



Prisoner survey methodology,
results and analyses

Close Supervision Centre

February 2024

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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.

HMI Prisons researchers developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering prisoner life in the Closed Supervision Centre system (CSC). There is also an open question at the end of the questionnaire which allows prisoners to express in their own words anything else they would like to tell inspectors. These written comments are typed up and shared with inspectors.

Sampling, distributing and collecting questionnaires

Individually addressed envelopes were sent to all prisoners in each CSC unit approximately two weeks prior to the arrival of HMIP researchers. These were sent, in batches, to a designated liaison officer at each prison who distributed the surveys on our behalf. Each envelope contained a personalised letter from the Chief Inspector explaining the CSC inspection, the questionnaire itself and a self-seal envelope.

Respondents were not asked to put their names on their questionnaire. To ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and leave it in their room to be collected by HMIP researchers when they visited the CSC unit.

The questionnaire was only available in English but telephone translation services were available for any prisoner who did not understand English. This facility was not required.

Prisoner survey results and analyses

At the time of the survey in February 2024 the prisoner population in the CSC system was 52. We received a total of 32 completed questionnaires, a response rate of 62%.

The full inspection report is available on our website at:

<https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/>

Over the following pages we present the full survey results for the CSC questionnaire. Percentages quoted in the inspection report may not match percentages in the full survey results as some responses have been recoded to give binary 'yes/no' responses.

Background information

- 1.1 Which Close Supervision Centre (CSC) are you currently in?**
- | | |
|--|---------|
| Frankland | 3 (9%) |
| Full Sutton | 3 (9%) |
| Manchester..... | 5 (16%) |
| Wakefield..... | 3 (9%) |
| Whitemoor | 4 (13%) |
| Woodhill..... | 8 (25%) |
| Currently in a segregation unit in a designated cell | 6 (19%) |
- 1.2 How long have you been in your current unit?**
- | | |
|--------------------------|----------|
| Less than 6 months | 10 (32%) |
| 6 months or more | 21 (68%) |
- 1.3 How long have you been in the CSC system?**
- | | |
|------------------------------------|----------|
| Less than 6 months | 0 (0%) |
| 6 months to less than 1 year | 1 (3%) |
| 1 year to less than 4 years | 6 (19%) |
| 4 years to less than 10 years..... | 10 (32%) |
| More than 10 years | 11 (35%) |
| Currently being assessed | 3 (10%) |

On this unit

- 2.1 Is your cell call bell normally answered within 5 minutes?**
- | | |
|-----------------------------------|----------|
| Yes | 20 (67%) |
| No..... | 10 (33%) |
| Don't know..... | 0 (0%) |
| Don't have a cell call bell | 0 (0%) |
- 2.2 The following questions are about your experience in this CSC unit:**
- | | Yes | No | Don't know |
|--|----------|----------|------------|
| Do you normally have enough clean clothing that fits you? | 21 (68%) | 7 (23%) | 3 (10%) |
| Can you have a shower every day if you want one? | 24 (80%) | 6 (20%) | 0 (0%) |
| Can you get clean bedding every week if you want it? | 19 (63%) | 7 (23%) | 4 (13%) |
| Can you get cell cleaning materials every week if you want them? | 25 (83%) | 4 (13%) | 1 (3%) |
| Can you get your stored property promptly, if you need it? | 9 (30%) | 17 (57%) | 4 (13%) |
- 2.3 Is it normally quiet enough for you to relax:**
- | | Yes | No |
|-----------------|----------|----------|
| During the day? | 19 (59%) | 13 (41%) |
| At night? | 20 (67%) | 10 (33%) |
- 2.4 What is the quality of food like on this unit?**
- | | |
|-----------------|----------|
| Very good | 6 (19%) |
| Quite good..... | 9 (29%) |
| Quite bad..... | 11 (35%) |
| Very bad | 5 (16%) |

- 2.5 If you have thought about harming yourself while on this unit, did you feel cared for by staff?**
- | | |
|--|----------|
| Yes | 4 (13%) |
| No..... | 9 (30%) |
| Haven't thought about harming myself on this unit..... | 17 (57%) |
- 2.6 Are you able to speak to the Samaritans at any time, if you want to?**
- | | |
|-----------------|----------|
| Yes | 11 (35%) |
| No..... | 3 (10%) |
| Don't know..... | 17 (55%) |

