



# Prisoner survey methodology, results and analyses

## **HMP/YOI Hatfield**

July 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 in November 2023 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 enables comparison of 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. Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

## Sampling

On the day of the survey a 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. The formula used in the calculation assumes a 75% response rate (65% in open establishments) and a 95% confidence interval with a 7% margin of error.

## Distributing and collecting questionnaires

HMI Prisons researchers distributed and collected the questionnaires in person. A cover sheet was included with the questionnaire which explained the purpose of the survey and that participation was voluntary. Assurances were given about confidentiality, anonymity and the storage and retention of the data. Prisoners were provided with a sealable envelope for their completed questionnaire and told when researchers would return to collect it. Due to social distancing measures researchers were not able to obtain verbal consent from prisoners and therefore returned and completed questionnaires were deemed as providing consent. The questionnaire was available in 14 languages.

## **Survey responses**

At the time of the survey on 15 July 2024 the prisoner population at HMP/YOI Hatfield was 353. Using the sampling method described above, questionnaires were distributed to 190 prisoners. We received a total of 154 completed questionnaires, a response rate of 81%.

The full inspection report is available on our website at:  
<https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/>

# Prisoner survey results and analyses

Over the following pages we present the full survey results followed by numerous comparative analyses for HMP/YOI Hatfield. For the comparator analyses, where relevant, each question was reformulated using the Chi-square test (or Fisher's exact test if there are fewer than five expected counts in a cell) into a binary 'yes/no' format and affirmative responses compared. 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).

## Responses from HMP/YOI Hatfield 2024 compared with those from other HMI Prisons surveys

**These analyses are carried out on summary data from all survey questions. As we have been using a revised version of the questionnaire since May 2021, we do not yet have full comparator data for all questions.**

- Survey responses from HMP/YOI Hatfield in 2024 compared with survey responses from other open prisons inspected since May 2021.
- Survey responses from HMP/YOI Hatfield in 2024 compared with survey responses from HMP/YOI Hatfield in 2019.

## Comparisons between different residential locations within HMP/YOI Hatfield 2024

- Responses of prisoners on Hatfield Lakes (G and H wing) compared with those from the rest of the establishment.
- Responses of prisoners on new accommodation (D wing) compared with those from the rest of the main site accommodation (A, B, C and F wings).

## Comparisons between self-reported sub-populations of prisoners within HMP/YOI Hatfield 2024

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

- Responses of prisoners aged 50 and over compared with those aged under 50.
- Responses of prisoners from all other ethnic groups combined are compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.

Please note that we only carry out within-prison comparator analysis where there is a minimum of 10 responses which must also represent at least 10% of the total response.

In the comparator analyses, statistically significant differences are indicated by shading. The probability threshold (i.e. p-value) is set at 0.01 which means that there is a 1% likelihood the statistically significant difference between the two groups is due to chance. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are 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.

## Background information

|            |   |           |
|------------|---|-----------|
| <b>1.1</b> | <b>What wing or houseblock are you currently living on?</b> |           |
|            | A wing.....   | 20 (13%)  |
|            | B wing.....   | 25 (16%)  |
|            | C wing .....  | 22 (14%)  |
|            | D wing .....  | 24 (16%)  |
|            | F wing.....   | 4 (3%)    |
|            | G wing .....  | 29 (19%)  |
|            | H wing .....  | 30 (20%)  |
| <b>1.2</b> | <b>How old are you?</b>                                     |           |
|            | Under 21.....   | 1 (1%)    |
|            | 21 - 24 .....   | 11 (7%)   |
|            | 25 - 29 .....   | 23 (15%)  |
|            | 30 - 39 .....   | 48 (31%)  |
|            | 40 - 49 .....   | 42 (27%)  |
|            | 50 - 59 .....   | 22 (14%)  |
|            | 60 - 69 .....   | 6 (4%)    |
|            | 70 or over .....  | 1 (1%)    |
| <b>1.3</b> | <b>What is your ethnic group?</b>                           |           |
|            | White - English/Welsh/Scottish/Northern Irish/British ..... | 97 (63%)  |
|            | White - Irish .....   | 1 (1%)    |
|            | White - Gypsy or Irish Traveller .....                      | 4 (3%)    |
|            | White - Roma .....  | 0 (0%)    |
|            | White - any other White background .....                    | 3 (2%)    |
|            | Mixed - White and Black Caribbean .....                     | 13 (8%)   |
|            | Mixed - White and Black African.....                        | 0 (0%)    |
|            | Mixed - White and Asian.....                                | 3 (2%)    |
|            | Mixed - any other Mixed ethnic background.....              | 0 (0%)    |
|            | Asian/Asian British - Indian.....                           | 2 (1%)    |
|            | Asian/Asian British - Pakistani.....                        | 10 (7%)   |
|            | Asian/Asian British - Bangladeshi.....                      | 5 (3%)    |
|            | Asian/Asian British - Chinese .....                         | 1 (1%)    |
|            | Asian - any other Asian background.....                     | 1 (1%)    |
|            | Black/Black British - Caribbean .....                       | 8 (5%)    |
|            | Black/Black British - African .....                         | 2 (1%)    |
|            | Black - any other Black/African/Caribbean background .....  | 1 (1%)    |
|            | Arab.....   | 1 (1%)    |
|            | Any other ethnic group .....                                | 1 (1%)    |
| <b>1.4</b> | <b>How long have you been in this prison?</b>               |           |
|            | Less than 6 months .....                                    | 53 (36%)  |
|            | 6 months or more .....                                      | 96 (64%)  |
| <b>1.5</b> | <b>Are you currently serving a sentence?</b>                |           |
|            | Yes .....   | 141 (95%) |
|            | Yes - on recall .....                                       | 8 (5%)    |
|            | No - on remand or awaiting sentence.....                    | 0 (0%)    |
|            | No - immigration detainee .....                             | 0 (0%)    |

