



Staff survey methodology and results

Colnbrook IRC

January 2025

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Staff survey methodology

A survey of staff 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 an online questionnaire consisting of structured questions exploring the experience of staff at the IRC. There are also fifteen open questions which allow staff to expand on their experiences and tell inspectors anything else they think is important. These comments are not published or shared with the establishment.

Distribution

HMI Prisons researchers provide a link to the survey embedded in a covering email. The covering email explains the purpose of the survey, that participation is voluntary and gives assurances about confidentiality and anonymity, enabling staff to give their informed consent to participate. This email is sent to the establishment with a request that it is forwarded to all staff working at the establishment; an HMI Prisons researcher is copied into this email to provide assurance.

Survey response

It was not possible to ascertain the number of email addresses that the survey was sent to at Colnbrook IRC. Staff were given seven days to complete the survey. We received a total of 79 completed questionnaires.

We cannot be sure that every member of staff working at the establishment received the email. Furthermore, because the online survey is set up to enable multiple responses from a single device (to facilitate participation by those who share computers) it is possible that individuals may have completed the questionnaire more than once. It is therefore not possible to provide an accurate response rate.

Full survey results

The full survey results for staff at Colnbrook IRC provide a breakdown of responses for only the structured questions. Percentages have been rounded and therefore may not add up to 100%.

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

Staff survey

Q1.1 Please tick the option which most closely matches your role:

Frontline operational staff	45 (57%)
Operational manager	12 (15%)
Home Office staff	8 (10%)
Health care staff	0 (0%)
Education, skills and work staff	3 (4%)
Administrative staff.....	4 (5%)
Other staff	7 (9%)

Staff well-being

Q2.1 How well is the centre supporting staff well-being?

Very well	13 (17%)
Quite well	18 (23%)
Neither well nor poorly	17 (22%)
Quite poorly.....	14 (18%)
Very poorly	15 (19%)

Q2.2 How would you describe your morale at work?

Very high.....	12 (15%)
High	22 (28%)
Neither high nor low	25 (32%)
Low	11 (14%)
Very low	9 (11%)

Support at work

Q3.1 Do you feel supported by your colleagues?

Always.....	17 (22%)
Often	25 (32%)
Sometimes	30 (38%)
Never	7 (9%)

Q3.2 Do you feel supported by your immediate line manager?

Always.....	26 (33%)
Often	17 (22%)
Sometimes	20 (25%)
Never	16 (20%)

Q3.3 Do you feel supported by senior managers?

Always.....	17 (22%)
Often	16 (21%)
Sometimes	19 (24%)
Never	26 (33%)

Q3.4 How often do you meet with someone (a manager or mentor) to discuss how you are progressing in your role?

More than once a month	15 (19%)
Approximately once every three months	10 (13%)
Approximately twice a year	6 (8%)
Once a year or less	20 (25%)
I have not had the opportunity to meet with someone.....	28 (35%)

Q3.5 How would you rate the quality of support you receive from your line manager?

Very good.....	25 (32%)
Good	17 (22%)
Neither good nor poor	12 (15%)
Poor	11 (14%)
Very poor	14 (18%)

Q3.6 What other support can you access? (Please tick all that apply.)

Through Mitie	43 (56%)
A union.....	51 (66%)
Staff association.....	10 (13%)
Home Office	10 (13%)
Health care provider.....	7 (9%)
Other welfare services	10 (13%)

Detainee well-being

Q4.1 Please indicate to what extent you agree or disagree with the following statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Detainees are being kept safe.	40 (51%)	27 (34%)	6 (8%)	4 (5%)	2 (3%)
Detainees have enough time out of their rooms.	64 (84%)	11 (14%)	0 (0%)	0 (0%)	1 (1%)
Vulnerable detainees get the support they need.	28 (37%)	33 (44%)	9 (12%)	4 (5%)	1 (1%)

Q4.2 How do Mitie staff treat detainees in this centre?

Very well	31 (39%)
Quite well	37 (47%)
Quite poorly.....	9 (11%)
Very poorly	2 (3%)

Q4.3 How do Home Office staff treat detainees in this centre?

Very well	12 (15%)
Quite well	24 (30%)
Quite poorly.....	15 (19%)
Very poorly	9 (11%)
Don't know	19 (24%)

Q4.4 How do health care staff treat (behave towards) detainees in this centre?

Very well	12 (15%)
Quite well	30 (38%)
Quite poorly.....	19 (24%)
Very poorly.....	10 (13%)
Don't know	8 (10%)

Leadership in this centre**Q5.1 How clearly are the priorities of this centre communicated to you?**

Very clearly	18 (23%)
Quite clearly	27 (34%)
Not very clearly	16 (20%)
Not at all clearly	11 (14%)
I don't know the top priorities	7 (9%)

Q5.2 To what extent do you agree or disagree with this centre's priorities?

Strongly agree.....	17 (22%)
Somewhat agree	33 (42%)
Somewhat disagree	17 (22%)
Strongly disagree	7 (9%)
Don't know	5 (6%)

Q5.3 Please use the scale to rate the following statements:

	Always	Often	Occasionally	Never
Senior managers in this centre are approachable (e.g. they take time to listen)	24 (30%)	18 (23%)	18 (23%)	19 (24%)
Senior managers in this centre acknowledge and celebrate good work	20 (25%)	13 (16%)	24 (30%)	22 (28%)
Senior managers set high standards of behaviour for staff	24 (32%)	20 (26%)	15 (20%)	17 (22%)
Senior managers challenge poor behaviour by staff	24 (31%)	16 (21%)	27 (35%)	11 (14%)
Senior managers encourage staff to reflect on and learn from their mistakes	17 (22%)	17 (22%)	21 (27%)	22 (29%)
Senior managers use feedback from detainees, staff and others to generate ideas, create plans and measure progress	18 (23%)	13 (17%)	20 (26%)	26 (34%)

Q5.4 To what extent do you agree or disagree that your knowledge and skills are sufficient to do your job well?

Strongly agree.....	48 (61%)
Somewhat agree	29 (37%)
Somewhat disagree	1 (1%)
Strongly disagree	1 (1%)

Raising concerns

Q6.1 Do you know how to raise concerns (whistleblowing) in this centre?	
Yes.....	65 (82%)
No	14 (18%)
Q6.2 Have you raised concerns about this centre?	
Yes.....	13 (16%)
No	66 (84%)
Q6.3 Would you raise concerns if you had any?	
Yes.....	40 (62%)
No	13 (20%)
Don't know	12 (18%)
Q6.4 Who or what organisation did you raise your concern to? (Please select more than one if relevant)	
A manager	10
Home Office	2
Care Quality Commission	0
HM Inspectorate of Prisons	1
Trade union / Professional organisation.....	2
Police	1
Non-governmental organisation	0
Other.....	4
Q6.5 Were your concerns taken seriously?	
Yes.....	6 (46%)
No	5 (38%)
Don't know	2 (15%)
Q6.6 Was any effective action taken in response to the concerns you had raised?	
Yes.....	5 (38%)
No	6 (46%)
Don't know	2 (15%)
Q6.7 Have you ever witnessed staff behaving inappropriately towards detainees?	
Yes.....	23 (30%)
No	54 (70%)
Q6.8 Have you ever witnessed staff behaving inappropriately towards each other?	
Yes.....	29 (38%)
No	48 (62%)
Q6.10 Do you believe that issues you raise would be taken seriously?	
Yes.....	30 (38%)
No	22 (28%)
Not sure	27 (34%)

Q6.11 Do you have any other concerns about the behaviour of staff (including managers)?
Yes..... 31 (39%)
No 48 (61%)