attend. Decision making was well considered and informed by a full range of information.

- 4.16** Home detention curfew assessments were better managed than at the previous inspection. All seven prisoners approved over the previous six months were released on time.
- 4.17** The prison held 129 prisoners serving indeterminate sentences, 47 of whom were serving indeterminate sentences for public protection and 82 life sentences. Support for this growing number of prisoners was good. Monthly lifer forums were well attended. There were no lifer days but lifers could apply for family days and extended visits. The Prison Advice and Care Trust (PACT) helped prisoners prepare for parole hearings (see also paragraph 2.55). Paperwork was submitted promptly for prisoners who were eligible for parole and effective tracking and monitoring systems were in place. (See also paragraph 4.33.)

Recommendation

- 4.18 Prisoners' transfer checks to inform ROTL board decisions should be completed promptly.**

Public protection

- 4.19** Public protection procedures were generally robust. The monthly inter-departmental risk management team (IDRMT) meeting was well attended. It considered prisoners on multi-agency public protection arrangements (MAPPA) level 2 (where the active involvement of one or more agency is required) and level 3 (which covers prisoners on the highest risk level), as well as those subject to enhanced behavioural monitoring, all new indeterminate sentenced prisoners and complex cases. However, it did not routinely consider those approaching release to ensure that risks were being properly managed.
- 4.20** There were 251 prisoners subject to MAPPA. MAPPA levels were usually confirmed before prisoners were released on temporary licence. All prisoners approaching release had their MAPPA levels confirmed.
- 4.21** Where community offender managers had asked for input into MAPPA meetings, MAPPA F reports (information-sharing reports) were sufficiently detailed and completed to a good standard.
- 4.22** No prisoners were subject to mail or telephone monitoring or to child contact restrictions.

Recommendation

- 4.23 The IDRMT should consider prisoners approaching release to ensure that risks are properly managed.**

Categorisation and transfers

- 4.24** In total, 21 prisoners had been re-categorised over the previous six months. The cases we reviewed demonstrated that decisions to return prisoners to closed conditions were justified and reasonably consistent. However, in some cases, the reasons for the return were not clearly communicated to the prisoner. This meant these prisoners were not always sure about why they had failed in open conditions and did not know how they could avoid making similar mistakes in the future. Transfers back to closed conditions were swift and took place on the day the decision was made.

Recommendation

- 4.25 The reasons for a return to closed conditions should be clearly communicated to prisoners.**

Interventions

Expected outcomes:

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

- 4.26** Very few prisoners who arrived at Stanford Hill were required to have their offending behaviour needs addressed. The few who required interventions could complete the Thinking Skills and Building Better Relationships programmes in the community while on temporary release. Three prisoners had completed one of these programmes in the previous six months.
- 4.27** Accommodation outcomes for prisoners were good. Many prisoners already had addresses to return to as part of their ROTL arrangements. The community rehabilitation company (CRC) made housing referrals to the local authority for low and medium risk prisoners requiring accommodation during the last 12 weeks before their release. PACT workers also saw prisoners up to six months pre-release and could refer them directly to a local housing provider, which offered private accommodation.
- 4.28** In the six months before the inspection, 133 prisoners were released into the community and 96% went into permanent and sustainable accommodation. No prisoners had been released without any accommodation since April 2019.
- 4.29** A good range of support was available to help prisoners manage their finances, benefits and debts. A local service provided weekly drop-in sessions offering a range of specialist advice, while the enhanced through-the-gate service delivered by the CRC offered modules on managing finances and debt. A representative from Jobcentre Plus was available twice a week offering benefits advice and helping prisoners to set up benefit claims before their release.
- 4.30** The Working Out scheme helped prisoners who were in employment to open bank accounts and the CRC supported prisoners during their last 12 weeks before release to do the same. Prisoners received good support in opening bank accounts and over the previous six months, the CRC had helped 24 prisoners to open one. Some prisoners opened their own bank accounts while on ROTL.

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.

- 4.31** Approximately 20 prisoners were released each month and in our survey, 73% of prisoners who expected to be released in the following three months said somebody was helping them prepare for release. The CRC was well resourced and, supported by two peer workers, provided a good service and generally met prisoners' needs. Drop-in clinics were available in the resettlement office and prisoners could use the phone to make their own appointments

and release arrangements. A good range of pre-release interventions was available, including an Understanding Your Licence programme, which was delivered every week.

- 4.32** Prisoners were identified 12 weeks before their release and meaningful resettlement planning was evident in most cases. However, in one case it appeared there had been no contact with the prisoner. We found all appointments had been arranged when the prisoner was not available and out working on ROTL, which resettlement staff should have been aware of.
- 4.33** We welcomed the resources provided by the pathways enhanced resettlement service.¹⁶ It provided additional support to prisoners with personality difficulties during their transition to the prison from closed conditions and moving into the community on release. It offered them accompanied ROTL access and emotional and practical resettlement support. The service mainly supported indeterminate sentenced prisoners and the provision was good. (See also paragraph 4.23.)
- 4.34** Reception release arrangements were appropriate. As the establishment was in a remote location, a prison driver could take prisoners to Sittingbourne train station, from where they could make onward journeys.

¹⁶ The pathways enhanced resettlement service is an HMPPS project and part of the offender personality disorder programme. HMP Stanford Hill and the London Pathways Partnership work together to support prisoners who may find the transition into open conditions and safe release into the community difficult.

Section 5. Summary of recommendations and good practice

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

Key concerns and recommendations		Directed to:
S35	<p>Key concern: Officers did not routinely complete paperwork after using handcuffs to move prisoners back to closed conditions. This meant not all force was accurately recorded or justified.</p> <p>Recommendation: The prison should ensure that all use of force against prisoners, specifically the application of handcuffs, is recorded in full and justified.</p>	The Governor
S36	<p>Key concern: Following the receipt of intelligence, not all required actions were conducted. For example, not all suspicion drug tests or room searches were carried out when required.</p> <p>Recommendation: The prison should promptly conduct all room searches and suspicion drug tests necessary following the receipt of credible security intelligence.</p>	The Governor
S37	<p>Key concern: The management of serveries had declined since the previous inspection and was now poor. Although generally clean, hot cupboards and hot plates were sometimes dirty. They were not always switched on early enough to ensure that food was kept at the required temperature and some food was not placed on the hot plate. Some food was only lukewarm by the end of service. Some prisoners were not dressed correctly when serving food. Trolleys used to transport food were dirty.</p> <p>Recommendation: Food should be served hygienically and at a sufficient temperature.</p>	The Governor
S38	<p>Key concern: The management of equality and diversity work had improved but remained weak. Senior managers were allocated a protected characteristic to champion, but they did not fully understand or promote their role.</p> <p>Recommendation: Managers should demonstrate strong leadership in eliminating all forms of discrimination and promoting equality.</p>	The Governor

S39	<p>Key concern: Managers analysed some equality monitoring data, but the range was too narrow. For example, prisoners' access to ROTL, a key feature of the prison, was not routinely analysed. Where unequal outcomes were found, investigations were conducted, but findings were not shared widely with prisoners. This meant some prisoners still had poor perceptions of how they were treated.</p> <p>Recommendation: A wide range of equality monitoring data, including on ROTL, should be analysed regularly. Findings from investigations into unequal outcomes should be shared widely with prisoners.</p>	The Governor
S40	<p>Key concern: Out-of-hours access to primary and mental health services for approximately half the population, who worked outside during core hours, was limited.</p> <p>Recommendation: Out-of-hours' access to primary and mental health services, including nurse and GP clinics, should be increased to support the significant number of prisoners who work off site.</p>	The Governor
General recommendations		Directed to:
1.7	First night rooms should contain adequate furniture, including lockable cupboards, and suitable flooring.	The Governor
1.14	The prison should work with prisoners to determine the reasons for prisoners' perceptions of threats and intimidation from staff so they can be addressed.	The Governor
2.4	The personal officer scheme should be properly implemented – meetings should take place regularly and case notes should be completed routinely.	The Governor
2.43	Out-of-hours' access to primary and mental health services, including nurse and GP clinics, should be increased to support the significant number of prisoners who work off site.	The Governor
2.44	The head of health care should ensure that all incidents and risks are identified and managed through agreed governance processes.	The Governor
2.45	The head of health care should ensure that all staff communicate with prisoners with respect and should monitor the issue through governance processes.	The Governor
2.70	The pharmacist or a pharmacy technician should attend the prison regularly to offer face-to-face appointments with prisoners and to support dispensary staff.	The Governor
2.71	All missed doses of medicine should be monitored, reported as clinical incidents and treated as a service risk until rectified.	The Governor
2.75	Prisoners should have access to routine dental appointments within six weeks. (Repeated recommendation 2.81)	The Governor
3.15	Prison managers should improve arrangements to assure the quality of the vocational provision delivered by East Kent College.	The Governor
3.16	Prisoners employed in prison work should be offered qualifications.	The Governor
3.17	The employability skills prisoners develop in prison work should be recorded and recognised.	The Governor
3.25	Teachers should ensure that they check prisoners' understanding of key concepts and facts before they proceed to the next topic.	The Governor
3.33	Managers should develop strategies to reduce the proportion of prisoners who arrive late at lessons and activities, and teachers should reinforce the importance of punctuality as a key workplace requirement.	The Governor

3.38	Leaders, managers and teachers should ensure that prisoners understand the importance of achieving a level 2 qualification in English and mathematics to enhance their employment prospects. They should promote the message in the information, advice and guidance they provide to prisoners.	The Governor
4.18	Prisoners' transfer checks to inform ROTL board decisions should be completed promptly.	The Governor
4.23	The IDRMT should consider prisoners approaching release to ensure that risks are properly managed.	The Governor
4.25	The reasons for a return to closed conditions should be clearly communicated to prisoners.	The Governor
Examples of good practice		
1.15	The CSIP system was used when prisoners had broken rules or failed to meet standards of behaviour expected of them in the open estate. The process involved multidisciplinary input at boards where prisoners could present their case and where options to help them address their behaviour could be discussed. Early indications suggested that this was helping prisoners to change their behaviour.	
2.63	The prison used a community pharmacist to dispense opiate substitution therapy, which enabled prisoners receiving the treatment to work in the community.	
3.18	The prison's Working Out scheme, providing community work and training placements and direct employment with employers in many different sectors, enabled prisoners to develop good employability skills and secure employment on release.	
4.9	A range of creative activities was organised during family days, promoting meaningful contact between prisoners and their families.	

