Report on an unannounced inspection of

HMP & YOI Bronzefield

26 November – 6 December 2018

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by HM Chief Inspector of Prisons

26 November–6 December 2018

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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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/

Introduction

HMP Bronzefield, located in Surrey and first opened in 2004, is a prison for up to 557 women prisoners, making it the largest women's prison in Europe. It was the first purpose-built, privately operated prison for women, and is operated by Sodexo Justice Services. In common with all women's prisons, Bronzefield fulfils a resettlement function but holds all types of prisoners ranging from those on remand to those considered high security or, as they are termed in the context of a women's prison, 'restricted status'.

This was our first inspection of Bronzefield since 2015 and, as we did then, we found the prison to be an excellent institution where outcomes for the prisoners held were reasonably good or better against all our tests of a healthy prison.

Bronzefield was an overwhelmingly safe prison. Reception was welcoming, with prisoners properly risk assessed and inducted after arrival. There was, however, evidence to suggest that the population of prisoners held had become more challenging in recent years, with many experiencing significant mental health problems. Recorded violence had increased markedly since our last inspection but most incidents were not serious. Arrangements to reduce violence and support victims required some improvements, although weaknesses were mitigated by some very strong informal support offered to prisoners. An investigation by the Prisons and Probation Ombudsman (PPO), following the self-inflicted death of a woman in 2016, had raised significant criticisms, but recommendations made by the PPO had been addressed. Self-harm among prisoners remained high, but overall the care for those in crisis was good. Staff were trained well to deal with some complex needs, which helped support a comprehensive and competent approach to safeguarding. Support for prisoners with substance misuse needs was similarly effective.

The prison provided a clean and decent environment in which to live but its key strength was the quality of staff-prisoner relationships. Most prisoners felt respected or had someone they could turn to for help. The interactions we observed were impressive. The promotion of equality was appropriately prioritised and outcomes and perceptions among protected groups were consistent. Health services were very well integrated and delivering generally good outcomes.
Most prisoners had good time out of cell and there were sufficient activity places for all. Education, skills and work provision had improved considerably and was meeting need, while achievement among learners had also improved. Our partners in Ofsted judged provision to be 'good' with some outstanding features. Work to support rehabilitation and release planning would have benefited from a more comprehensive needs analysis but, despite this, the quality of offender management and the effectiveness of resettlement planning were good and public protection work robust.

Bronzefield seemed to us to be meeting nearly all its key objectives. There was work to do – a priority being the reduction of violence – but the overall success of the prison was built on healthy and supportive relationships and the knowledge and understanding the Bronzefield staff had of their prisoners, many of whom had high and complex support needs. In addition to the prison being a safe place, prisoners were treated with care and respect and were helped to progress through their sentence ultimately to the point of release. We leave the prison with a small number of recommendations we hope will assist in further progression and congratulate the managers and staff on what they have been able to achieve.

Peter Clarke CVO OBE QPM February 2019
HM Chief Inspector of Prisons

Fact page

Task of the establishment
Bronzefield is a designated resettlement prison, as are all women's prisons. It is also a high security prison for restricted status prisoners (those considered to require specific management arrangements) as well as a local prison.

Certified normal accommodation and operational capacity[1]
Prisoners held at the time of inspection: 512
Baseline certified normal capacity: 527
In-use certified normal capacity: 527
Operational capacity: 557

Notable features from this inspection

The catchment area had increased and now included 95 courts.

The proportion of remand prisoners had increased since our previous inspection and was now almost one third of the total population, including a large number from London.

The number of prisoners moving through the prison was large – 71% of sentenced prisoners had been in the prison for less than six months and in the previous six months, 1057 prisoners had been released.

There had been a 50% increase in the number of prisoners accessing substance use support services since our previous inspection.

Prison status (public or private) and key providers
Sodexo Justice Services

Physical health provider: Sodexo Justice Services
Mental health provider: Central and North West London NHS Foundation Trust
Substance use provider: Sodexo Justice Services
Learning and skills provider: Sodexo Justice Services
Community rehabilitation company (CRC): London CRC and Kent, Surrey and Sussex CRC
Escort contractor: GEOAmey and Serco

Department
Women's estate

Brief history
HMP Bronzefield, which opened in June 2004, was the first purpose-built, privately operated prison for women. It is a local prison, accepting prisoners directly from 95 courts. In February 2016, the prison's operational capacity increased from 527 to 572 to help stabilise the women's estate following the closure of HMP Holloway and subsequent population pressures. In May 2018, the operational capacity was reduced to 557 following the sustained stabilisation of the population across the estate.