|                                 |   |                                  |                                |           |
|---------------------------------|---|----------------------------------|--------------------------------|-----------|
| 1.6                             | <b>How long is your sentence (not including early release)?</b>   |                                  |                                |           |
|                                 | Less than 6 months .....  | 0 (0%)                           |                                |           |
|                                 | 6 months to less than 1 year .....  | 0 (0%)                           |                                |           |
|                                 | 1 year to less than 4 years .....   | 24 (16%)                         |                                |           |
|                                 | 4 years to less than 10 years.....  | 85 (57%)                         |                                |           |
|                                 | 10 years or more .....  | 25 (17%)                         |                                |           |
|                                 | IPP (indeterminate sentence for public protection).....   | 3 (2%)                           |                                |           |
|                                 | Life .....  | 12 (8%)                          |                                |           |
|                                 | Not currently serving a sentence .....  | 0 (0%)                           |                                |           |
| <b>First day in this prison</b> |   |                                  |                                |           |
| 2.1                             | <b>When you arrived at this prison, how long did you spend in reception?</b>  |                                  |                                |           |
|                                 | Less than 2 hours.....  | 128 (86%)                        |                                |           |
|                                 | 2 hours or more .....   | 13 (9%)                          |                                |           |
|                                 | Don't remember.....   | 8 (5%)                           |                                |           |
| 2.2                             | <b>When you were searched in reception, was this done in a respectful way?</b>  |                                  |                                |           |
|                                 | Yes .....   | 97 (65%)                         |                                |           |
|                                 | No.....   | 8 (5%)                           |                                |           |
|                                 | Don't remember.....   | 9 (6%)                           |                                |           |
|                                 | Was not searched in reception .....   | 36 (24%)                         |                                |           |
| 2.3                             | <b>Overall, how were you treated in reception?</b>  |                                  |                                |           |
|                                 | Very well.....  | 82 (55%)                         |                                |           |
|                                 | Quite well.....   | 61 (41%)                         |                                |           |
|                                 | Quite badly .....   | 2 (1%)                           |                                |           |
|                                 | Very badly .....  | 2 (1%)                           |                                |           |
|                                 | Don't remember.....   | 2 (1%)                           |                                |           |
| 2.4                             | <b>When you first arrived here, did you have any of these problems?</b>   |                                  |                                |           |
|                                 | Yes, and staff helped .....   | Yes, but staff didn't help ..... | Didn't have this problem ..... |           |
|                                 | Feeling depressed   | 5 (3%)                           | 7 (5%)                         | 132 (92%) |
|                                 | Feeling suicidal  | 0 (0%)                           | 1 (1%)                         | 135 (99%) |
|                                 | Needing protection from other prisoners   | 0 (0%)                           | 1 (1%)                         | 136 (99%) |
| 2.5                             | <b>When you first arrived here, were you able to talk to a member of staff in private about any problems you had?</b> |                                  |                                |           |
|                                 | Yes .....   | 45 (30%)                         |                                |           |
|                                 | No.....   | 10 (7%)                          |                                |           |
|                                 | Didn't have any problems when I first arrived .....   | 94 (63%)                         |                                |           |
| 2.6                             | <b>Did you see someone from health care in reception?</b>   |                                  |                                |           |
|                                 | Yes .....   | 128 (86%)                        |                                |           |
|                                 | No.....   | 15 (10%)                         |                                |           |
|                                 | Don't remember.....   | 6 (4%)                           |                                |           |

## First night and induction

**3.1 Before you were locked up on your first night here, were you offered any of these things?**

|  | Yes       | No       | Don't remember |
|--|-----------|----------|----------------|
| Nicotine replacement (including vapes)                       | 95 (68%)  | 35 (25%) | 9 (6%)         |
| Toiletries   | 68 (49%)  | 62 (44%) | 10 (7%)        |
| A shower   | 107 (76%) | 28 (20%) | 6 (4%)         |
| A free phone call  | 59 (41%)  | 75 (52%) | 10 (7%)        |
| Something to eat   | 113 (80%) | 22 (15%) | 7 (5%)         |
| The chance to talk to a Listener or Samaritans               | 54 (38%)  | 58 (41%) | 30 (21%)       |
| Support from another prisoner (e.g. Insider or prisoner rep) | 63 (44%)  | 60 (42%) | 21 (15%)       |

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

|                     |          |
|---------------------|----------|
| Very clean .....    | 16 (11%) |
| Quite clean .....   | 65 (43%) |
| Quite dirty .....   | 36 (24%) |
| Very dirty .....    | 29 (19%) |
| Don't remember..... | 4 (3%)   |

**3.3 Did you feel safe on your first night here?**

|                     |           |
|---------------------|-----------|
| Yes .....           | 145 (97%) |
| No.....             | 3 (2%)    |
| Don't remember..... | 2 (1%)    |

**3.4 Did you have numbers put on your PIN phone within 24 hours?**

|                     |           |
|---------------------|-----------|
| Yes .....           | 108 (72%) |
| No.....             | 32 (21%)  |
| Don't remember..... | 10 (7%)   |