Section 6. Appendices

Appendix I: Inspection team

Colin Carroll	Team leader
Michael Dunkley	Inspector
Kellie Reeve	Inspector
Jade Richards	Inspector
Darren Wilkinson	Inspector
Billie Powell	Researcher
Claudia Vince	Researcher
Tania Osborne	Lead health and social care inspector
Jan Fooks-Bale	Care Quality Commission inspector
Cat Reeves	Care Quality Commission inspector
Chris Dearnley	Ofsted inspector
Darryl Jones	Ofsted inspector
Charles Searle	Ofsted inspector
Martyn Griffiths	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, most prisoners' journeys to the prison were short. Support on arrival and during their early days at the prison was good. Most men felt safe and there were very few incidents. Arrangements to manage poor behaviour were generally good. Those at risk of self-harm received good support. Staff's awareness of adult safeguarding needed to improve. Security arrangements were appropriate and supported resettlement. Challenges around the use of illicit drugs were well managed. The incentives and earned privileges (IEP) scheme was administered fairly. There was little need for formal disciplinary processed, which were generally well managed. Use of force was rare and prisoners who needed to be segregated were removed to a closed prison. Substance misuse services were good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Escort vans should arrive at the prison in time for prisoners to be allowed entry. (1.5)

Achieved

Prisoners should be accompanied by all their property on transfer from sending establishments. (1.6)

Achieved

Prisoners who are being monitored on suspicion of bullying should be set behavioural targets. (1.17)

Achieved

Night ACCT entries should not be predictable or repetitive. (1.25)

Achieved

Obvious ligature points in the holding area used for prisoners before their return to closed conditions should be removed. (1.26)

Partially achieved

The safeguarding policy should be re-launched and steps taken to ensure procedures are embedded across the prison. This should include engaging in local safeguarding partnerships and ensuring health service providers are appropriately involved. (1.30)

Achieved

The reduction in the number of intelligence reports submitted should be better understood and searches should be conducted promptly where reports indicate one is required. (1.41)

Partially achieved

The prison should ensure that prisoners can safely and discreetly dispose of used needles and syringes and widely publicise the dangers of anabolic steroid use. (1.42)

Achieved

The drug and alcohol strategy should have an up-to-date action plan. (1.59)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, the environment and living conditions were generally good. The applications process needed improvement. Staff-prisoner relationships had improved and were now good overall. Although some wing-based staff were still somewhat distant. Equality and diversity work was underdeveloped and prisoners from black and minority ethnic backgrounds and Muslim men were more negative than others about a range of outcomes. General complaints were very well managed. Legal provision was very limited. Health services were reasonably good. Prisoners were negative about the food and self-catering opportunities were too limited. There were reasonable interim arrangements to provide canteen on arrival. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Identified discrepancies in outcomes for prisoners from black and minority ethnic backgrounds and Muslim men should be investigated and addressed effectively, as should these groups' more negative perceptions identified in our survey. (S43)

Partially achieved

Recommendations

Prisoners should receive a response to an application within seven days and this should be recorded. (2.7)

Partially achieved

Wing-based staff should be proactive in their interactions with prisoners and have a better understanding of their key role in supporting prisoners' resettlement. (2.12)

Partially achieved

Completed DIRFs should include evidence of a thorough investigation, including interviews with all concerned, and feedback to the complainant should be documented. (2.19)

Achieved

Managers should ensure that the language needs of non-English speakers are fully addressed. (2.27)

Not achieved

Information and support services for gay, bisexual and transgender prisoners should be introduced and promoted. (2.28)

Not achieved

The prison should ensure sufficient legal services support is provided when required. (2.42)

Achieved

All health staff should have an annual appraisal and access to regular managerial and clinical supervision so that appropriate professional development can be provided. (2.56)

Achieved

The prison should have a well-advertised, accessible health complaints process that is confidential; responses should be consistent and respectful, as well as address the issues raised and provide prisoners with adequate explanations. (2.57)

Achieved

The health care building should be fit for purpose and urgent remedial action should be taken to ensure the leaking roof and the fabric of the building is fixed. (2.58)

Achieved

The prison should have a single robust appointment system and SystmOne should be used effectively to produce accurate information regarding waiting times and attendance. (2.68)

Achieved

The decontamination room should only be used for decontamination purposes and both the treatment and decontamination rooms should be fully compliant with dental infection control standards and subject to effective monitoring. (2.80)

Achieved

Prisoners should have access to routine dental appointments within six weeks. (2.81)

Not achieved (recommendation repeated, 2.75)

All custody officers should receive regular mental health awareness training so they can recognise and take appropriate action when a prisoner has mental health problems. (2.86)

Achieved

Adequate self-catering facilities should be provided on all wings to enable prisoners to cook for themselves. (2.93)

Partially 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 regime provided prisoners with very good time out of their rooms and access to outside areas. Learning and skills provision was good, building on some excellent partnerships. Sufficient work and education were available in the prison. Peer mentors were used very well. Allocations were fair but punctuality needed to improve. The amount of vocational training opportunities had increased but some were not accredited. Many prisoners benefited from the excellent range of external work opportunities which had led to good opportunities on release. Library services were limited but the gym provided reasonably good opportunities. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Quality assurance measures should be applied across all areas of provision and outcomes relating to partner agencies should be reported to the quality improvement group and included in the self-assessment report. (3.9)

Partially achieved

Procedures to encourage attendance at scheduled activities should be strengthened through cooperative working across all prison functions. (3.10)

Achieved

The range of vocational training should be developed to include a greater range of courses, particularly in construction trades, to help more prisoners prepare for employment. (3.17)

Achieved

All teachers should provide better guidance to learners on improving their written English skills. (3.25)

Achieved

Managers should increase the pace of improvement in English and mathematics. (3.26)

Achieved

Managers should ensure that the employment-related skills prisoners develop in vocational training and work placements are recorded and recognised. (3.30)

Not achieved

The library should increase its efforts to promote reading among prisoners. (3.36)

Achieved

The prison should introduce accredited vocational training in PE. (3.43)

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 focus of the prison was now firmly on the resettlement of prisoners. Excellent use was made of ROTL and processes were robust. Offender management arrangements provided for good risk management in preparation for release, but the quality of some work needed to improve. There were delays in the home detention curfew (HDC) process. Reintegration work led to good outcomes but new community rehabilitation company (CRC) contract arrangements were still bedding in. Support across the resettlement pathways was accessible and good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

HDC releases should be timely and delays due to late reports or administrative issues should be eliminated. (4.18)

Achieved

All restricted ROTL cases should be managed by a CPO and a member of the probation team should always attend ROTL boards for restricted cases. (4.19)

Achieved

The role of the public protection meeting should be reviewed and multidisciplinary attendance should be improved to ensure it is fully effective. (4.24)

Achieved

MAPPA levels should be confirmed well ahead of a prisoner's release, including on ROTL. (4.25)

Achieved

More should be done to ensure that indeterminate sentence prisoners build contact with families and friends prior to release. (4.30)

Achieved

More should be done to enable prisoners to develop independent living skills, including those with indeterminate sentences. (4.36)

Achieved

The NCS provider should record prisoner outcomes post-release so that it can better evaluate the effectiveness of the service. (4.43)

Achieved

Appendix III: Prison population profile

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

Status	18–20 year olds	21 and over	%
Sentenced	1	451	71%
Recall	0	8	1.7%
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
Total	1	459	100%

Sentence	18–20 year 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	21	4.5%
4 years to less than 10 years	1	210	45.9%
10 years and over (not life)	0	94	20.4%
ISPP (indeterminate sentence for public protection)	0	37	8%
Life	0	97	29.1%
Total	1	459	100%

Age	Number of prisoners	%
Please state minimum age here: 20 years	0	0
Under 21 years	1	0.2%
21 years to 29 years	82	17.8%
30 years to 39 years	166	36.1%
40 years to 49 years	103	22.4%
50 years to 59 years	74	16.1%
60 years to 69 years	26	5.7%
70 plus years	8	1.7%
Please state maximum age here:	81	
Total	460	100%

Nationality	18–20 year olds	21 and over	%
British	1	442	96.3%
Foreign nationals	0	17	3.7%
Total	1	459	100%

Security category	18–20 year olds	21 and over	%
Uncategorised unsentenced			
Uncategorised sentenced			
Category A			
Category B			
Category C			
Category D	1	459	
Other			
Total	1	459	100%

Ethnicity	18–20 year olds	21 and over	%
White		23	5%
British		223	48.5%
Irish		13	2.8%
Gypsy/Irish Traveller		20	4.3%
Other white			
		279	60.7%
Mixed			
White and black Caribbean		12	2.6%
White and black African		2	0.4%
White and Asian		1	0.2%
Other mixed		8	1.7%
		23	5%
Asian or Asian British		13	2.8%
Indian		13	2.8%
Pakistani		12	2.6%
Bangladeshi		12	2.6%
Chinese		0	0
Other Asian			
		50	10.9%
Black or black British			
Caribbean		48	10.4%
African	1	25	5.7%
Other black		24	5.2%
	1	97	21.3%
Other ethnic group			
Arab		2	0.4%
Other ethnic group		7	1.5%
		9	2.0%
Not stated			
Total	1	459	100%