[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
The prison comprises four house blocks:
House block 1 – a fully integrated recovery unit
House block 2 – the early days in custody unit holding predominantly remand and unsentenced prisoners
House block 3 – predominantly accommodating sentenced prisoners
House block 4 – prisoners serving life and long-term sentences and those on the enhanced regime
Mother and baby unit – 12 beds to support parental development
A health care wing – 24-hour care for 18 residents.

Name of director and date in post
Ian Whiteside (June 2016)

Independent Monitoring Board chair
Sandra Mooney

Date of last full inspection
9–20 November 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
Resettlement	prisoners are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending.

A4 The 2010 'Bangkok Rules[2]' sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.

A5 Under each test, we make an assessment of outcomes for women 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 the National Offender Management Service.

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

- **outcomes for prisoners are reasonably good.**
  There is evidence of adverse outcomes for women 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 women. Problems/concerns, if left unattended, are likely to become areas of serious concern.

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2 United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders.

- **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.

A6 Our assessments might result in one of the following:

- **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.

A7 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.

A8 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.

A9 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

A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons.* 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 6 collates all recommendations, housekeeping points 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.

A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.

A12 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.[3]

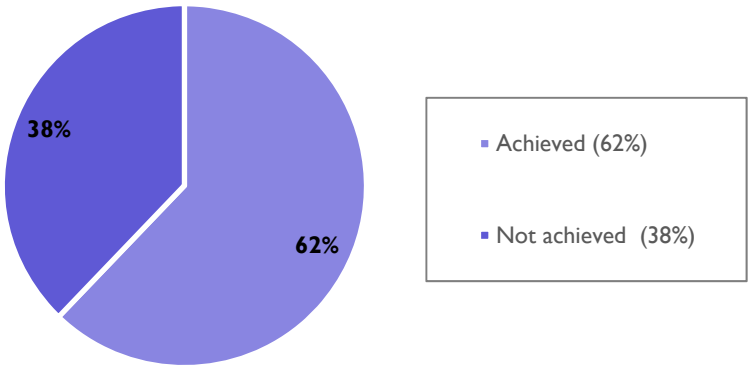
[3] The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

S1 We last inspected HMP & YOI Bronzefield in 2015 and made 37 recommendations overall. The prison fully accepted 22 of the recommendations and partially (or subject to resources) accepted 13. It rejected two of the recommendations.

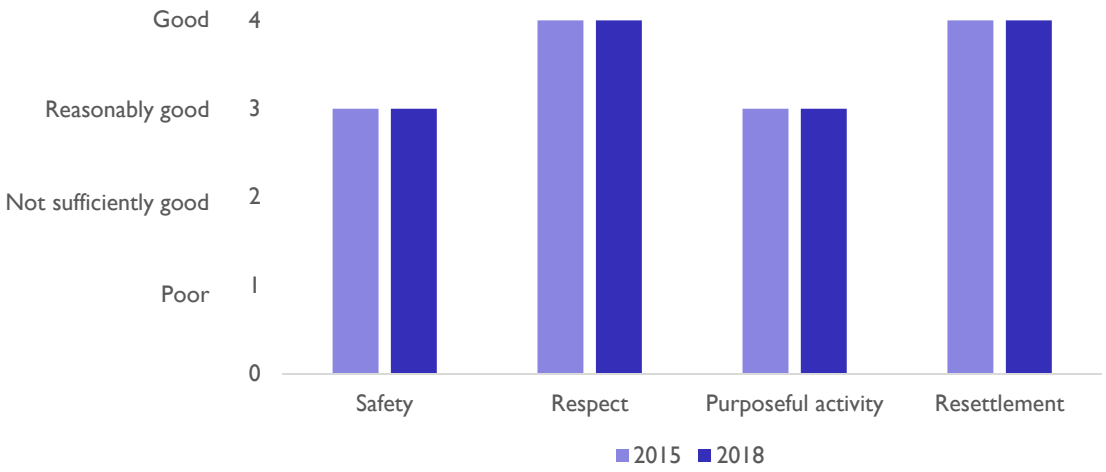
S2 At this follow up inspection we found that the prison had achieved 23 of those recommendations and not achieved 14 recommendations.