**3.5 In your first few days here, did you get these things?**

|  | Yes       | No       | Don't remember |
|--|-----------|----------|----------------|
| Items from the prison shop/canteen       | 114 (76%) | 33 (22%) | 3 (2%)         |
| Access to clean clothing that fitted you | 119 (83%) | 20 (14%) | 5 (3%)         |
| PIN phone credit                         | 123 (83%) | 22 (15%) | 4 (3%)         |
| Your personal property                   | 143 (96%) | 2 (1%)   | 4 (3%)         |

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

|                               |           |
|-------------------------------|-----------|
| Yes .....                     | 120 (79%) |
| No.....                       | 29 (19%)  |
| Haven't had an induction..... | 3 (2%)    |

## On the wing

**4.1 Are you in a cell on your own?**

|  |          |
|--|----------|
| Yes .....                                  | 91 (60%) |
| No, I'm in a shared cell or dormitory..... | 61 (40%) |

|     |  |               |             |             |            |
|-----|--|---------------|-------------|-------------|------------|
| 4.2 | <b>Is your cell call bell normally answered within 5 minutes?</b>                              | Yes .....     | 6 (4%)      |             |            |
|     | No.....  | 7 (5%)        |             |             |            |
|     | Don't know.....  | 7 (5%)        |             |             |            |
|     | Don't have a cell call bell .....  | 131 (87%)     |             |             |            |
| 4.3 | <b>Please answer these questions about the wing or houseblock you are currently living on:</b> |               |             |             |            |
|     | Do you normally have enough clean clothing that fits you?                                      | Yes 141 (93%) | No 7 (5%)   |             |            |
|     | Can you have a shower every day if you want one?   | 150 (99%)     | 1 (1%)      |             |            |
|     | Can you get clean bedding every week if you want it?   | 120 (79%)     | 10 (7%)     |             |            |
|     | Can you get cell cleaning materials every week if you want them?                               | 142 (93%)     | 4 (3%)      |             |            |
|     | Can you get your stored property promptly, if you need it?                                     | 104 (68%)     | 16 (11%)    |             |            |
|     |  |               | 32 (21%)    |             |            |
| 4.4 | <b>Is it normally quiet enough on the wing or houseblock for you to relax:</b>                 | Yes           | No          |             |            |
|     | During the day?  | 130 (86%)     | 22 (14%)    |             |            |
|     | At night?  | 131 (90%)     | 15 (10%)    |             |            |
| 4.5 | <b>Normally, how clean or dirty are these communal areas of your wing or houseblock?</b>       | Very clean    | Quite clean | Quite dirty | Very dirty |
|     | Landings and stairs  | 59 (39%)      | 73 (48%)    | 15 (10%)    | 4 (3%)     |
|     | Association areas  | 61 (40%)      | 80 (53%)    | 9 (6%)      | 1 (1%)     |
|     | Servery  | 55 (37%)      | 79 (53%)    | 15 (10%)    | 0 (0%)     |
|     | Showers  | 42 (28%)      | 47 (31%)    | 33 (22%)    | 29 (19%)   |
|     | Exercise yard  | 66 (45%)      | 75 (51%)    | 5 (3%)      | 1 (1%)     |
| 4.6 | <b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>            | Yes .....     | 7 (5%)      |             |            |
|     | No.....  | 10 (7%)       |             |             |            |
|     | Haven't been on an ACCT in this prison.....  | 134 (89%)     |             |             |            |
| 4.7 | <b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>             |               |             |             |            |
|     | Very easy .....  | 44 (29%)      |             |             |            |
|     | Quite easy .....   | 30 (20%)      |             |             |            |
|     | Quite difficult.....   | 0 (0%)        |             |             |            |
|     | Very difficult.....  | 1 (1%)        |             |             |            |
|     | Don't know.....  | 71 (47%)      |             |             |            |
|     | There are no Listeners at this prison .....  | 4 (3%)        |             |             |            |

## Food and canteen

|     |   |                |          |
|-----|---|----------------|----------|
| 5.1 | <b>What is the quality of food like in this prison?</b> | Very good..... | 28 (19%) |
|     | Quite good.....   | 50 (34%)       |          |
|     | Quite bad.....  | 44 (30%)       |          |
|     | Very bad .....  | 27 (18%)       |          |