Religion	18–20 year olds	21 and over	%
Baptist		2	
Church of England		97	
Roman Catholic		75	
Other Christian denominations	1	57	
Muslim		96	
Sikh		6	
Hindu		3	
Buddhist		12	
Jewish		5	
Other		12	
No religion		93	
Total	1	459	100%

Other demographics	18–20 year olds	21 and over	%
Veteran (ex-armed services)			
	Non recorded on	c-nomis report	
Total	0	0	0

Sentenced prisoners only

Length of stay	18–20 year olds		21 and over	
	Number	%	Number	%
Less than 1 month			31	6.7%
1 month to 3 months	1	0.2%	51	11.1%
3 months to 6 months			74	16.1%
6 months to 1 year			150	32.6%
1 year to 2 years			139	30.2%
2 years to 4 years			14	3%
4 years or more				
Total	1	0.2%	459	99.8%

Sentenced prisoners only

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

Unsentenced prisoners only

Length of stay	18–20 year olds		21 and over	
	Number	%	Number	%
Less than 1 month				
1 month to 3 months				
3 months to 6 months				
6 months to 1 year				
1 year to 2 years				
2 years to 4 years				
4 years or more				
Total	0	0	0	0

Main offence	18–20 year olds	21 and over	%
Violence against the person		165	36%
Sexual offences		0	0%
Burglary		19	4%
Robbery		42	9%
Theft and handling		6	1.4%
Fraud and forgery		29	6.4%
Drugs offences		139	30.2%
Other offences		57	12.5%
Civil offences		2	0.5%
Offence not recorded /holding warrant		0	0%
Total		459	100%

Appendix IV: Photograph



Visits hall

Appendix V: 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.¹⁷

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.¹⁸

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.¹⁹ 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 19 August 2015 the prisoner population at HMP & YOI Stanford Hill was 460. Using the sampling method described above, questionnaires were distributed to 240 prisoners. We received a total of 118 completed questionnaires, a response rate of 58%. Fifteen prisoners declined to participate in the survey and 71 questionnaires were either not returned at all, or returned blank.

¹⁷ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁸ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁹ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP & YOI Stanford Hill. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.²⁰ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMP & YOI Stanford Hill 2019²¹ compared with those from other HMI Prisons surveys²²

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

Comparisons between different residential locations within HMP & YOI Stanford Hill 2019

- Responses of prisoners on the ROTL workers' wing (C wing) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP & YOI Stanford Hill 2019²³

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Muslim prisoners' responses compared with those of non-Muslim 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.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁴

In the comparator analyses, statistically significant differences are indicated by shading.²⁵ 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

²⁰ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

²¹ 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.

²² 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.

²³ These analyses are carried out on summary data from selected survey questions only.

²⁴ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁵ 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.

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.

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

Background information

I.1	What wing or houseblock are you currently living on?	
	A Wing.....	39 (33%)
	B Wing.....	56 (47%)
	C Wing.....	23 (19%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	5 (4%)
	26 - 29.....	12 (10%)
	30 - 39.....	32 (27%)
	40 - 49.....	39 (33%)
	50 - 59.....	20 (17%)
	60 - 69.....	7 (6%)
	70 or over.....	3 (3%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	62 (53%)
	White - Irish.....	3 (3%)
	White - Gypsy or Irish Traveller.....	3 (3%)
	White - any other White background	2 (2%)
	Mixed - White and Black Caribbean	5 (4%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	2 (2%)
	Asian/ Asian British - Indian.....	2 (2%)
	Asian/ Asian British - Pakistani.....	2 (2%)
	Asian/ Asian British - Bangladeshi.....	4 (3%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	17 (14%)
	Black/ Black British - African	11 (9%)
	Black - any other Black/ African/ Caribbean background.....	2 (2%)
	Arab.....	1 (1%)
	Any other ethnic group.....	1 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	27 (23%)
	6 months or more	89 (77%)
I.5	Are you currently serving a sentence?	
	Yes	114 (97%)
	Yes - on recall.....	3 (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.....	0 (0%)
6 months to less than 1 year.....	0 (0%)
1 year to less than 4 years.....	15 (13%)
4 years to less than 10 years.....	39 (33%)
10 years or more.....	20 (17%)
IPP (indeterminate sentence for public protection).....	14 (12%)
Life.....	29 (25%)
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.....	41 (35%)
No.....	73 (62%)
Don't remember.....	3 (3%)

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

Less than 2 hours.....	82 (71%)
2 hours or more.....	30 (26%)
Don't remember.....	4 (3%)

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

Yes.....	101 (88%)
No.....	10 (9%)
Don't remember.....	4 (3%)

2.4 Overall, how were you treated in reception?

Very well.....	49 (42%)
Quite well.....	57 (49%)
Quite badly.....	6 (5%)
Very badly.....	4 (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.....	15 (13%)
Contacting family.....	7 (6%)
Arranging care for children or other dependants.....	0 (0%)
Contacting employers.....	3 (3%)
Money worries.....	10 (9%)
Housing worries.....	13 (11%)
Feeling depressed.....	8 (7%)
Feeling suicidal.....	2 (2%)
Other mental health problems.....	4 (3%)
Physical health problems.....	8 (7%)
Drug or alcohol problems (e.g. withdrawal).....	2 (2%)
Problems getting medication.....	11 (10%)
Needing protection from other prisoners.....	1 (1%)
Lost or delayed property.....	22 (19%)
Other problems.....	10 (9%)
Did not have any problems.....	64 (56%)

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

Yes.....	22 (20%)
No.....	26 (23%)
Did not have any problems when I first arrived.....	64 (57%)

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.....	39 (34%)
Toiletries / other basic items	39 (34%)
A shower.....	61 (53%)
A free phone call.....	58 (50%)
Something to eat.....	80 (69%)
The chance to see someone from health care	81 (70%)
The chance to talk to a Listener or Samaritans.....	32 (28%)
Support from another prisoner (e.g. Insider or buddy)	36 (31%)
Wasn't offered any of these things.....	9 (8%)

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

Very clean	3 (3%)
Quite clean	31 (26%)
Quite dirty	37 (31%)
Very dirty.....	45 (38%)
Don't remember	2 (2%)

3.3 Did you feel safe on your first night here?

Yes	104 (89%)
No.....	9 (8%)
Don't remember	4 (3%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	31 (27%)	83 (73%)	0 (0%)
Free PIN phone credit?	76 (65%)	39 (33%)	2 (2%)
Numbers put on your PIN phone?	50 (50%)	46 (46%)	4 (4%)

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

Yes.....	85 (74%)
No.....	29 (25%)
Have not had an induction.....	1 (1%)

On the wing

4.1 Are you in a cell on your own?

Yes.....	117 (100%)
No, I'm in a shared cell or dormitory.....	0 (0%)

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

Yes.....	2 (2%)
No.....	4 (3%)
Don't know.....	6 (5%)
Don't have a cell call bell.....	103 (90%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	104 (90%)	9 (8%)	2 (2%)
Can you shower every day?	115 (99%)	1 (1%)	0 (0%)
Do you have clean sheets every week?	97 (86%)	11 (10%)	5 (4%)
Do you get cell cleaning materials every week?	99 (86%)	13 (11%)	3 (3%)
Is it normally quiet enough for you to relax or sleep at night?	84 (73%)	31 (27%)	0 (0%)
Can you get your stored property if you need it?	80 (71%)	19 (17%)	13 (12%)

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

Very clean	5 (4%)
Quite clean	47 (41%)
Quite dirty	37 (32%)
Very dirty	27 (23%)

Food and canteen

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

Very good	2 (2%)
Quite good	37 (31%)
Quite bad	50 (42%)
Very bad	29 (25%)

5.2 Do you get enough to eat at mealtimes?

Always.....	23 (20%)
Most of the time.....	46 (39%)
Some of the time.....	30 (26%)
Never	18 (15%)

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

Yes	75 (66%)
No.....	36 (32%)
Don't know.....	3 (3%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	87 (74%)
No.....	30 (26%)

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

Yes	97 (87%)
No.....	15 (13%)

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

Yes	49 (42%)
No.....	67 (58%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	39 (34%)
	Quite helpful.....	32 (28%)
	Not very helpful	15 (13%)
	Not at all helpful.....	9 (8%)
	Don't know.....	14 (12%)
	Don't have a personal / named officer	6 (5%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	44 (38%)
	Sometimes	43 (37%)
	Hardly ever.....	26 (22%)
	Don't know.....	4 (3%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	64 (59%)
	No.....	45 (41%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	33 (28%)
	Yes, but things don't change.....	40 (34%)
	No.....	20 (17%)
	Don't know.....	23 (20%)