Figure 1: HMP & YOI Bronzefield progress on recommendations from last inspection (n=37)



S3 Since our last inspection outcomes for prisoners stayed the same in all healthy prison areas. Outcomes were reasonably good in Safety and Purposeful activity and good in Respect and Resettlement.

Figure 2: HMP & YOI Bronzefield healthy prison outcomes 2015 and 2018[4]



[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 was welcoming and prisoners received a good first night service but many arrived too late in the evening, which limited the opportunity to settle in before being locked up for the night. Support during prisoners' early days was reasonably good. The number of violent incidents had increased significantly, although not many were serious. The prison remained safe for the vast majority, but formal support for victims was weak. Good progress had been made in addressing the Prisons and Probation Ombudsman (PPO) findings following a death in custody in 2016. Levels of self-harm were high and assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm was very good. A small number of prisoners with the most complex needs was very well supported. Security remained proportionate and, although use of force had increased, it was managed well. The segregation unit provided positive support. Substance use treatment was reasonably good.* ***Outcomes for prisoners were reasonably good against this healthy prison test.***

S5 *At the last inspection in 2015 we found that outcomes for prisoners in Bronzefield were reasonably good against this healthy prison test. We made eight recommendations in the area of safety. At this follow-up inspection we found that five of the recommendations had been achieved and three had not been achieved.*

S6 Long waits in court and a wider catchment area meant some prisoners arrived at the prison very late in the evening, which affected the delivery of first night support. Reception was welcoming, but some prisoners spent too long there because of delays in the completion of the health care screening. Prisoners received a comprehensive and private first night interview. First night cells were clean and well equipped. The new induction process was comprehensive but the programme was not yet being delivered effectively.

S7 Over the previous two years, the population at Bronzefield had become more challenging and many individuals had highly complex personal problems – a large proportion of whom had significant mental health needs. Our survey showed that the prison remained safe for the vast majority of prisoners, but many said they had been victimised by other prisoners and staff. Violent incidents had increased significantly over the previous four years. Most incidents were not serious but not all were investigated. Although informal support for victims was good, formal processes were weak. The safer custody committee was supplemented by a very effective safety intervention meeting, which discussed individual violent incidents in detail. The incentives and earned privileges (IEP) scheme was well managed, however, the privilege list for those not on the enhanced level was overly restrictive.

S8 PPO investigations into the death in custody of a prisoner in 2016 had raised significant criticisms. Evidence showed the PPO's recommendations had been addressed and staff were now better prepared to deal with similar incidents. Levels of self-harm were very high but a fairly small number of prisoners was responsible for a significant proportion of incidents. Staff had an excellent level of knowledge and understood what triggered individual prisoners' self-harm and what their care needs were. Strategic management was good. ACCT case management was very good and prisoners felt well supported.

S9 Staff dealt with prisoners' complex needs confidently and competently and had received focused training. The adult safeguarding policy was comprehensive and the EOS service (a national project delivered under the offender personality disorder pathway) was impressive and there was evidence showing positive outcomes for a small number of prisoners with extremely complex issues and vulnerabilities.

S10 Security was proportionate and intelligence managed well. Security meetings were well attended and links with outside agencies were good. Restricted status prisoners (those considered to require specific management arrangements) continued to be managed well. Positive mandatory drug testing results were relatively low at about 5%, although 39% of prisoners said it was easy to get hold of illicit drugs.

S11 The number of adjudications was high and had increased since our last inspection. Some charges could have been dealt with under the IEP scheme. The use of force had significantly increased since our last inspection but a small group of individuals accounted for a large proportion of incidents. Force was used as a last resort and de-escalation techniques were used well. Governance, including trend analysis, was reasonably good.

S12 The use of segregation had doubled since our previous inspection. The segregation unit managed some very complex prisoners well. Living conditions were good, the regime was very positive and there was a good focus on reintegration. Staff-prisoner relationships in the unit were excellent, which helped ensure prisoners received good support.

S13 Support for prisoners with substance use problems was good and psychosocial interventions were enhanced by the positive involvement of peer workers. Prisoners who were dependent on drugs and alcohol were managed safely in a dedicated unit where they were observed well over 24 hours. Demand for opiate substitution therapy had increased by almost 50% since our previous inspection. This meant clinical resources and specialist prescribing input were stretched, which could delay changes to treatment regimes.