|                                 |   |           |
|---------------------------------|---|-----------|
| 5.2                             | <b>Do you get enough to eat at mealtimes?</b>   |           |
|                                 | Always .....  | 45 (30%)  |
|                                 | Most of the time .....  | 47 (31%)  |
|                                 | Some of the time .....  | 47 (31%)  |
|                                 | Never .....   | 11 (7%)   |
| 5.3                             | <b>Does the shop/canteen sell the things that you need?</b>   |           |
|                                 | Yes .....   | 101 (67%) |
|                                 | No .....  | 46 (30%)  |
|                                 | Don't know .....  | 4 (3%)    |
| 5.4                             | <b>Can you use catalogues/other providers to buy the things you need?</b>                           |           |
|                                 | Yes .....   | 133 (88%) |
|                                 | No .....  | 12 (8%)   |
|                                 | Don't know .....  | 6 (4%)    |
| <b>Relationships with staff</b> |   |           |
| 6.1                             | <b>Do most staff here treat you with respect?</b>   |           |
|                                 | Yes .....   | 138 (92%) |
|                                 | No .....  | 12 (8%)   |
| 6.2                             | <b>Are there any staff here you could turn to if you had a problem?</b>                             |           |
|                                 | Yes .....   | 122 (82%) |
|                                 | No .....  | 27 (18%)  |
| 6.3                             | <b>In the last week, has any member of staff talked to you about how you are getting on?</b>        |           |
|                                 | Yes .....   | 75 (49%)  |
|                                 | No .....  | 77 (51%)  |
| 6.4                             | <b>How helpful is your named officer (key worker)?</b>  |           |
|                                 | Very helpful .....  | 62 (41%)  |
|                                 | Quite helpful .....   | 33 (22%)  |
|                                 | Not very helpful .....  | 7 (5%)    |
|                                 | Not at all helpful .....  | 12 (8%)   |
|                                 | Don't have a named officer (key worker) .....   | 37 (25%)  |
| 6.5                             | <b>Are prisoners here consulted about things like food, canteen or wing issues?</b>                 |           |
|                                 | Yes, and things sometimes change .....  | 44 (29%)  |
|                                 | Yes, but things don't change .....  | 40 (27%)  |
|                                 | No .....  | 18 (12%)  |
|                                 | Don't know .....  | 48 (32%)  |
| 6.6                             | <b>If you want to, can you talk to managers, governors or directors in this prison?</b>             |           |
|                                 | Yes .....   | 82 (54%)  |
|                                 | No .....  | 20 (13%)  |
|                                 | Don't know .....  | 49 (32%)  |
| 6.7                             | <b>If you have shared a problem with a manager, governor or director, did they try to help you?</b> |           |
|                                 | Yes .....   | 29 (19%)  |
|                                 | No .....  | 18 (12%)  |
|                                 | Haven't shared a problem .....  | 105 (69%) |

## Faith

|            |   |           |
|------------|---|-----------|
| <b>7.1</b> | <b>Have you spoken to the Chaplaincy team in this prison?</b>                   |           |
|            | Yes .....   | 127 (84%) |
|            | No.....   | 24 (16%)  |
| <b>7.2</b> | <b>Are you able to speak to the Chaplaincy team in private, if you want to?</b> |           |
|            | Yes .....   | 127 (84%) |
|            | No.....   | 0 (0%)    |
|            | Don't know.....   | 24 (16%)  |
| <b>7.3</b> | <b>What is your religion?</b>   |           |
|            | No religion .....   | 50 (33%)  |
|            | Islam .....   | 32 (21%)  |
|            | Christianity .....  | 60 (39%)  |
|            | Sikhism .....   | 0 (0%)    |
|            | Buddhism .....  | 3 (2%)    |
|            | Paganism.....   | 1 (1%)    |
|            | Hinduism .....  | 0 (0%)    |
|            | Rastafarianism.....   | 2 (1%)    |
|            | Judaism.....  | 2 (1%)    |
|            | Other.....  | 2 (1%)    |
| <b>7.4</b> | <b>Are you able to go to religious services, if you want to?</b>                |           |
|            | Yes .....   | 96 (64%)  |
|            | No.....   | 0 (0%)    |
|            | Don't know.....   | 5 (3%)    |
|            | Not applicable (no religion).....   | 50 (33%)  |
| <b>7.5</b> | <b>Are your religious beliefs respected here?</b>                               |           |
|            | Yes .....   | 85 (56%)  |
|            | No.....   | 8 (5%)    |
|            | Don't know.....   | 8 (5%)    |
|            | Not applicable (no religion).....   | 50 (33%)  |

## Contact with family and friends

|            |   |                      |
|------------|---|----------------------|
| <b>8.1</b> | <b>How often have you been able to see your family and friends in the last month:</b> |                      |
|            | Every week  | Two or three times   |
|            | Once  | Not at all           |
|            |   | Not applicable to me |
|            | In person (prison visit)?   | 25 (17%)             |
|            | 39 (27%)  | 30 (21%)             |
|            | 19 (13%)  | 33 (23%)             |
|            | Using video calling?  | 4 (4%)               |
|            | 4 (4%)  | 4 (4%)               |
|            | 36 (34%)  | 58 (55%)             |
| <b>8.2</b> | <b>Do visits usually start and finish on time?</b>                                    |                      |
|            | Yes .....   | 81 (54%)             |
|            | No.....   | 11 (7%)              |
|            | Don't know.....   | 34 (23%)             |
|            | Not applicable to me.....   | 25 (17%)             |
| <b>8.3</b> | <b>Are your visitors usually treated respectfully by staff?</b>                       |                      |
|            | All of the time.....  | 67 (45%)             |
|            | Most of the time.....   | 23 (16%)             |
|            | Some of the time .....  | 6 (4%)               |
|            | Never.....  | 1 (1%)               |
|            | Not applicable to me.....   | 51 (34%)             |