Faith

7.1	What is your religion?	
	No religion.....	38 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	52 (44%)
	Buddhist.....	2 (2%)
	Hindu.....	1 (1%)
	Jewish	0 (0%)
	Muslim.....	20 (17%)
	Sikh	0 (0%)
	Other	4 (3%)
7.2	Are your religious beliefs respected here?	
	Yes.....	55 (48%)
	No.....	10 (9%)
	Don't know.....	11 (10%)
	Not applicable (no religion).....	38 (33%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	72 (62%)
	No.....	2 (2%)
	Don't know.....	5 (4%)
	Not applicable (no religion).....	38 (32%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	76 (65%)
	No.....	1 (1%)
	Don't know.....	2 (2%)
	Not applicable (no religion).....	38 (32%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	62 (54%)
	No.....	53 (46%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	19 (17%)
	No.....	95 (83%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	115 (100%)
	No.....	0 (0%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	10 (9%)
	Quite easy	51 (45%)
	Quite difficult	30 (26%)
	Very difficult	19 (17%)
	Don't know.....	4 (4%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	4 (4%)
	About once a week	11 (10%)
	Less than once a week.....	58 (51%)
	Not applicable (don't get visits)	40 (35%)
8.6	Do visits usually start and finish on time?	
	Yes	65 (90%)
	No.....	7 (10%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	68 (94%)
	No.....	4 (6%)

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	106 (92%)
	Yes, but these times are not usually kept to	8 (7%)
	No.....	1 (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	1 (1%)
	2 to 6 hours.....	12 (11%)
	6 to 10 hours	26 (23%)
	10 hours or more	68 (61%)
	Don't know.....	5 (4%)

9.3 How long do you usually spend out of your cell on a typical Saturday or Sunday?

Less than 2 hours	6 (5%)
2 to 6 hours.....	23 (20%)
6 to 10 hours	19 (17%)
10 hours or more	61 (54%)
Don't know.....	5 (4%)

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	0 (0%)
1 or 2	6 (5%)
3 to 5.....	9 (8%)
More than 5.....	96 (83%)
Don't know.....	4 (3%)

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

None.....	0 (0%)
1 or 2	1 (1%)
3 to 5	1 (1%)
More than 5.....	107 (95%)
Don't know	4 (4%)

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

None.....	1 (1%)
1 or 2	0 (0%)
3 to 5	2 (2%)
More than 5.....	107 (94%)
Don't know	4 (4%)

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

Twice a week or more	73 (65%)
About once a week	7 (6%)
Less than once a week.....	9 (8%)
Never	24 (21%)

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

Twice a week or more	45 (39%)
About once a week	26 (23%)
Less than once a week.....	25 (22%)
Never	19 (17%)

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

Yes.....	66 (58%)
No.....	29 (25%)
Don't use the library	19 (17%)

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

Yes.....	101 (89%)
No.....	7 (6%)
Don't know.....	6 (5%)

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?	78 (73%)	22 (21%)	7 (7%)
Are applications usually dealt with within 7 days?	66 (65%)	29 (28%)	7 (7%)

10.3 Is it easy for you to make a complaint?

Yes.....	91 (79%)
No.....	8 (7%)
Don't know.....	16 (14%)

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

	Yes	No	Not made any complaints
Are complaints usually dealt with fairly?	32 (31%)	20 (19%)	52 (50%)
Are complaints usually dealt with within 7 days?	23 (23%)	24 (24%)	52 (53%)

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

Yes.....	12 (11%)
No.....	61 (55%)
Not wanted to make a complaint	37 (34%)

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

	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative?	62 (55%)	11 (10%)	15 (13%)	24 (21%)
Attend legal visits?	50 (48%)	7 (7%)	24 (23%)	24 (23%)
Get bail information?	21 (21%)	4 (4%)	23 (23%)	52 (52%)

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

Yes.....	23 (21%)
No.....	43 (39%)
Not had any legal letters	45 (41%)

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

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	7 (6%)	31 (27%)	39 (34%)	30 (26%)	7 (6%)
Nurse	21 (18%)	47 (41%)	18 (16%)	21 (18%)	7 (6%)
Dentist	3 (3%)	11 (10%)	33 (29%)	55 (48%)	12 (11%)
Mental health workers	8 (7%)	10 (9%)	3 (3%)	19 (17%)	71 (64%)

11.2 What do you think of the quality of the health service from the following people?

	Very good	Quite good	Quite bad	Very bad	Don't know
Doctor	12 (11%)	43 (39%)	20 (18%)	15 (14%)	20 (18%)
Nurse	20 (18%)	42 (38%)	19 (17%)	18 (16%)	11 (10%)
Dentist	12 (11%)	21 (19%)	20 (18%)	24 (22%)	34 (31%)
Mental health workers	3 (3%)	11 (10%)	1 (1%)	8 (8%)	83 (78%)

11.3 Do you have any mental health problems?

Yes.....	12 (11%)
No.....	100 (89%)

11.4 Have you been helped with your mental health problems in this prison?

Yes.....	6 (5%)
No.....	6 (5%)
Don't have any mental health problems.....	100 (89%)

11.5 What do you think of the overall quality of the health services here?

Very good	6 (6%)
Quite good	39 (36%)
Quite bad	31 (28%)
Very bad	23 (21%)
Don't know.....	10 (9%)

Other support needs**12.1 Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?**

Yes	22 (20%)
No.....	89 (80%)

12.2 If you have a disability, are you getting the support you need?

Yes	8 (7%)
No.....	14 (13%)
Don't have a disability	89 (80%)

12.3 Have you been on an ACCT in this prison?

Yes	2 (2%)
No	108 (98%)

12.4 If you have been on an ACCT in this prison, did you feel cared for by staff?

Yes	1 (1%)
No	0 (0%)
Have not been on an ACCT in this prison	108 (99%)

12.5 How easy or difficult is it for you to speak to a Listener, if you need to?

Very easy	22 (20%)
Quite easy	18 (17%)
Quite difficult	4 (4%)
Very difficult	3 (3%)
Don't know.....	61 (56%)
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.....	5 (4%)
	No.....	107 (96%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes.....	5 (4%)
	No.....	0 (0%)
	Did not / do not have an alcohol problem	107 (96%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	5 (4%)
	No.....	107 (96%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes.....	2 (2%)
	No.....	110 (98%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes.....	2 (2%)
	No.....	110 (98%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes.....	7 (6%)
	No.....	1 (1%)
	Did not / do not have a drug problem.....	104 (93%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	26 (23%)
	Quite easy.....	14 (13%)
	Quite difficult	2 (2%)
	Very difficult	0 (0%)
	Don't know.....	69 (62%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	15 (14%)
	Quite easy.....	14 (13%)
	Quite difficult	7 (6%)
	Very difficult	1 (1%)
	Don't know.....	74 (67%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes.....	18 (16%)
	No.....	93 (84%)
14.2	Do you feel unsafe now?	
	Yes.....	6 (5%)
	No.....	106 (95%)

- I4.3 Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)**
- | | |
|---|----------|
| Verbal abuse..... | 10 (10%) |
| Threats or intimidation..... | 8 (8%) |
| Physical assault..... | 2 (2%) |
| Sexual assault | 1 (1%) |
| Theft of canteen or property..... | 4 (4%) |
| Other bullying / victimisation | 6 (6%) |
| Not experienced any of these from prisoners here..... | 90 (86%) |
- I4.4 If you were being bullied / victimised by other prisoners here, would you report it?**
- | | |
|-----------|----------|
| Yes | 34 (32%) |
| No..... | 71 (68%) |
- I4.5 Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply.)**
- | | |
|---|----------|
| Verbal abuse..... | 17 (16%) |
| Threats or intimidation..... | 15 (14%) |
| Physical assault..... | 3 (3%) |
| Sexual assault | 2 (2%) |
| Theft of canteen or property..... | 2 (2%) |
| Other bullying / victimisation | 18 (17%) |
| Not experienced any of these from staff here..... | 81 (76%) |
- I4.6 If you were being bullied / victimised by staff here, would you report it?**
- | | |
|-----------|----------|
| Yes | 43 (40%) |
| No..... | 65 (60%) |

Behaviour management

- I5.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**
- | | |
|--|----------|
| Yes | 62 (57%) |
| No..... | 34 (31%) |
| Don't know what the incentives / rewards are | 12 (11%) |
- I5.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?**
- | | |
|-------------------------------|----------|
| Yes | 60 (55%) |
| No..... | 19 (17%) |
| Don't know..... | 18 (17%) |
| Don't know what this is | 12 (11%) |
- I5.3 Have you been physically restrained by staff in this prison in the last 6 months?**
- | | |
|----------|-----------|
| Yes..... | 1 (1%) |
| No | 110 (99%) |
- 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..... | 0 (0%) |
| No | 1 (1%) |
| Don't remember | 0 (0%) |
| Not been restrained here in last 6 months..... | 110 (99%) |

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

Yes..... 1 (1%)
 No..... 107 (99%)

15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:

	Yes	No
Were you treated well by segregation staff?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

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	96 (91%)	4 (4%)	6 (6%)	0 (0%)
Vocational or skills training	61 (57%)	23 (21%)	21 (20%)	2 (2%)
Prison job	99 (93%)	4 (4%)	3 (3%)	0 (0%)
Voluntary work outside of the prison	60 (57%)	30 (29%)	15 (14%)	0 (0%)
Paid work outside of the prison	21 (20%)	70 (66%)	15 (14%)	0 (0%)

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	64 (62%)	32 (31%)	8 (8%)
Vocational or skills training	61 (59%)	22 (21%)	20 (19%)
Prison job	36 (36%)	59 (60%)	4 (4%)
Voluntary work outside of the prison	45 (44%)	29 (28%)	28 (27%)
Paid work outside of the prison	52 (51%)	6 (6%)	44 (43%)

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

Yes..... 73 (70%)
 No..... 30 (29%)
 Not applicable (e.g. if you are retired, sick or on remand) 1 (1%)

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

Yes..... 91 (84%)
 No..... 17 (16%)

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

Yes..... 86 (95%)
 No..... 4 (4%)
 Don't know what my objectives or targets are..... 1 (1%)

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

Yes..... 65 (74%)
 No..... 22 (25%)
 Don't know what my objectives or targets are..... 1 (1%)