Relationships with staff

- 3.1 Do most staff here treat you with respect?**
- | | |
|-----------|----------|
| Yes | 21 (66%) |
| No..... | 11 (34%) |
- 3.2 Are there any staff here you could turn to if you had a problem?**
- | | |
|-----------|----------|
| Yes | 19 (59%) |
| No..... | 13 (41%) |
- 3.3 In the last week, has any member of staff talked to you about how you are getting on?**
- | | |
|-----------|----------|
| Yes | 13 (43%) |
| No..... | 17 (57%) |
- 3.4 How helpful is your named officer (key worker)?**
- | | |
|---|---------|
| Very helpful | 8 (29%) |
| Quite helpful | 5 (18%) |
| Not very helpful | 6 (21%) |
| Not at all helpful..... | 5 (18%) |
| Don't have a named officer (key worker) | 4 (14%) |
- 3.5 Are you consulted about things like food, canteen or unit issues?**
- | | |
|---------------------------------------|----------|
| Yes, and things sometimes change..... | 6 (19%) |
| Yes, but things don't change | 5 (16%) |
| No..... | 15 (47%) |
| Don't know..... | 6 (19%) |
- 3.6 If you want to, can you talk to managers or governors on this unit?**
- | | |
|-----------------|----------|
| Yes | 16 (53%) |
| No..... | 9 (30%) |
| Don't know..... | 5 (17%) |

Faith

- 4.1 Have you spoken to the Chaplaincy team on this unit?**
- | | |
|-----------|----------|
| Yes | 25 (78%) |
| No..... | 7 (22%) |
- 4.2 Are you able to speak to the Chaplaincy team in private, if you want to?**
- | | |
|-----------------|----------|
| Yes | 13 (42%) |
| No..... | 8 (26%) |
| Don't know..... | 10 (32%) |

4.3 Are you able to go to religious services, if you want to?

Yes	2 (6%)
No.....	22 (69%)
Don't know.....	1 (3%)
Not applicable (no religion).....	7 (22%)

4.4 Are your religious beliefs respected here?

Yes	10 (32%)
No.....	8 (26%)
Don't know.....	6 (19%)
Not applicable (no religion).....	7 (23%)

Contact with family and friends

5.1 How often have you been able to see your family and friends in the last month:

	Every week	Two or three times	Once	Not at all	Not applicable to me
In person (social visit)?	0 (0%)	2 (7%)	1 (3%)	18 (60%)	9 (30%)
Using video calling?	0 (0%)	1 (4%)	0 (0%)	16 (64%)	8 (32%)

5.2 Are your visitors usually treated respectfully by staff?

All of the time.....	4 (13%)
Most of the time	8 (25%)
Some of the time	2 (6%)
Never.....	2 (6%)
Not applicable to me.....	16 (50%)

5.3 How easy or difficult is it for your family and friends to get here?

Very easy	2 (6%)
Quite easy	2 (6%)
Quite difficult.....	4 (13%)
Very difficult.....	15 (47%)
Don't know.....	1 (3%)
Not applicable to me.....	8 (25%)

5.4 Have staff here encouraged you to keep in touch with your family and friends?

Yes	9 (30%)
No.....	21 (70%)

5.5 Have you had any problems with sending or receiving these things?

	Yes	No
Emails	11 (41%)	16 (59%)
Letters	18 (56%)	14 (44%)
Parcels	16 (59%)	11 (41%)

5.6 Are you able to use a phone every day (if you have credit)?

Yes	30 (94%)
No.....	2 (6%)

Time out of cell

6.1 Do you know what the unlock and lock-up times are supposed to be here?

Yes, and these times are usually kept to 16 (52%)
 Yes, but these times are not usually kept to 8 (26%)
 No 7 (23%)

6.2 How many times in a normal week are you able to do these things?

	None	1 or 2	3-5	More than 5	Not available here
Complete domestic tasks	5 (17%)	4 (13%)	9 (30%)	12 (40%)	0 (0%)
Get association	8 (27%)	0 (0%)	5 (17%)	13 (43%)	4 (13%)
Exercise outside	2 (6%)	2 (6%)	3 (10%)	24 (77%)	0 (0%)
Use the unit gym	2 (6%)	5 (16%)	6 (19%)	15 (48%)	3 (10%)
Go to the 'main' gym	11 (37%)	7 (23%)	1 (3%)	1 (3%)	10 (33%)

6.3 At the weekend, are you able to do these things?

	Yes	No
Complete domestic tasks	19 (61%)	12 (39%)
Get association	16 (59%)	11 (41%)
Exercise outside	29 (91%)	3 (9%)
Use the unit gym	19 (66%)	10 (34%)
Go to the 'main' gym	1 (5%)	19 (95%)

6.4 How many times in a normal week are you able to do these things?

	Never	Less than once a week	About once a week	Twice a week or more
Visit the prison library	28 (93%)	2 (7%)	0 (0%)	0 (0%)
Borrow library items kept on the unit	4 (14%)	3 (10%)	7 (24%)	15 (52%)
Get things from the library delivered to the unit	4 (14%)	14 (48%)	10 (34%)	1 (3%)

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

Yes 11 (37%)
 No 13 (43%)
 Don't use the library 6 (20%)