|                         |  |  |           |            |                  |                    |
|-------------------------|--|--|-----------|------------|------------------|--------------------|
| 8.4                     | <b>How easy or difficult is it for your family and friends to get here?</b>  | Very easy .....                                | 27 (18%)  |            |                  |                    |
|                         | Quite easy .....   | 49 (34%)                                       |           |            |                  |                    |
|                         | Quite difficult.....   | 22 (15%)                                       |           |            |                  |                    |
|                         | Very difficult.....  | 14 (10%)                                       |           |            |                  |                    |
|                         | Don't know.....  | 6 (4%)   |           |            |                  |                    |
|                         | Not applicable to me.....  | 28 (19%)                                       |           |            |                  |                    |
| 8.5                     | <b>Have staff here encouraged you to keep in touch with your family and friends?</b>   | Yes .....                                      | 76 (51%)  |            |                  |                    |
|                         | No.....  | 72 (49%)                                       |           |            |                  |                    |
| 8.6                     | <b>Have you had any problems with sending or receiving these things?</b>   | Yes  | No        |            |                  |                    |
|                         | Emails   | 26 (18%)                                       | 115 (82%) |            |                  |                    |
|                         | Letters  | 24 (17%)                                       | 114 (83%) |            |                  |                    |
|                         | Parcels  | 14 (11%)                                       | 118 (89%) |            |                  |                    |
| 8.7                     | <b>Are you able to use a phone every day (if you have credit)?</b>   | Yes .....                                      | 143 (97%) |            |                  |                    |
|                         | No.....  | 5 (3%)   |           |            |                  |                    |
| <b>Time out of cell</b> |  |  |           |            |                  |                    |
| 9.1                     | <b>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)?</b> | Yes, and these times are usually kept to ..... | 145 (97%) |            |                  |                    |
|                         | Yes, but these times are not usually kept to .....   | 4 (3%)   |           |            |                  |                    |
|                         | No.....  | 1 (1%)   |           |            |                  |                    |
| 9.2                     | <b>How long do you usually spend out of your cell each day?</b>  | Less than 2 hours                              | 2-6 hours | 6-10 hours | 10 hours or more | Don't know         |
|                         | Monday - Fridays   | 4 (3%)   | 26 (18%)  | 34 (23%)   | 72 (49%)         | 12 (8%)            |
|                         | Saturday - Sundays   | 7 (5%)   | 26 (19%)  | 27 (20%)   | 63 (47%)         | 11 (8%)            |
| 9.3                     | <b>How many times in a normal week are you able to do these things?</b>  | None   | 1 or 2    | 3-5        | More than 5      | Not available here |
|                         | Complete domestic tasks  | 0 (0%)   | 23 (16%)  | 22 (15%)   | 98 (68%)         | 1 (1%)             |
|                         | Get association  | 1 (1%)   | 6 (4%)    | 13 (9%)    | 126 (85%)        | 2 (1%)             |
|                         | Exercise outside   | 0 (0%)   | 7 (5%)    | 14 (10%)   | 123 (84%)        | 2 (1%)             |
|                         | Go to the gym or play sports   | 2 (1%)   | 12 (8%)   | 75 (52%)   | 49 (34%)         | 7 (5%)             |
| 9.4                     | <b>At the weekend, are you able to do these things?</b>  | Yes  | No        |            |                  |                    |
|                         | Complete domestic tasks  | 142 (97%)                                      | 5 (3%)    |            |                  |                    |
|                         | Get association  | 145 (98%)                                      | 3 (2%)    |            |                  |                    |
|                         | Exercise outside   | 147 (99%)                                      | 1 (1%)    |            |                  |                    |
|                         | Go to the gym or play sports   | 136 (95%)                                      | 7 (5%)    |            |                  |                    |

|   | How many times in a normal week are you able to do these things? |                       |              |             |                      |
|---|--|-----------------------|--------------|-------------|----------------------|
|   | Never  | Less than once a week | About a week | once a week | Twice a week or more |
| Visit the library                                 | 8 (5%)   | 2 (1%)                | 13 (9%)      | 126 (85%)   |                      |
| Borrow library items kept on the wing             | 12 (8%)  | 2 (1%)                | 9 (6%)       | 121 (84%)   |                      |
| Get things from the library delivered to the wing | 48 (35%)   | 3 (2%)                | 10 (7%)      | 77 (56%)    |                      |

|                            | Does the library have a wide enough range of materials to meet your needs? |           |
|----------------------------|--|-----------|
| Yes .....                  |  | 117 (78%) |
| No.....                    |  | 20 (13%)  |
| Don't use the library..... |  | 13 (9%)   |

## Applications, complaints and legal rights

### 10.1 Is it easy for you to make an application?

|                 |           |
|-----------------|-----------|
| Yes .....       | 137 (91%) |
| No.....         | 5 (3%)    |
| Don't know..... | 8 (5%)    |

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

|                | Yes      | No       | Not made any applications |
|----------------|----------|----------|---------------------------|
| Fairly?        | 98 (71%) | 12 (9%)  | 29 (21%)                  |
| Within 7 days? | 91 (67%) | 16 (12%) | 29 (21%)                  |

### 10.3 Is it easy for you to make a complaint?

|                 |           |
|-----------------|-----------|
| Yes .....       | 100 (66%) |
| No.....         | 7 (5%)    |
| Don't know..... | 45 (30%)  |

### 10.4 If you have made any complaints here, are they usually dealt with:

|                | Yes      | No      | Not made any complaints |
|----------------|----------|---------|-------------------------|
| Fairly?        | 24 (17%) | 11 (8%) | 110 (76%)               |
| Within 7 days? | 25 (17%) | 8 (6%)  | 110 (77%)               |

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

|  |          |
|--|----------|
| Yes .....                                      | 15 (10%) |
| No.....  | 48 (32%) |
| Not wanted or needed to make a complaint ..... | 87 (58%) |