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	35 (44%)	6 (8%)	38 (48%)
Other programmes	33 (43%)	6 (8%)	38 (49%)
One to one work	22 (29%)	7 (9%)	47 (62%)
Being on a specialist unit	4 (6%)	6 (8%)	62 (86%)
ROTL - day or overnight release	68 (79%)	0 (0%)	18 (21%)

Preparation for release

18.1 Do you expect to be released in the next 3 months?

Yes	26 (24%)
No.....	80 (73%)
Don't know.....	3 (3%)

18.2 How close is this prison to your home area or intended release address?

Very near.....	1 (4%)
Quite near.....	8 (31%)
Quite far.....	12 (46%)
Very far.....	5 (19%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes.....	19 (73%)
No.....	7 (27%)

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	7 (29%)	5 (21%)	12 (50%)
Getting employment	3 (13%)	9 (38%)	12 (50%)
Setting up education or training	2 (8%)	6 (25%)	16 (67%)
Arranging benefits	5 (21%)	8 (33%)	11 (46%)
Sorting out finances	0 (0%)	7 (32%)	15 (68%)
Support for drug or alcohol problems	1 (5%)	3 (14%)	18 (82%)
Health / mental health support	1 (4%)	3 (13%)	19 (83%)
Social care support	0 (0%)	4 (17%)	19 (83%)
Getting back in touch with family or friends	2 (9%)	3 (13%)	18 (78%)

More about you

19.1 Do you have children under the age of 18?

Yes.....	52 (46%)
No.....	60 (54%)

19.2 Are you a UK / British citizen?

Yes.....	108 (97%)
No.....	3 (3%)

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

Yes.....	3 (3%)
No.....	107 (97%)

19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes.....	7 (6%)
	No.....	103 (94%)
19.5	What is your gender?	
	Male.....	112 (100%)
	Female.....	0 (0%)
	Non-binary.....	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	110 (99%)
	Gay / lesbian / homosexual.....	0 (0%)
	Bisexual.....	0 (0%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	0 (0%)
	No	110 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	2 (2%)
	Less likely to offend.....	81 (74%)
	Made no difference	27 (25%)

HMP Stanford Hill 2019

Comparison of survey responses from different residential locations

In this table responses from the ROTL workers wing (C 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
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	0%	5%
	Are you 50 years of age or older?	26%	25%
	Are you 70 years of age or older?	4%	2%
1.3	Are you from a minority ethnic group?	4%	50%
1.4	Have you been in this prison for less than 6 months?	4%	28%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	3%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	14%
7.1	Are you Muslim?	4%	20%
11.3	Do you have any mental health problems?	9%	11%
12.1	Do you consider yourself to have a disability?	5%	24%
19.1	Do you have any children under the age of 18?	50%	46%
19.2	Are you a foreign national?	10%	1%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	2%
19.4	Have you ever been in the armed services?	18%	3%
19.5	Is your gender female or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	1%
19.7	Do you identify as transgender or transsexual?	0%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	44%	33%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	87%	67%
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?	91%	90%

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Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

2.5	When you first arrived, did you have any problems?	35%	47%
2.5	Did you have problems with:		
	- Getting phone numbers?	22%	11%
	- Contacting family?	9%	5%
	- Arranging care for children or other dependents?	0%	0%
	- Contacting employers?	4%	2%
	- Money worries?	13%	8%
	- Housing worries?	13%	11%
	- Feeling depressed?	4%	8%
	- Feeling suicidal?	0%	2%
	- Other mental health problems?	4%	3%
	- Physical health problems?	0%	9%
	- Drugs or alcohol (e.g. withdrawal)?	0%	2%
	- Getting medication?	4%	11%
	- Needing protection from other prisoners?	0%	1%
	- Lost or delayed property?	0%	24%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	67%	43%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	44%	31%
	- Toiletries / other basic items?	52%	29%
	- A shower?	70%	48%
	- A free phone call?	65%	46%
	- Something to eat?	70%	69%
	- The chance to see someone from health care?	74%	69%
	- The chance to talk to a Listener or Samaritans?	52%	22%
	- Support from another prisoner (e.g. Insider or buddy)?	57%	25%
	- None of these?	0%	10%
3.2	On your first night in this prison, was your cell very / quite clean?	17%	32%
3.3	Did you feel safe on your first night here?	91%	88%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	44%	23%
	- Free PIN phone credit?	70%	64%
	- Numbers put on your PIN phone?	43%	52%
3.5	Have you had an induction at this prison?	100%	99%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	87%	71%

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

Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

ON THE WING			
4.1	Are you in a cell on your own?	100%	100%
4.2	Is your cell call bell normally answered within 5 minutes?	0%	2%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	96%	89%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	91%	85%
	- Do you get cell cleaning materials every week?	86%	86%
	- Is it normally quiet enough for you to relax or sleep at night?	91%	69%
	- Can you get your stored property if you need it?	91%	67%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	70%	39%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	22%	36%
5.2	Do you get enough to eat at meal-times always / most of the time?	83%	53%
5.3	Does the shop / canteen sell the things that you need?	82%	62%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	87%	71%
6.2	Are there any staff here you could turn to if you had a problem?	100%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	57%	39%
6.4	Do you have a personal officer?	100%	94%
For those who have a personal officer:			
6.4	Is your personal or named officer very / quite helpful?	91%	58%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	48%	35%
6.6	Do you feel that you are treated as an individual in this prison?	73%	55%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	78%	59%
	If so, do things sometimes change?	56%	42%
FAITH			
7.1	Do you have a religion?	65%	68%
For those who have a religion:			
7.2	Are your religious beliefs respected here?	79%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	93%	91%
7.4	Are you able to attend religious services, if you want to?	93%	97%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	78%	48%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	17%	17%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
8.4	Is it very / quite easy for your family and friends to get here?	61%	52%
8.5	Do you get visits from family/friends once a week or more?	5%	15%
For those who get visits:			
8.6	Do visits usually start and finish on time?	100%	88%
8.7	Are your visitors usually treated respectfully by staff?	100%	93%

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

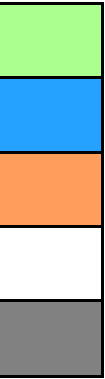
* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

ROTl workers wing (C Wing)	Rest of the establishment
23	95

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?	100%	91%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	73%	58%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	5%	5%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	59%	52%
9.4	Do you have time to do domestics more than 5 days in a typical week?	78%	85%
9.5	Do you get association more than 5 days in a typical week, if you want it?	100%	94%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	100%	92%
9.7	Do you typically go to the gym twice a week or more?	64%	65%
9.8	Do you typically go to the library once a week or more?	44%	66%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	94%	65%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	91%	88%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	86%	76%
	Are applications usually dealt with within 7 days?	82%	66%
10.3	Is it easy for you to make a complaint?	83%	78%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	56%	63%
	Are complaints usually dealt with within 7 days?	63%	46%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	14%	17%

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Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

For those who need it, is it easy to:			
10.6	Communicate with your solicitor or legal representative?	95%	63%
	Attend legal visits?	82%	56%
	Get bail information?	85%	29%
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?	44%	32%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	17%	37%
	- Nurse?	48%	63%
	- Dentist?	0%	15%
	- Mental health workers?	17%	16%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	46%	51%
	- Nurse?	50%	58%
	- Dentist?	23%	32%
	- Mental health workers?	18%	12%
11.3	Do you have any mental health problems?	9%	11%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	100%	40%
11.5	Do you think the overall quality of the health services here is very / quite good?	24%	46%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	5%	24%
For those who have a disability:			
12.2	Are you getting the support you need?	0%	38%
12.3	Have you been on an ACCT in this prison?	0%	2%
For those who have been on an ACCT:			
12.4	Did you feel cared for by staff?		100%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	55%	32%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	5%	4%
For those who had / have an alcohol problem:			
13.2	Have you been helped with your alcohol problem in this prison?	100%	100%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	0%	6%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	2%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	0%	2%
For those who had / have a drug problem:			
13.6	Have you been helped with your drug problem in this prison?		88%
13.7	Is it very / quite easy to get illicit drugs in this prison?	36%	36%
13.8	Is it very / quite easy to get alcohol in this prison?	23%	27%

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Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

SAFETY			
14.1	Have you ever felt unsafe here?	14%	17%
14.2	Do you feel unsafe now?	5%	6%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	16%	8%
	- Threats or intimidation?	26%	4%
	- Physical assault?	5%	1%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	5%	4%
	- Other bullying / victimisation?	11%	5%
	- Not experienced any of these from prisoners here	74%	88%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40%	31%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	25%	14%
	- Threats or intimidation?	20%	13%
	- Physical assault?	0%	3%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	5%	1%
	- Other bullying / victimisation?	20%	16%
	- Not experienced any of these from staff here	70%	77%
14.6	If you were being bullied / victimised by staff here, would you report it?	38%	40%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	55%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	77%	49%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	1%
For those who have been restrained in the last 6 months:			
15.4	Did anyone come and talk to you about it afterwards?		0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
For those who have spent one or more nights in the segregation unit in the last 6 months:			
15.6	Were you treated well by segregation staff?		
	Could you shower every day?		
	Could you go outside for exercise every day?		
	Could you use the phone every day (if you had credit)?		