Respect

S14 *Living conditions were good. Staff-prisoner relationships continued to be a real strength, providing many prisoners with positive support and good care. Equality and diversity work was good and faith provision was positive. Complaints were well managed. Health services were reasonable overall and medication was generally administered appropriately. Catering and the shop provision were disappointing.* ***Outcomes for*** *prisoners* ***were good against this healthy prison test.***

S15 *At the last inspection in 2015 we found that outcomes for prisoners in Bronzefield were good against this healthy prison test. We made 17 recommendations in the area of respect.[5] At this follow-up inspection we found that 11 of the recommendations had been achieved and six had not been achieved.*

S16 The environment was clean and decent and the grounds and communal areas were very pleasant. Most prisoners lived in single cells, and the number of cells designed for one prisoner but holding two had decreased significantly. Toilet screening in some cells remained inadequate and prisoners said there was often a shortage of cell cleaning material and that bed sheets were often stained. Not all cell call bells were answered promptly enough and we were concerned that on some occasions, even when the cell call bell was answered, staff did not deal with prisoners' requests. Prisoners continued to value in-cell phones, and the electronic kiosks on each house block provided them with an easy way to make applications. Most responses to applications we reviewed were timely and polite.

S17 Staff-prisoner relationships remained a real strength. The vast majority of prisoners said staff treated them with respect and that they could turn to somebody if they had a problem. Most

[5] This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 4, 2012), now appear under the healthy prison area of safety.

staff had completed trauma-informed training so they could respond to the effects of life events on individuals, and staff interactions we observed showed patience and a responsive attitude to dealing with complex and challenging behaviour. Prisoners were consulted regularly through the prison council and the consultation led to changes.

S18 Equality and diversity were appropriately prioritised and the diversity and inclusion action team was effective. The small group of diversity representatives was extremely visible, proactive and committed. Replies to discrimination incident reporting forms continued to be very good. Focus groups were held and a wide range of support and resources was available, but not all prisoners were aware of them. During the inspection, there were too few female prison custody officers on the house blocks.

S19 Our surveys showed few negative responses from minority groups compared with other groups. Prisoners from a foreign national background and transgender prisoners benefited from specialist in-house support. Interpretation for prisoners who did not speak English was not always used to ensure the prisoner understood essential information. The mother and baby unit was good, but a number of operational issues needed to be addressed, including better provision of food so prisoners could cook for their babies. The chaplaincy was well regarded and prisoners had good access to religious services and pastoral care.

S20 In our survey, three quarters of prisoners said it was easy to make a complaint, which was higher than in other women's prisons. Complaint forms were easily accessible and responses to complaints were respectful. Trend analysis was reasonably good and issues that were identified were addressed. The number of prisoners being released on bail had increased and advice and support for them was reasonable. Legal visits arrangements were adequate and the use of video link had increased significantly since our last inspection.

S21 Health care services were well integrated with the rest of the prison. An appropriate range of primary care services were available and waiting times were reasonable. A wing triage service enabled prisoners to have prompt access to nursing staff and those with long-term conditions were well managed. Maternity services remained impressive. Sexual health services were good, but barrier protection was not well advertised and its availability was limited. The inpatient unit was well managed. We saw caring and compassionate interactions with some patients who had complex problems. Medicines were administered appropriately, but there were issues with the storage and transfer of medication. Dental services were good and waiting times were reasonable. Primary mental health care services were limited and some patients waited too long for an assessment. Mental health in-reach teams provided a good range of services, including psychological therapies, which were responsive to needs. Well established links with local social services ensured prisoners' social care needs were met.

S22 In our survey, only about a third of prisoners said that the food was very or quite good. Many prisoners we spoke to were negative about the quality and quantity of the food. Several issues persisted, including problems with portion control. The shop provision was poor and prisoners could not order clothing or other items from catalogues.