Applications, complaints and legal rights

7.1 Is it easy for you to make an application?

Yes 20 (63%)
 No 10 (31%)
 Don't know 2 (6%)

7.2 If you have made any applications here, are they usually dealt with:

	Yes	No	Not made any applications
Fairly?	14 (47%)	12 (40%)	4 (13%)
Within 7 days?	8 (30%)	15 (56%)	4 (15%)

7.3	Is it easy for you to make a complaint?			
	Yes	18 (56%)		
	No.....	8 (25%)		
	Don't know.....	6 (19%)		
7.4	If you have made any complaints here, are they usually dealt with:			
		Yes	No	Not made any complaints
	Fairly?	5 (16%)	13 (42%)	13 (42%)
	Within 7 days?	4 (14%)	11 (39%)	13 (46%)
7.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes	12 (38%)		
	No.....	10 (31%)		
	Not wanted or needed to make a complaint	10 (31%)		
7.6	Do you know how to contact these organisations?			
		Yes	No	Don't know who they are
	Independent Prisoner Complaint Investigations	15 (48%)	8 (26%)	8 (26%)
	Independent Monitoring Board (IMB)	21 (68%)	9 (29%)	1 (3%)
7.7	On this unit, is it easy or difficult for you to do these things?			
		Easy	Difficult	Don't know Don't need this
	Communicate with your solicitor or legal representative	22 (69%)	5 (16%)	4 (13%) 1 (3%)
	Attend legal visits	9 (29%)	8 (26%)	12 (39%) 2 (6%)
7.8	If staff here have ever opened letters from your solicitor or legal representative when you were not present, were you told why?			
	Yes	2 (6%)		
	No.....	13 (42%)		
	Not had any legal letters opened	16 (52%)		

Health care and other support needs

8.1	How easy or difficult is it to see these people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	2 (6%)	10 (31%)	8 (25%)	9 (28%)	3 (9%)
	Nurse	13 (42%)	12 (39%)	3 (10%)	3 (10%)	0 (0%)
	Dentist	1 (3%)	3 (9%)	5 (16%)	11 (34%)	12 (38%)
	Pharmacist	2 (6%)	4 (13%)	5 (16%)	9 (29%)	11 (35%)
	Mental health worker	7 (23%)	7 (23%)	2 (7%)	9 (30%)	5 (17%)
	Substance misuse worker	4 (13%)	7 (23%)	1 (3%)	2 (7%)	16 (53%)
	Psychologist	12 (38%)	10 (31%)	4 (13%)	4 (13%)	2 (6%)
8.2	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?					
	Yes	16 (50%)				
	No.....	16 (50%)				

- 8.3 If you have a disability, are you getting the support you need on this unit?**
 Yes 2 (7%)
 No..... 12 (40%)
 Don't have a disability..... 16 (53%)
- 8.4 Do you have any mental health problems?**
 Yes 20 (63%)
 No..... 12 (38%)
- 8.5 Have you been helped with your mental health problems on this unit?**
 Yes 9 (29%)
 No..... 10 (32%)
 Don't have a mental health problem 12 (39%)
- 8.6 Has your mental health got better or worse since arriving on this unit?**
 Better..... 4 (13%)
 Worse 11 (35%)
 No difference 16 (52%)

Safety

- 9.1 Have you ever felt unsafe here?**
 Yes 14 (44%)
 No..... 18 (56%)
- 9.2 Do you feel unsafe now?**
 Yes 11 (34%)
 No..... 21 (66%)
- 9.3 Have you been bullied/victimised on this unit by:**
- | | Yes | No |
|------------------|----------|----------|
| Other prisoners? | 7 (23%) | 24 (77%) |
| Staff? | 13 (41%) | 19 (59%) |
- 9.4 If yes, which of these types of bullying/victimisation from other prisoners or staff did you experience? (Tick all that apply.)**
- | | By prisoners | By staff |
|------------------------------|--------------|----------|
| Verbal abuse | 5 (16%) | 8 (25%) |
| Threats or intimidation | 4 (13%) | 10 (31%) |
| Physical assault | 1 (3%) | 5 (16%) |
| Sexual assault | 0 (0%) | 4 (13%) |
| Theft of canteen or property | 1 (3%) | 6 (19%) |
| Other bullying/victimisation | 3 (10%) | 10 (31%) |

9.5	On this unit, is it easy or difficult to get these things?				
		Very easy	Quite easy	Quite difficult	Very difficult Don't know
	Illicit drugs	2 (7%)	0 (0%)	1 (3%)	6 (20%) 21 (70%)
	Alcohol	0 (0%)	0 (0%)	0 (0%)	9 (30%) 21 (70%)
	Medication not prescribed to you	4 (13%)	0 (0%)	0 (0%)	7 (23%) 19 (63%)