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Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	90%	91%
	- Vocational or skills training?	70%	54%
	- Prison job?	95%	93%
	- Voluntary work outside of the prison?	75%	53%
	- Paid work outside of the prison?	32%	17%
16.2	In this prison, have you done the following activities:		
	- Education?	100%	91%
	- Vocational or skills training?	90%	78%
	- Prison job?	100%	95%
	- Voluntary work outside of the prison?	90%	69%
	- Paid work outside of the prison?	75%	52%
For those who have done the following activities, do you think they will help you on release:			
	- Education?	60%	68%
	- Vocational or skills training?	72%	74%
	- Prison job?	39%	38%
	- Voluntary work outside of the prison?	59%	61%
	- Paid work outside of the prison?	93%	88%
16.3	Do staff encourage you to attend education, training or work?	85%	68%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	91%	83%
For those who have a custody plan:			
17.2	Do you understand what you need to do to achieve your objectives or targets?	100%	93%
17.3	Are staff helping you to achieve your objectives or targets?	95%	68%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	33%	56%
	- Other programmes?	56%	49%
	- One to one work?	27%	41%
	- Been on a specialist unit?	7%	16%
	- ROTL - day or overnight release?	95%	75%
For those who have done the following, did they help you to achieve your objectives or targets:			
	- Offending behaviour programmes?	100%	83%
	- Other programmes?	89%	83%
	- One to one work?	75%	76%
	- Being on a specialist unit?	100%	33%
	- ROTL - day or overnight release?	100%	100%

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Number of completed questionnaires returned

ROTL workers wing (C Wing)	Rest of the establishment
23	95

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	23%	24%
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?	40%	33%
18.3	Is anybody helping you to prepare for your release?	80%	71%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	25%	55%
	- Getting employment?	25%	55%
	- Setting up education or training?	0%	40%
	- Arranging benefits?	0%	65%
	- Sorting out finances?	0%	39%
	- Support for drug or alcohol problems?	0%	21%
	- Health / mental Health support?	0%	21%
	- Social care support?	0%	21%
	- Getting back in touch with family or friends?	0%	26%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	100%	55%
	- Getting employment?	100%	18%
	- Setting up education or training?		25%
	- Arranging benefits?		39%
	- Sorting out finances?		0%
	- Support for drug or alcohol problems?		25%
	- Health / mental Health support?		25%
	- Social care support?		0%
	- Getting back in touch with family or friends?		40%
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?	86%	71%

HMP Stanford 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
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

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

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
48	70	20	97

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	4%	4%	5%	3%
	Are you 50 years of age or older?	15%	33%	10%	29%
1.3	Are you from a minority ethnic group?			90%	29%
7.1	Are you Muslim?	38%	3%		
11.3	Do you have any mental health problems?	16%	8%	21%	9%
12.1	Do you consider yourself to have a disability?	25%	16%	16%	21%
19.2	Are you a foreign national?	0%	5%	0%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	5%	0%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	93%	79%	90%
2.4	Overall, were you treated very / quite well in reception?	87%	93%	90%	91%
2.5	When you first arrived, did you have any problems?	54%	38%	53%	42%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	44%	48%	44%	47%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	85%	91%	85%	90%
3.5	Have you had an induction at this prison?	100%	99%	100%	99%
For those who have had an induction:					
3.5	Did your induction cover everything you needed to know about this prison?	63%	82%	68%	77%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	40%	0%	22%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	83%	96%	85%	93%
	- Can you shower every day?	98%	100%	100%	99%
	- Do you have clean sheets every week?	81%	89%	75%	88%
	- Do you get cell cleaning materials every week?	85%	87%	85%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	69%	76%	75%	72%
	- Can you get your stored property if you need it?	65%	77%	75%	71%

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
48	70	20	97

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	65%	50%	62%
5.3	Does the shop / canteen sell the things that you need?	44%	80%	50%	70%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	70%	77%	70%	75%
6.2	Are there any staff here you could turn to if you had a problem?	82%	90%	90%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	43%	42%	50%	41%
6.6	Do you feel that you are treated as an individual in this prison?	45%	67%	56%	59%
FAITH					
For those who have a religion:					
7.2	Are your religious beliefs respected here?	62%	82%	79%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	87%	95%	85%	93%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	46%	59%	60%	53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	16%	17%	16%	17%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%	100%	100%
For those who get visits:					
8.7	Are your visitors usually treated respectfully by staff?	92%	96%	100%	93%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	2%	0%	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	51%	67%	72%	59%
For those who use the library:					
9.9	Does the library have a wide enough range of materials to meet your needs?	53%	82%	53%	73%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	83%	93%	90%	88%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	72%	82%	71%	80%
10.3	Is it easy for you to make a complaint?	70%	86%	74%	80%
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	57%	66%	60%	62%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	22%	12%	15%	17%

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Black and minority ethnic	White	Muslim	Non-Muslim
48	70	20	97

Number of completed questionnaires returned

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	31%	35%	42%	32%
	- Nurse?	62%	58%	58%	60%
	- Dentist?	4%	17%	11%	13%
	- Mental health workers?	14%	18%	17%	16%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	43%	60%	50%	50%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	43%	42%	41%
OTHER SUPPORT NEEDS					
For those who have a disability:					
12.2	Are you getting the support you need?	27%	46%	33%	37%
SAFETY					
14.1	Have you ever felt unsafe here?	22%	12%	11%	17%
14.2	Do you feel unsafe now?	11%	2%	11%	4%
14.3	Not experienced bullying / victimisation by other prisoners	88%	85%	83%	86%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40%	28%	47%	30%
14.5	Not experienced bullying / victimisation by members of staff	76%	76%	72%	76%
14.6	If you were being bullied / victimised by staff here, would you report it?	39%	40%	67%	34%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	42%	67%	47%	60%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	62%	39%	58%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	0%	5%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	2%	0%	1%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	62%	77%	72%	71%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	81%	86%	74%	87%
For those who have a custody plan:					
17.3	Are staff helping you to achieve your objectives or targets?	59%	83%	79%	73%
17.4	Have you done ROTL - day or overnight release in this prison?	81%	78%	91%	77%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	100%	100%	100%
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?	90%	63%	75%	73%
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?	72%	75%	67%	75%

HMP Stanford Hill 2019

Survey responses compared with those from other HMIP surveys of open prisons

and with those from the previous survey

In this table summary statistics from HMP Stanford Hill 2019 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other open prisons (13 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (7 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP Stanford Hill in 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

HMP Stanford Hill 2019	All other open prisons	HMP Stanford Hill 2019	Open prisons surveyed since September 2017	HMP Stanford Hill 2019	HMP Stanford Hill 2015
118	1,893	118	973	118	176

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

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	n=118	0%	1%	0%	0%	0%	1%	
	Are you 25 years of age or younger?	n=118	4%		4%	8%	4%		
	Are you 50 years of age or older?	n=118	25%	25%	25%	22%	25%	26%	
	Are you 70 years of age or older?	n=118	3%	2%	3%	1%	3%	1%	
1.3	Are you from a minority ethnic group?	n=118	41%	24%	41%	25%	41%	42%	
1.4	Have you been in this prison for less than 6 months?	n=116	23%		23%	37%	23%		
1.5	Are you currently serving a sentence?	n=117	100%		100%	100%	100%		
	Are you on recall?	n=117	3%	2%	3%	2%	3%	1%	
1.6	Is your sentence less than 12 months?	n=117	0%	2%	0%	2%	0%	1%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	n=117	12%	9%	12%	5%	12%	10%	
7.1	Are you Muslim?	n=117	17%	13%	17%	16%	17%	17%	
11.3	Do you have any mental health problems?	n=112	11%		11%	21%	11%		
12.1	Do you consider yourself to have a disability?	n=111	20%	17%	20%	18%	20%	8%	
19.1	Do you have any children under the age of 18?	n=112	46%	50%	46%	54%	46%	54%	
19.2	Are you a foreign national?	n=111	3%	2%	3%	1%	3%	2%	
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=110	3%	2%	3%	2%	3%	2%	
19.4	Have you ever been in the armed services?	n=110	6%	7%	6%	7%	6%	3%	
19.5	Is your gender female or non-binary?	n=112	0%		0%	1%	0%		
19.6	Are you homosexual, bisexual or other sexual orientation?	n=111	1%	3%	1%	2%	1%	1%	
19.7	Do you identify as transgender or transsexual?	n=110	0%		0%	1%	0%		
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	n=117	35%	27%	35%	28%	35%	31%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=116	71%	77%	71%	78%	71%	70%	
2.3	When you were searched in reception, was this done in a respectful way?	n=115	88%	87%	88%	88%	88%	86%	
2.4	Overall, were you treated very / quite well in reception?	n=117	91%		91%	92%	91%		