Purposeful activity

S23 *Most prisoners had a reasonable amount of time out of their cell but outdoor exercise time was too short. A sufficient number of activity places was available for the population and Ofsted judged the learning and skills provision to be good overall with some outstanding aspects. Peer mentors were used extremely well. Achievement of qualifications, especially functional skills was exceptionally high. Access to the library was not sufficient. Physical education (PE) provision had been reviewed to promote prisoners' well-being but some places were not being used.* ***Outcomes for prisoners were reasonably good against this healthy prison test.***

S24 *At the last inspection in 2015 we found that outcomes for prisoners in Bronzefield were reasonably good against this healthy prison test. We made seven recommendations in the area of purposeful activity. At this follow-up inspection we found four of the recommendations had been achieved and three had not been achieved.*

S25 Time out of cell for most prisoners remained reasonably good. For example, prisoners employed full time had approximately 9.5 hours out of their cell Monday to Thursday. Although most prisoners were allocated an activity, our roll checks found a third of prisoners locked in their cells during the working day. Outside exercise time was too short.

S26 The education, skills and work provision had improved considerably and met the population's needs. Managers undertook effective strategic planning and had established a curriculum that developed prisoners' English and maths skills and provided them with appropriate vocational skills. Induction focused well on well-being. Managers monitored the standard of education and training well and concentrated on developing tutors' skills. However, information was not systematically shared with other tutors when prisoners moved to new activities. The self-assessment provided an accurate analysis of the provision. Attendance and behaviour at education and training were good.

S27 A sufficient number of purposeful activity places was available and all prisoners could participate in either full- or part-time work, training and education. Prisoners were allocated to activities and work promptly and the process was well managed.

S28 Classrooms and training areas were well resourced, and prisoners and tutors had good access to information technology equipment. Tutors were supportive and provided interesting, engaging yet challenging tasks that encouraged prisoners to achieve to the best of their ability. Sessions were well planned and peer workers supported prisoners well. Feedback that prisoners received was generally precise and helped them improve. English and maths were integrated well into vocational training. Support for those with special educational needs and disabilities was excellent. Some non-English speaking prisoners waited too long to get a place on an English language course.

S29 Many prisoners received good support to help them develop their communication skills and become more self-confident. Prisoners tracked their skills development over time.

S30 Achievement rates had improved significantly since the previous inspection and were now high overall. Prisoners made good progress in education and many progressed to higher level qualifications in English and maths. In-house awards were used well to recognise the skills and accomplishments of prisoners in work areas. Most peer mentors gained information advice and guidance qualifications.

S31 Access to the library had been limited in recent months and data analysis to monitor its use was too limited. Our survey showed that the range of material in the library was too limited

and new books that had been ordered and received were not yet available. The Storybook Mums scheme (where prisoners record a story for their children to listen to at home) was reintroduced during the inspection.

S32 The PE facilities and equipment remained good, but in our survey only 18% of prisoners said they attended the gym twice or more a week. The provision had been reviewed and developed to promote prisoners' well-being. However, places at some sessions were not used. Special provision was available for disabled prisoners, those over 40 and pregnant women.

Resettlement

S33 *The prison's strategic focus on resettlement was good, but the needs analysis was not comprehensive enough. Joint working with community rehabilitation companies (CRCs) was better than at our previous inspection. Release on temporary licence (ROTL) was used in a very small number of suitable cases and there were plans to extend it. Offender management was good and public protection was generally robust. Casework with indeterminate sentence prisoners was good, but practical support had deteriorated. Resettlement planning was good. Pathways were mostly good and included excellent support for those who were at further risk of trauma and abuse. Despite good support, too many prisoners were released homeless or to very short-term accommodation.* ***Outcomes for prisoners were good against this healthy prison test.***

S34 At the last inspection in 2015 we found that outcomes for prisoners in Bronzefield were good against this healthy prison test. We made five recommendations in the area of resettlement. At this follow-up inspection we found that three of the recommendations had been achieved and two had not been achieved.

S35 Resettlement priorities were set out in the 'through-the-gate' strategy which had been designed to meet the needs of the population, covering more short-term and remanded prisoners. The needs analysis was useful but not yet based on a comprehensive range of information. Joint working between the prison and CRCs had improved and was now effective. A very small number of prisoners benefited from ROTL and the planned development of a small resettlement unit offering open conditions looked promising.

S36 A dedicated group of offender management unit (OMU) caseworkers met new arrivals, including remanded prisoners, and maintained regular contact with them. Assessments and plans we examined were good. Casework focused on helping prisoners progress to suitable prisons, which was appropriate for a local prison. The prison ensured that those who stayed at Bronzefield longer received appropriate interventions so they could make progress in their sentence.

S37 Some home detention curfew releases were delayed or did not proceed. In some cases, this was because assessments from community offender managers were late, but others were caused by the severe lack of Bail Accommodation and Support Service accommodation places in the community.