### 10.6 Do you know how to contact these organisations?

|   | Yes      | No       | Don't know who they are |
|---|----------|----------|-------------------------|
| Independent Prisoner Complaint Investigations | 79 (52%) | 41 (27%) | 32 (21%)                |
| Independent Monitoring Board (IMB)            | 87 (58%) | 38 (25%) | 26 (17%)                |

|                    |   |                                  |            |                 |                 |            |
|--------------------|---|----------------------------------|------------|-----------------|-----------------|------------|
| 10.7               | <b>In this prison, is it easy or difficult for you to do these things?</b>  | Easy                             | Difficult  | Don't know      | Don't need this |            |
|                    | Communicate with your solicitor or legal representative   | 75 (49%)                         | 9 (6%)     | 32 (21%)        | 36 (24%)        |            |
|                    | Attend legal visits   | 60 (39%)                         | 9 (6%)     | 41 (27%)        | 42 (28%)        |            |
| 10.8               | <b>If staff here have ever opened letters from your solicitor or legal representative when you were not present, were you told why?</b> | Yes                              |            |                 | 14 (9%)         |            |
|                    |   | No                               |            |                 | 41 (27%)        |            |
|                    |   | Not had any legal letters opened |            |                 | 96 (64%)        |            |
| <b>Health care</b> |   |                                  |            |                 |                 |            |
| 11.1               | <b>Since arriving in this prison have you had any delays getting these things?</b>  | Yes                              | No         | Not applicable  |                 |            |
|                    | Your medication   | 20 (13%)                         | 91 (60%)   | 41 (27%)        |                 |            |
|                    | Your outside medical appointments   | 22 (15%)                         | 77 (51%)   | 51 (34%)        |                 |            |
|                    | Your agreed social care package   | 6 (4%)                           | 59 (40%)   | 81 (55%)        |                 |            |
| 11.2               | <b>How easy or difficult is it to see these people?</b>   | Very easy                        | Quite easy | Quite difficult | Very difficult  | Don't know |
|                    | Doctor  | 44 (29%)                         | 50 (33%)   | 26 (17%)        | 14 (9%)         | 19 (12%)   |
|                    | Nurse   | 76 (50%)                         | 60 (39%)   | 8 (5%)          | 4 (3%)          | 5 (3%)     |
|                    | Dentist   | 26 (17%)                         | 30 (20%)   | 37 (24%)        | 28 (18%)        | 32 (21%)   |
|                    | Pharmacist  | 63 (41%)                         | 48 (32%)   | 15 (10%)        | 6 (4%)          | 20 (13%)   |
|                    | Mental health worker  | 38 (26%)                         | 34 (23%)   | 8 (5%)          | 7 (5%)          | 62 (42%)   |
|                    | Substance misuse worker   | 39 (26%)                         | 29 (20%)   | 6 (4%)          | 3 (2%)          | 71 (48%)   |
| 11.3               | <b>What do you think of the quality of the health service from these people?</b>  | Very good                        | Quite good | Quite bad       | Very bad        | Don't know |
|                    | Doctor  | 55 (36%)                         | 43 (28%)   | 16 (11%)        | 10 (7%)         | 28 (18%)   |
|                    | Nurse   | 66 (43%)                         | 54 (36%)   | 14 (9%)         | 7 (5%)          | 11 (7%)    |
|                    | Dentist   | 40 (26%)                         | 28 (19%)   | 15 (10%)        | 9 (6%)          | 59 (39%)   |
|                    | Pharmacist  | 62 (41%)                         | 41 (27%)   | 10 (7%)         | 11 (7%)         | 28 (18%)   |
|                    | Mental health worker  | 36 (24%)                         | 24 (16%)   | 4 (3%)          | 5 (3%)          | 81 (54%)   |
|                    | Substance misuse worker   | 35 (24%)                         | 20 (14%)   | 5 (3%)          | 2 (1%)          | 86 (58%)   |
| 11.4               | <b>What do you think of the overall quality of the health services here?</b>  | Very good                        |            |                 | 57 (38%)        |            |
|                    | Quite good  |                                  |            |                 | 58 (38%)        |            |
|                    | Quite bad   |                                  |            |                 | 18 (12%)        |            |
|                    | Very bad  |                                  |            |                 | 12 (8%)         |            |
|                    | Don't know  |                                  |            |                 | 6 (4%)          |            |

**11.5 If you are due to be released in the next month, are you confident there are adequate plans to continue your health care?**

|  |           |
|--|-----------|
| Yes .....  | 23 (15%)  |
| No.....  | 8 (5%)    |
| Don't know.....  | 7 (5%)    |
| Not due to be released in the next month/no healthcare needs | 112 (75%) |

**11.6 Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being)?**

|                        |          |
|------------------------|----------|
| All the time.....      | 61 (40%) |
| Most of the time.....  | 53 (35%) |
| Some of the time ..... | 29 (19%) |
| Never.....             | 8 (5%)   |

**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 ..... | 39 (26%)  |
| No.....   | 112 (74%) |

**12.2 If you have a disability, are you getting the support you need in this prison?**

|                              |           |
|------------------------------|-----------|
| Yes .....                    | 25 (17%)  |
| No.....                      | 12 (8%)   |
| Don't have a disability..... | 112 (75%) |

**12.3 Do you have any mental health problems?**

|           |           |
|-----------|-----------|
| Yes ..... | 42 (28%)  |
| No.....   | 110 (72%) |

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

|   |           |
|---|-----------|
| Yes .....                               | 24 (16%)  |
| No.....                                 | 18 (12%)  |
| Don't have a mental health problem..... | 110 (72%) |

**12.5 Has your mental health got better or worse since arriving at this prison?**

|                     |          |
|---------------------|----------|
| Better.....         | 32 (23%) |
| Worse .....         | 12 (9%)  |
| No difference ..... | 94 (68%) |

**Alcohol and drugs**

**13.1 Do you have a drug or alcohol problem?**

|           |           |
|-----------|-----------|
| Yes ..... | 15 (10%)  |
| No.....   | 137 (90%) |