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		Number of completed questionnaires returned		HMP Standford Hill 2019	All other open prisons	HMP Standford Hill 2019	Open prisons surveyed since September 2017	HMP Standford Hill 2019	HMP Standford Hill 2015
				118	1,893	118	973	118	176
2.5	When you first arrived, did you have any problems?	n=115	44%	43%	44%	44%	44%	44%	40%
2.5	Did you have problems with:								
	- Getting phone numbers?	n=115	13%	11%	13%	13%	13%	13%	15%
	- Contacting family?	n=115	6%	11%	6%	12%	6%	6%	6%
	- Arranging care for children or other dependents?	n=115	0%		0%	1%	0%		
	- Contacting employers?	n=115	3%	3%	3%	4%	3%	2%	
	- Money worries?	n=115	9%	10%	9%	11%	9%	8%	
	- Housing worries?	n=115	11%	7%	11%	6%	11%	9%	
	- Feeling depressed?	n=115	7%		7%	12%	7%		
	- Feeling suicidal?	n=115	2%		2%	2%	2%		
	- Other mental health problems?	n=115	4%		4%	7%	4%		
	- Physical health problems?	n=115	7%	8%	7%	7%	7%	10%	
	- Drugs or alcohol (e.g. withdrawal)?	n=115	2%		2%	1%	2%		
	- Getting medication?	n=115	10%		10%	7%	10%		
	- Needing protection from other prisoners?	n=115	1%	1%	1%	1%	1%	1%	
	- Lost or delayed property?	n=115	19%	12%	19%	12%	19%	13%	
For those who had any problems when they first arrived:									
2.6	Did staff help you to deal with these problems?	n=48	46%	48%	46%	44%	46%	30%	
FIRST NIGHT AND INDUCTION									
3.1	Before you were locked up on your first night, were you offered:								
	- Tobacco or nicotine replacement?	n=116	34%	61%	34%	67%	34%	58%	
	- Toiletries / other basic items?	n=116	34%	48%	34%	48%	34%	64%	
	- A shower?	n=116	53%	51%	53%	63%	53%	36%	
	- A free phone call?	n=116	50%	39%	50%	51%	50%	31%	
	- Something to eat?	n=116	69%	61%	69%	71%	69%	56%	
	- The chance to see someone from health care?	n=116	70%	65%	70%	55%	70%	77%	
	- The chance to talk to a Listener or Samaritans?	n=116	28%	36%	28%	29%	28%	44%	
	- Support from another prisoner (e.g. Insider or buddy)?	n=116	31%		31%	29%	31%		
	- None of these?	n=116	8%		8%	8%	8%		
3.2	On your first night in this prison, was your cell very / quite clean?	n=118	29%		29%	63%	29%		
3.3	Did you feel safe on your first night here?	n=117	89%	91%	89%	93%	89%	96%	
3.4	In your first few days here, did you get:								
	- Access to the prison shop / canteen?	n=114	27%	41%	27%	48%	27%	24%	
	- Free PIN phone credit?	n=117	65%		65%	49%	65%		
	- Numbers put on your PIN phone?	n=100	50%		50%	62%	50%		
3.5	Have you had an induction at this prison?	n=115	99%	97%	99%	99%	99%	99%	91%
For those who have had an induction:									
3.5	Did your induction cover everything you needed to know about this prison?	n=114	75%		75%	68%	75%		

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				118	1,893	118	973	118	176
ON THE WING									
4.1	Are you in a cell on your own?	n=117	100%			100%	69%	100%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=12	17%			17%	26%	17%	
4.3	On the wing or houseblock you currently live on:								
	- Do you normally have enough clean, suitable clothes for the week?	n=115	90%			90%	86%	90%	
	- Can you shower every day?	n=116	99%	97%		99%	96%	99%	100%
	- Do you have clean sheets every week?	n=113	86%	80%		86%	87%	86%	70%
	- Do you get cell cleaning materials every week?	n=115	86%	64%		86%	70%	86%	92%
	- Is it normally quiet enough for you to relax or sleep at night?	n=115	73%	80%		73%	80%	73%	73%
	- Can you get your stored property if you need it?	n=112	71%	47%		71%	48%	71%	48%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=116	45%			45%	56%	45%	
FOOD AND CANTEEN									
5.1	Is the quality of the food in this prison very / quite good?	n=118	33%			33%	51%	33%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=117	59%			59%	53%	59%	
5.3	Does the shop / canteen sell the things that you need?	n=114	66%	64%		66%	67%	66%	50%
RELATIONSHIPS WITH STAFF									
6.1	Do most staff here treat you with respect?	n=117	74%	77%		74%	72%	74%	76%
6.2	Are there any staff here you could turn to if you had a problem?	n=112	87%	78%		87%	76%	87%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=116	42%	35%		42%	38%	42%	42%
6.4	Do you have a personal officer?	n=115	95%			95%	95%	95%	
For those who have a personal officer:									
6.4	Is your personal or named officer very / quite helpful?	n=109	65%			65%	63%	65%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=117	38%			38%	19%	38%	
6.6	Do you feel that you are treated as an individual in this prison?	n=109	59%			59%	56%	59%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=116	63%			63%	54%	63%	
	If so, do things sometimes change?	n=73	45%			45%	41%	45%	
FAITH									
7.1	Do you have a religion?	n=117	68%	67%		68%	64%	68%	76%
For those who have a religion:									
7.2	Are your religious beliefs respected here?	n=76	72%			72%	74%	72%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=79	91%			91%	79%	91%	
7.4	Are you able to attend religious services, if you want to?	n=79	96%			96%	89%	96%	
CONTACT WITH FAMILY AND FRIENDS									
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=115	54%			54%	51%	54%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=114	17%	20%		17%	22%	17%	20%
8.3	Are you able to use a phone every day (if you have credit)?	n=115	100%			100%	97%	100%	
8.4	Is it very / quite easy for your family and friends to get here?	n=114	54%			54%	51%	54%	
8.5	Do you get visits from family/friends once a week or more?	n=113	13%			13%	27%	13%	
For those who get visits:									
8.6	Do visits usually start and finish on time?	n=72	90%			90%	82%	90%	
8.7	Are your visitors usually treated respectfully by staff?	n=72	94%			94%	89%	94%	

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Number of completed questionnaires returned			118	1,893	118	973	118	176
TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=115	99%		99%	99%	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=114	93%		93%	92%	93%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=112	1%	2%	1%	2%	1%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=112	61%	55%	61%	55%	61%	62%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=114	5%		5%	6%	5%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=114	54%		54%	43%	54%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=115	84%		84%	81%	84%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=113	95%		95%	92%	95%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=114	94%		94%	92%	94%	
9.7	Do you typically go to the gym twice a week or more?	n=113	65%		65%	66%	65%	
9.8	Do you typically go to the library once a week or more?	n=115	62%	61%	62%	63%	62%	41%
For those who use the library:								
9.9	Does the library have a wide enough range of materials to meet your needs?	n=95	70%	75%	70%	71%	70%	53%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	n=114	89%	85%	89%	82%	89%	85%
For those who have made an application:								
10.2	Are applications usually dealt with fairly?	n=100	78%	73%	78%	72%	78%	62%
	Are applications usually dealt with within 7 days?	n=95	70%	63%	70%	65%	70%	43%
10.3	Is it easy for you to make a complaint?	n=115	79%	55%	79%	55%	79%	58%
For those who have made a complaint:								
10.4	Are complaints usually dealt with fairly?	n=52	62%	40%	62%	38%	62%	32%
	Are complaints usually dealt with within 7 days?	n=47	49%	39%	49%	39%	49%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=73	16%		16%	27%	16%	
For those who need it, is it easy to:								
10.6	Communicate with your solicitor or legal representative?	n=88	71%		71%	61%	71%	
	Attend legal visits?	n=81	62%		62%	53%	62%	
	Get bail information?	n=48	44%		44%	28%	44%	
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=66	35%	32%	35%	34%	35%	40%

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HEALTH CARE									
11.1	Is it very / quite easy to see:								
	- Doctor?	n=114	33%		33%	56%	33%		
	- Nurse?	n=114	60%		60%	79%	60%		
	- Dentist?	n=114	12%		12%	27%	12%		
	- Mental health workers?	n=111	16%		16%	28%	16%		
11.2	Do you think the quality of the health service is very / quite good from:								
	- Doctor?	n=110	50%		50%	67%	50%		
	- Nurse?	n=110	56%		56%	79%	56%		
	- Dentist?	n=111	30%		30%	38%	30%		
	- Mental health workers?	n=106	13%		13%	24%	13%		
11.3	Do you have any mental health problems?	n=112	11%		11%	21%	11%		
For those who have mental health problems:									
11.4	Have you been helped with your mental health problems in this prison?	n=12	50%		50%	53%	50%		
11.5	Do you think the overall quality of the health services here is very / quite good?	n=109	41%		41%	67%	41%		
OTHER SUPPORT NEEDS									
12.1	Do you consider yourself to have a disability?	n=111	20%	17%	20%	18%	20%	8%	
For those who have a disability:									
12.2	Are you getting the support you need?	n=22	36%		36%	47%	36%		
12.3	Have you been on an ACCT in this prison?	n=110	2%		2%	2%	2%		
For those who have been on an ACCT:									
12.4	Did you feel cared for by staff?	n=1	100%		100%	57%	100%		
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=109	37%		37%	44%	37%		
ALCOHOL AND DRUGS									
13.1	Did you have an alcohol problem when you came into this prison?	n=112	5%	9%	5%	8%	5%	5%	
For those who had / have an alcohol problem:									
13.2	Have you been helped with your alcohol problem in this prison?	n=5	100%	84%	100%	73%	100%	86%	
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=112	5%	10%	5%	9%	5%	9%	
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=112	2%	2%	2%	3%	2%	2%	
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=112	2%		2%	2%	2%		
For those who had / have a drug problem:									
13.6	Have you been helped with your drug problem in this prison?	n=8	88%	81%	88%	70%	88%	79%	
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=111	36%		36%	34%	36%		
13.8	Is it very / quite easy to get alcohol in this prison?	n=111	26%		26%	25%	26%		