Behaviour management

10.1	Does this unit:			
		Yes	No	Don't know
	Reward good behaviour fairly?	9 (29%)	16 (52%)	6 (19%)
	Deal with bad behaviour fairly?	11 (37%)	11 (37%)	8 (27%)
10.2	Are there opportunities and rewards to motivate people on this unit?			
		Yes	6 (19%)	
		No.....	21 (68%)	
		Don't know.....	4 (13%)	
10.3	Do these opportunities and rewards motivate you to behave well?			
		Yes	6 (60%)	
		No.....	0 (0%)	
		Do not know what opportunities and rewards there are	4 (40%)	
10.4	Do you think the culture on this unit encourages prisoners to behave well?			
		Yes	6 (19%)	
		No.....	14 (45%)	
		Don't know.....	11 (35%)	
10.5	If you have been restrained by staff on this unit in the last 6 months, did anyone come and talk to you about it afterwards?			
		Yes	2 (7%)	
		No.....	6 (20%)	
		Don't remember.....	1 (3%)	
		Not been restrained here in the last 6 months.....	21 (70%)	
10.6	If you have spent one or more nights in a designated cell in the last 6 months:			
		Yes	No	Not been in a designated cell
		Were you treated well by staff?	7 (24%)	10 (34%) 12 (41%)
		Could you shower every day?	10 (34%)	7 (24%) 12 (41%)
		Could you go outside for exercise every day?	10 (36%)	6 (21%) 12 (43%)
		Could you use the phone every day (if you had credit)?	11 (38%)	6 (21%) 12 (41%)

Education, skills and work

11.1 If you have done any of these activities on this unit, do you think they will help you when you progress?

	Yes, will help	No, won't help	Not done this
Education	16 (57%)	4 (14%)	8 (29%)
Vocational or skills training	7 (28%)	3 (12%)	15 (60%)
Unit job	11 (35%)	13 (42%)	7 (23%)
Work outside of the unit	5 (19%)	2 (8%)	19 (73%)

11.2 Has the prison allocated you to the education, training or work that will help you when you progress?

Yes	6 (19%)
No.....	20 (65%)
Not applicable.....	5 (16%)

11.3 Do unit staff encourage you to go to education, training or work?

Yes	4 (14%)
No.....	18 (64%)
Not applicable.....	6 (21%)

Targets

12.1 Are you currently being assessed for entry to the CSC?

Yes	3 (10%)
No.....	26 (90%)

12.2 Do you understand what you need to do to in order to return to mainstream conditions?

Yes	6 (38%)
No.....	10 (63%)

12.3 Are you aware of what your targets are?

Yes	8 (50%)
No.....	8 (50%)

12.4 Are any staff here supporting you to achieve your targets?

Yes	5 (36%)
No.....	1 (7%)
Do not know what my targets are	8 (57%)

12.5 Have you been involved in setting the targets?

Yes	6 (33%)
No.....	4 (22%)
Do not know what my targets are	8 (44%)

12.6 Has anything happened to you in this unit to help you progress through the system?

Yes	2 (11%)
No.....	16 (89%)

More about you

13.1 How old are you?

Under 21.....	0 (0%)
21 - 24	0 (0%)
25 - 29	2 (6%)
30 - 39	14 (44%)
40 - 49	8 (25%)
50 - 59	6 (19%)
60 - 69	2 (6%)
70 or over	0 (0%)

13.2 What is your religion?

No religion	7 (22%)
Christianity	8 (25%)
Buddhism	0 (0%)
Hinduism	0 (0%)
Judaism	2 (6%)
Islam.....	13 (41%)
Sikhism.....	0 (0%)
Paganism	2 (6%)
Rastafarianism	0 (0%)
Other	0 (0%)

13.3 What is your ethnic group?

White - English/Welsh/Scottish/Northern Irish/British	16 (52%)
White - Irish	0 (0%)
White - Gypsy or Irish Traveller	1 (3%)
White - Roma	0 (0%)
White - any other White background	0 (0%)
Mixed - White and Black Caribbean	2 (6%)
Mixed - White and Black African.....	1 (3%)
Mixed - White and Asian.....	1 (3%)
Mixed - any other Mixed ethnic background	1 (3%)
Asian/Asian British - Indian.....	0 (0%)
Asian/Asian British - Pakistani.....	0 (0%)
Asian/Asian British - Bangladeshi.....	0 (0%)
Asian/Asian British - Chinese	0 (0%)
Asian - any other Asian background.....	0 (0%)
Black/Black British - Caribbean	4 (13%)
Black/Black British - African	2 (6%)
Black - any other Black/African/Caribbean background	1 (3%)
Arab.....	0 (0%)
Any other ethnic group	2 (6%)