**13.2 If you have told staff about your drug or alcohol problem, have you received help to manage it?**

|   |           |
|---|-----------|
| Yes .....                                 | 13 (9%)   |
| No.....                                   | 1 (1%)    |
| Have not told staff .....                 | 0 (0%)    |
| Don't have a drug or alcohol problem..... | 137 (91%) |

|  |  |
|--|--|
| <b>13.3</b>  | <b>If you have developed a drug or alcohol problem in this prison (including medication not prescribed to you), have you received help to manage it?</b>     |
| Yes .....  | 1 (1%)   |
| No.....  | 1 (1%)   |
| Have not developed a drug or alcohol problem in this prison... | 149 (99%)  |
| <b>13.4</b>  | <b>If you are due to be released in the next month, do you know who to contact for support with your drug or alcohol problem when you leave this prison?</b> |
| Yes .....  | 3 (2%)   |
| No.....  | 1 (1%)   |
| Don't have a drug or alcohol problem.....                      | 137 (91%)  |
| Not being released in the next month.....                      | 9 (6%)   |

#### **13.5 In this prison, is it easy or difficult to get these things?**

|                                  | Very easy | Quite easy | Quite difficult | Very difficult | Don't know |
|----------------------------------|-----------|------------|-----------------|----------------|------------|
| Illicit drugs                    | 15 (10%)  | 8 (5%)     | 8 (5%)          | 5 (3%)         | 114 (76%)  |
| Alcohol                          | 13 (9%)   | 8 (5%)     | 6 (4%)          | 8 (5%)         | 114 (77%)  |
| Medication not prescribed to you | 14 (9%)   | 8 (5%)     | 10 (7%)         | 3 (2%)         | 114 (77%)  |

### **Safety**

#### **14.1 Have you ever felt unsafe here?**

|           |           |
|-----------|-----------|
| Yes ..... | 6 (4%)    |
| No.....   | 146 (96%) |

#### **14.2 Do you feel unsafe now?**

|           |           |
|-----------|-----------|
| Yes ..... | 3 (2%)    |
| No.....   | 147 (98%) |

#### **14.3 Would you report it if you were being bullied/victimised in this prison by:**

|                  | Yes      | No       | Don't know |
|------------------|----------|----------|------------|
| Other prisoners? | 59 (39%) | 48 (32%) | 45 (30%)   |
| Staff?           | 62 (41%) | 44 (29%) | 45 (30%)   |

#### **14.4 Have you been bullied/victimised in this prison by:**

|                  | Yes     | No        |
|------------------|---------|-----------|
| Other prisoners? | 6 (4%)  | 145 (96%) |
| Staff?           | 12 (8%) | 138 (92%) |

#### **14.5 If yes, which of these types of bullying/victimisation from other prisoners or staff did you experience?**

|                              | By prisoners | By staff |
|------------------------------|--------------|----------|
| Verbal abuse                 | 2 (1%)       | 7 (5%)   |
| Threats or intimidation      | 3 (2%)       | 8 (5%)   |
| Physical assault             | 2 (1%)       | 1 (1%)   |
| Sexual assault               | 0 (0%)       | 1 (1%)   |
| Theft of canteen or property | 1 (1%)       | 1 (1%)   |
| Other bullying/victimisation | 1 (1%)       | 5 (3%)   |

## Behaviour management

### 15.1 Does this prison:

|                                 | Yes      | No       | Don't know |
|---------------------------------|----------|----------|------------|
| Reward good behaviour fairly?   | 53 (35%) | 51 (34%) | 47 (31%)   |
| Deal with bad behaviour fairly? | 54 (37%) | 29 (20%) | 62 (43%)   |

### 15.2 Are there opportunities and rewards to motivate people in this prison?

|                 |          |
|-----------------|----------|
| Yes .....       | 49 (33%) |
| No.....         | 50 (33%) |
| Don't know..... | 51 (34%) |

### 15.3 Do these opportunities and rewards motivate you to behave well?

|  |          |
|--|----------|
| Yes .....  | 41 (42%) |
| No.....  | 5 (5%)   |
| Do not know what opportunities and rewards there are ..... | 51 (53%) |

### 15.4 Do you think the culture in this prison encourages prisoners to behave well?

|                 |          |
|-----------------|----------|
| Yes .....       | 81 (54%) |
| No.....         | 25 (17%) |
| Don't know..... | 45 (30%) |

### 15.5 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.....  | 10 (7%)   |
| Don't remember.....                                | 0 (0%)    |
| Not been restrained here in the last 6 months..... | 139 (93%) |

### 15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months:

|  | Yes    | No     | Not been in segregation |
|--|--------|--------|-------------------------|
| Were you treated well by segregation staff?            | 2 (1%) | 2 (1%) | 142 (97%)               |
| Could you shower every day?                            | 2 (1%) | 2 (1%) | 142 (97%)               |
| Could you go outside for exercise every day?           | 2 (1%) | 2 (1%) | 142 (97%)               |
| Could you use the phone every day (if you had credit)? | 2 (1%) | 2 (1%) | 142 (97%)               |

## Education, skills and work

### 16.1 Have you been supported with reading needs in this prison (this could include education or wing staff, peer support or anyone else)?

|  |           |
|--|-----------|
| Yes .....                                  | 44 (29%)  |
| No.....                                    | 6 (4%)    |
| Not needed support with reading needs..... | 100 (67%) |

### 16.2 Do you have any learning difficulties (dyslexia or any other conditions that affect your learning)?

|           |           |
|-----------|-----------|
| Yes ..... | 29 (19%)  |
| No.....   | 122 (81%) |