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SAFETY									
14.1	Have you ever felt unsafe here?	n=111		16%	18%	16%	15%	16%	14%
14.2	Do you feel unsafe now?	n=112		5%	6%	5%	6%	5%	5%
14.3	Have you experienced any of the following from other prisoners here:								
	- Verbal abuse?	n=105		10%		10%	15%	10%	
	- Threats or intimidation?	n=105		8%		8%	12%	8%	
	- Physical assault?	n=105		2%		2%	3%	2%	
	- Sexual assault?	n=105		1%		1%	1%	1%	
	- Theft of canteen or property?	n=105		4%		4%	6%	4%	
	- Other bullying / victimisation?	n=105		6%		6%	7%	6%	
	- Not experienced any of these from prisoners here	n=105		86%		86%	79%	86%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=105		32%		32%	36%	32%	
14.5	Have you experienced any of the following from staff here:								
	- Verbal abuse?	n=107		16%		16%	19%	16%	
	- Threats or intimidation?	n=107		14%		14%	18%	14%	
	- Physical assault?	n=107		3%		3%	1%	3%	
	- Sexual assault?	n=107		2%		2%	1%	2%	
	- Theft of canteen or property?	n=107		2%		2%	2%	2%	
	- Other bullying / victimisation?	n=107		17%		17%	13%	17%	
	- Not experienced any of these from staff here	n=107		76%		76%	70%	76%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=108		40%		40%	48%	40%	
BEHAVIOUR MANAGEMENT									
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=108		57%		57%	53%	57%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=109		55%		55%	55%	55%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=111		1%	1%	1%	1%	1%	
For those who have been restrained in the last 6 months:									
15.4	Did anyone come and talk to you about it afterwards?	n=1		0%		0%	50%	0%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=108		1%		1%	0%	1%	
For those who have spent one or more nights in the segregation unit in the last 6 months:									
15.6	Were you treated well by segregation staff?	n=3					67%		
	Could you shower every day?	n=2					0%		
	Could you go outside for exercise every day?	n=2					50%		
	Could you use the phone every day (if you had credit)?	n=2					0%		

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				118	1,893	118	973	118	176
PREPARATION FOR RELEASE									
18.1	Do you expect to be released in the next 3 months?	n=109	24%			24%	24%	24%	
For those who expect to be released in the next 3 months:									
18.2	Is this prison very / quite near to your home area or intended release address?	n=26	35%			35%	50%	35%	
18.3	Is anybody helping you to prepare for your release?	n=26	73%			73%	68%	73%	
18.4	Do you need help to sort out the following for when you are released:								
	- Finding accommodation?	n=24	50%			50%	36%	50%	
	- Getting employment?	n=24	50%			50%	48%	50%	
	- Setting up education or training?	n=24	33%			33%	33%	33%	
	- Arranging benefits?	n=24	54%			54%	45%	54%	
	- Sorting out finances?	n=22	32%			32%	35%	32%	
	- Support for drug or alcohol problems?	n=22	18%			18%	17%	18%	
	- Health / mental Health support?	n=23	17%			17%	20%	17%	
	- Social care support?	n=23	17%			17%	18%	17%	
	- Getting back in touch with family or friends?	n=23	22%			22%	22%	22%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:								
	- Finding accommodation?	n=12	58%			58%	40%	58%	
	- Getting employment?	n=12	25%			25%	34%	25%	
	- Setting up education or training?	n=8	25%			25%	29%	25%	
	- Arranging benefits?	n=13	39%			39%	38%	39%	
	- Sorting out finances?	n=7	0%			0%	32%	0%	
	- Support for drug or alcohol problems?	n=4	25%			25%	66%	25%	
	- Health / mental Health support?	n=4	25%			25%	42%	25%	
	- Social care support?	n=4	0%			0%	30%	0%	
	- Getting back in touch with family or friends?	n=5	40%			40%	47%	40%	
FINAL QUESTION ABOUT THIS PRISON									
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=110	74%			74%	67%	74%	

HMP Stanford Hill 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Have a disability	Do not have a disability	Mental health problems	No mental health problems
22	89	12	100

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	0%	4%	0%	5%
	Are you 50 years of age or older?	33%	25%	54%	18%
1.3	Are you from a minority ethnic group?	58%	38%	50%	37%
7.1	Are you Muslim?	33%	15%	14%	18%
11.3	Do you have any mental health problems?			41%	3%
12.1	Do you consider yourself to have a disability?	75%	13%		
19.2	Are you a foreign national?	0%	3%	0%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	0%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	82%	89%	85%	89%
2.4	Overall, were you treated very / quite well in reception?	83%	93%	95%	91%
2.5	When you first arrived, did you have any problems?	82%	38%	80%	35%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	44%	49%	53%	45%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	83%	89%	95%	88%
3.5	Have you had an induction at this prison?	100%	99%	100%	99%
For those who have had an induction:					
3.5	Did your induction cover everything you needed to know about this prison?	58%	78%	73%	76%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	2%	5%	1%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	75%	95%	86%	94%
	- Can you shower every day?	100%	99%	96%	100%
	- Do you have clean sheets every week?	67%	90%	77%	89%
	- Do you get cell cleaning materials every week?	67%	91%	77%	91%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	75%	62%	76%
	- Can you get your stored property if you need it?	67%	74%	65%	76%

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	Have a disability	Do not have a disability	Mental health problems	No mental health problems
Number of completed questionnaires returned	22	89	12	100

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	61%
5.3	Does the shop / canteen sell the things that you need?	67%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	58%	75%
6.2	Are there any staff here you could turn to if you had a problem?	83%	87%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	42%
6.6	Do you feel that you are treated as an individual in this prison?	46%	60%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	75%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	88%	91%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	42%	57%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	25%	16%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	100%	94%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	55%	63%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	50%	72%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	75%	91%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	60%	81%
10.3	Is it easy for you to make a complaint?	83%	79%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	75%	60%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	10%	18%

59%	59%
68%	67%
82%	71%
95%	84%
36%	44%
57%	59%
86%	67%
93%	90%
32%	60%
27%	15%
100%	100%
100%	93%
0%	1%
48%	66%
61%	72%
91%	89%
74%	79%
77%	80%
67%	60%
11%	20%

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

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
Number of completed questionnaires returned	22	89	12	100

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	25%	33%
	- Nurse?	67%	58%
	- Dentist?	8%	13%
	- Mental health workers?	50%	12%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	50%	
11.5	Do you think the overall quality of the health services here is very / quite good?	33%	42%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	33%	39%
SAFETY			
14.1	Have you ever felt unsafe here?	33%	13%
14.2	Do you feel unsafe now?	25%	3%
14.3	Not experienced bullying / victimisation by other prisoners	60%	89%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	60%	30%
14.5	Not experienced bullying / victimisation by members of staff	64%	77%
14.6	If you were being bullied / victimised by staff here, would you report it?	36%	41%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	46%	59%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	50%	55%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	78%	70%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	73%	86%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	100%	72%
17.4	Have you done ROTL - day or overnight release in this prison?	67%	81%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	100%
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?	100%	72%
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?	60%	75%

38%	32%
71%	56%
18%	11%
29%	14%
44%	67%
38%	41%
36%	
15%	15%
10%	5%
84%	87%
32%	33%
80%	74%
30%	43%
45%	61%
47%	56%
0%	1%
0%	1%
63%	72%
84%	85%
81%	73%
77%	81%
100%	100%
100%	72%
71%	74%

HMP Stanford 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.

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Number of completed questionnaires returned

50 and over	Under 50
30	88

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		6%
	Are you 70 years of age or older?	10%	
1.3	Are you from a minority ethnic group?	23%	47%
7.1	Are you Muslim?	7%	21%
11.3	Do you have any mental health problems?	14%	10%
12.1	Do you consider yourself to have a disability?	43%	12%
19.2	Are you a foreign national?	7%	1%
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?	90%	87%
2.4	Overall, were you treated very / quite well in reception?	97%	89%
2.5	When you first arrived, did you have any problems?	43%	45%
For those who had any problems when they first arrived:			
2.6	Did staff help you to deal with these problems?	67%	39%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	93%	88%
3.5	Have you had an induction at this prison?	100%	99%
For those who have had an induction:			
3.5	Did your induction cover everything you needed to know about this prison?	83%	71%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	40%	0%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	93%	90%
	- Can you shower every day?	100%	99%
	- Do you have clean sheets every week?	86%	86%
	- Do you get cell cleaning materials every week?	83%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	71%	74%
	- Can you get your stored property if you need it?	69%	72%

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Number of completed questionnaires returned

50 and over	Under 50
30	88

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	70%	55%
5.3	Does the shop / canteen sell the things that you need?	83%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	97%	67%
6.2	Are there any staff here you could turn to if you had a problem?	96%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	44%
6.6	Do you feel that you are treated as an individual in this prison?	63%	57%
FAITH			
For those who have a religion:			
7.2	Are your religious beliefs respected here?	100%	62%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	96%	89%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	60%	52%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	13%	18%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
For those who get visits:			
8.7	Are your visitors usually treated respectfully by staff?	100%	93%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	46%	66%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	81%	65%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	93%	87%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	89%	74%
10.3	Is it easy for you to make a complaint?	90%	75%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	75%	56%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	9%	20%

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Number of completed questionnaires returned

50 and over	Under 50
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HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	38%	32%
	- Nurse?	72%	55%
	- Dentist?	13%	12%
	- Mental health workers?	27%	13%
For those who have mental health problems:			
11.4	Have you been helped with your mental health problems in this prison?	50%	50%
11.5	Do you think the overall quality of the health services here is very / quite good?	56%	37%
OTHER SUPPORT NEEDS			
For those who have a disability:			
12.2	Are you getting the support you need?	50%	20%
SAFETY			
14.1	Have you ever felt unsafe here?	14%	17%
14.2	Do you feel unsafe now?	4%	6%
14.3	Not experienced bullying / victimisation by other prisoners	80%	88%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	30%
14.5	Not experienced bullying / victimisation by members of staff	93%	70%
14.6	If you were being bullied / victimised by staff here, would you report it?	48%	37%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	56%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	68%	51%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	1%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	68%	72%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	96%	81%
For those who have a custody plan:			
17.3	Are staff helping you to achieve your objectives or targets?	75%	73%
17.4	Have you done ROTL - day or overnight release in this prison?	74%	81%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	100%
PREPARATION FOR RELEASE			
For those who expect to be released in the next 3 months:			
18.3	Is anybody helping you to prepare for your release?	57%	79%
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?	72%	74%