S38 Risk of harm assessments and management plans in cases we examined were good. Processes for identifying prisoners presenting a risk to the public and monitoring communications were well managed. Caseworkers provided risk management plans for high risk prisoners three months before release. Risk management plans were discussed at the public protection meeting, but not all multi-agency public protection arrangement (MAPPA)

management levels had been confirmed with the community-based offender manager, which limited joint planning.

S39 Allocation reviews were up to date and those assessed as suitable for open conditions were transferred promptly. Prisoners were transferred to other prisons based on their sentence plan targets and individual needs.

S40 Casework with indeterminate sentence prisoners was good and their concerns were identified through the work of a prisoner representative and regular forums. Wider provision to support this group of prisoners had deteriorated since our last inspection.

S41 All prisoners had a resettlement plan, which was reviewed three months before release. Arrangements on the day of release supported reintegration and prisoners received information and clothing if they needed them. The new Community Café based in the visitors' centre provided additional support to those released. A mentor could also meet prisoners requiring additional support at the gate.

S42 The visiting facilities were good and those who did not receive visits were offered phone credit instead. The family support worker provided valuable additional support and advocacy. Regular family days were held.

S43 The prison had an appropriate emphasis on trauma awareness and prisoners who had experienced trauma in their lives were identified and supported through a range of initiatives to address their experiences of abuse.

S44 A good range of support was provided to help with accommodation problems on arrival and prior to release, but the number being released to sustainable accommodation was not monitored effectively. Staff told us that about 14% of prisoners had been released homeless; however, many others were released without sustainable or suitable accommodation.

S45 Effective employment, training and education resettlement courses were delivered, but insufficient data collection about outcomes after release made it difficult to demonstrate their effectiveness.

S46 Pre-release health care support for prisoners was good and there were close links with relevant community-based services.

S47 Good links with community providers ensured treatment for drug and alcohol use continued on release. Overdose prevention now included training to use naloxone (a drug to manage substance use overdose).

S48 CRC staff dealt with immediate finance and debt problems and provided casework for more complex issues. An appropriate range of programmes was available, such as the thinking skills programme and those promoting victim awareness.

Main concern and recommendation

S49 Concern: Over the previous four years, the level of violence had increased significantly. Not all incidents had been investigated and formal action to support victims and challenge perpetrators were underdeveloped.

Recommendation: **All violent incidents should be investigated thoroughly and formal action should be taken to support victims and challenge perpetrators. The effectiveness of this action should be evaluated over time to see if there has been a reduction in violence.**

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:
Prisoners transferring to and from the prison are treated safely, decently and efficiently.

1.1 Since the previous inspection, the number of courts within the catchment area for HMP Bronzefield had risen from 71 to 95. This meant some prisoners had long journeys and more than half of prisoners we spoke to who had arrived in the previous two weeks said their journey took more than three hours. Escort vehicles were appropriate and clean; food and water were offered and staff were professional and friendly. Ten out of the 12 prisoners we spoke to who had arrived in the previous two weeks said they had been transported in escort vehicles with men, which was inappropriate.

1.2 Some prisoners waited too long at court, which led to their late arrival at the prison, often well into the evening, which affected the delivery of first night support. For example, some prisoners had no time to settle onto the wing before being locked up.

1.3 Video link facilities were good; they had been used more frequently since the last inspection including to facilitate inter-prison contact between prisoners.

Recommendations

1.4 **Female prisoners should not be escorted in the same vans as males.**

1.5 **Women should be transferred from court to the prison as soon as possible following their hearing so they have enough time to settle in at the prison.** (Repeated recommendation 1.6)

Early days in custody

Expected outcomes:
Prisoners are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Prisoners' individual needs are identified and addressed, and they feel supported on their first night. During a prisoners' induction they are made aware of the prison routines, how to access available services and how to cope with imprisonment.

1.6 Reception staff were welcoming and efficient. Prisoners were not routinely handcuffed when they left the escort vehicle and searching was proportionate. Strip-searching was very rarely undertaken (see paragraph 1.31) and if it was, appropriate authorisation was sought based on intelligence and risks.

1.7 The reception area was clean and bright and useful information was displayed throughout. In our survey, almost all prisoners (88%) said staff in reception treated them well. However, many spent too long in reception and only 38% said they had been there for less than two hours, which was lower than in other women's prisons. The delays arose because health care screenings did not take place promptly enough, which were sometimes exacerbated by officer and nurse shortages.