**16.3 Have you received help and support from education staff for your learning difficulties?**

|   |           |
|---|-----------|
| Yes .....                               | 22 (15%)  |
| No.....                                 | 7 (5%)    |
| Do not have learning difficulties ..... | 122 (81%) |

**16.4 If you have done any of these activities in this prison, do you think they will help you when you are released?**

|                               | Yes,<br>will help | No,<br>won't help | Not done<br>this |
|-------------------------------|-------------------|-------------------|------------------|
| Education                     | 76 (54%)          | 37 (26%)          | 29 (20%)         |
| Vocational or skills training | 73 (52%)          | 25 (18%)          | 42 (30%)         |
| Prison job                    | 77 (53%)          | 53 (37%)          | 14 (10%)         |
| Work outside of the prison    | 72 (50%)          | 13 (9%)           | 59 (41%)         |

**16.5 Has the prison allocated you to the education, training or work that will help you when you are released?**

|                     |          |
|---------------------|----------|
| Yes .....           | 83 (56%) |
| No.....             | 42 (28%) |
| Not applicable..... | 24 (16%) |

**16.6 Do wing staff encourage you to go to education, training or work?**

|                     |          |
|---------------------|----------|
| Yes .....           | 96 (64%) |
| No.....             | 36 (24%) |
| Not applicable..... | 19 (13%) |

## Sentence plan

**17.1 Do you have a sentence plan?**

|                    |           |
|--------------------|-----------|
| Yes.....           | 124 (84%) |
| No .....           | 24 (16%)  |
| Not sentenced..... | 0 (0%)    |

**17.2 Please answer the following questions about your sentence plan:**

|   | Yes       | No       | Don't know my objectives or targets |
|---|-----------|----------|-------------------------------------|
| Do you understand what you need to do to achieve the objectives or targets? | 101 (83%) | 3 (2%)   | 18 (15%)                            |
| Are any staff here supporting you to achieve the objectives or targets?     | 73 (61%)  | 28 (24%) | 18 (15%)                            |
| Have you been involved in setting the objectives or targets?                | 77 (65%)  | 23 (19%) | 18 (15%)                            |

## Returning to the community

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

|                 |          |
|-----------------|----------|
| Yes .....       | 52 (35%) |
| No.....         | 77 (52%) |
| Don't know..... | 20 (13%) |

|             |  |                               |                                     |          |
|-------------|--|-------------------------------|-------------------------------------|----------|
| <b>18.2</b> | <b>How close is this prison to your home area or the address you will be released to?</b>                        |                               |                                     |          |
|             | Very near.....   | 3 (6%)                        |                                     |          |
|             | Quite near.....  | 21 (40%)                      |                                     |          |
|             | Quite far.....   | 26 (50%)                      |                                     |          |
|             | Very far.....  | 2 (4%)                        |                                     |          |
| <b>18.3</b> | <b>Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?</b> |                               |                                     |          |
|             | Yes .....  | 44 (85%)                      |                                     |          |
|             | No.....  | 8 (15%)                       |                                     |          |
| <b>18.4</b> | <b>Are you getting help to sort out these things for when you are released?</b>                                  |                               |                                     |          |
|             | 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  | 9 (18%)                       | 12 (24%)                            | 30 (59%) |
|             | Getting employment   | 15 (30%)                      | 11 (22%)                            | 24 (48%) |
|             | Sorting out benefits   | 16 (32%)                      | 10 (20%)                            | 24 (48%) |
|             | Finances and debt  | 13 (25%)                      | 7 (14%)                             | 31 (61%) |
|             | Opening a bank account   | 20 (40%)                      | 4 (8%)                              | 26 (52%) |
|             | Getting photo ID   | 14 (27%)                      | 7 (14%)                             | 30 (59%) |

## More about you

|             |  |            |
|-------------|--|------------|
| <b>19.1</b> | <b>Do you have children under the age of 18?</b>   |            |
|             | Yes .....  | 85 (56%)   |
|             | No.....  | 66 (44%)   |
| <b>19.2</b> | <b>Are you a UK/British citizen?</b>   |            |
|             | Yes .....  | 151 (100%) |
|             | No.....  | 0 (0%)     |
| <b>19.3</b> | <b>Have you ever been in local authority care (have you lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?</b> |            |
|             | Yes .....  | 11 (7%)    |
|             | No.....  | 140 (93%)  |
| <b>19.4</b> | <b>Have you ever been in the armed services (the army, navy or air force)?</b>   |            |
|             | Yes .....  | 6 (4%)     |
|             | No.....  | 145 (96%)  |
| <b>19.5</b> | <b>What is your gender?</b>  |            |
|             | Male .....   | 147 (97%)  |
|             | Female .....   | 1 (1%)     |
|             | Non-binary.....  | 2 (1%)     |
|             | Other .....  | 1 (1%)     |
| <b>19.6</b> | <b>Do you identify as transgender or trans?</b>  |            |
|             | Yes .....  | 5 (3%)     |
|             | No.....  | 144 (97%)  |

**19.7 How would you describe your sexual orientation?**

|                              |           |
|------------------------------|-----------|
| Straight/heterosexual .....  | 143 (94%) |
| Gay/lesbian/homosexual ..... | 4 (3%)    |
| Bisexual.....                | 3 (2%)    |
| Other .....                  | 2 (1%)    |

**Final questions about this prison**

**20.1 Do you think your experiences in this prison have made you more or less likely to offend in the future?**

|                             |           |
|-----------------------------|-----------|
| More likely to offend ..... | 4 (3%)    |
| Less likely to offend ..... | 120 (78%) |
| Made no difference.....     | 30 (19%)  |