1.8 Many prisoners had personal problems – in our survey 94% of those arriving at Bronzefield reported having problems, which was significantly higher than in other women's prisons.

1.9 All prisoners received a comprehensive confidential first night interview, which included checks on their vulnerabilities and risks. The interview we saw was conducted by a male member of staff and, while he was professional and caring, the involvement of a female member of staff would have been more appropriate, due to the sensitive nature of the interview. Interpretation services for prisoners who did not speak English were not always used in reception when they were needed.

1.10 Peer supporters were used well in reception – for example, a peer supporter explained the prison's trauma-informed approach. Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) were also available in reception and they also escorted prisoners to their first night accommodation. The availability of listeners during prisoners' first night was adequate, but in our survey only 36% said they had access to a Listener or the Samaritans, which was significantly lower than at the previous inspection and it was unclear why this was the case.

1.11 First night cells were reasonably clean and appropriately furnished. Prisoners had good access to bedding and toiletries, although some prisoners said the bedding was often stained. In our survey, only 28% of prisoners said they had been offered a shower on their first night, which was lower than the comparator.

1.12 First night arrangements were good and included additional checks on new prisoners during the night. However, we found cases where this did not happen during the inspection week.

1.13 The new induction programme provided prisoners with a good understanding of how the prison operated, but it was not yet delivered well enough. The sessions were often interrupted by staff from other departments and some of the information on the incentives and earned privileges (IEP) scheme and library was out of date. Peer workers were involved in the induction and information was in a written format for prisoners to keep, although it was not available languages other than English.

1.14 Most prisoners completed their induction in eight days, after which they could be allocated to purposeful activities. However, for those with substance misuse problems, induction – and therefore allocation to purposeful activities – could take longer.

Recommendation

1.15 Additional first night safety checks on those new to the prison should always be undertaken.

Safe and supportive relationships

Expected outcomes:
Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Prisoners are protected from victimisation through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.

1.16 HMP Bronzefield remained safe for most prisoners. Although our survey showed that 60% had felt unsafe at some point during their stay, only 17% felt unsafe at the time of the inspection, which was similar to other women's prisons and the previous inspection. However, in our survey, too many prisoners said they had been victimised, 61% said they had been victimised by other prisoners and 43% by staff. Forty-six per cent said other prisoners had verbally abused them and 33% said they had been threatened or intimidated. Just over a quarter (27%) in the survey stated that staff had verbally abused them.

1.17 The number of violent incidents had increased significantly year on year over the previous four years. There had been 136 incidents of violence in previous six months. Although most incidents were not serious, about 13% of them did concern us, as they involved fights between prisoners where punches were exchanged and staff had to use force. (See main recommendation S49.)

1.18 Only half of all violent incidents in the previous six months had been formally investigated. Of the investigations we examined, most were poorly completed, very few recommendations were made and little follow-up action was taken. Information from Mercury information reports (MIRs) (intelligence reports submitted by staff on the Mercury system) were rarely used in these investigations. During our inspection, we observed good informal support for victims as a result of positive relationships (see section on staff-prisoner relationships). However, referrals to formal support programmes had decreased because a new system was planned in 2019. This had left a significant gap and only three prisoners were managed through formal systems during this inspection. Formal support for victims was also very limited and no structured system or mediation service were in place (see main recommendation S49). The number and range of peer support workers was insufficient and there was only one safer custody representative in post during the inspection. The prison did not have any peer representatives who could focus on violence reduction or gang affiliations.

1.19 An increase in staff numbers meant the prison could create a dedicated violence reduction officer role, which was positive, but it was yet to be fully embedded. A well-attended multidisciplinary safer custody committee met every month and looked at trends. It was supplemented by a new, recently developed and well-attended weekly safety intervention meeting (SIM), which examined violent incidents over the previous seven days. The SIM included a good analysis of data from many sources and identified hotspots. It also set tangible action, for example an increased deployment of staff to specific areas across the site.

1.20 Most prisoners (84%) were on the standard level of the IEP scheme. The scheme was well managed and prisoners could progress if they improved their behaviour. Reviews were completed fairly and with the prisoner present. However, there was still an overly restrictive privilege list for prisoners not on the enhanced level, for example, those on the standard regime could not have their own kettle.

Self-harm and suicide prevention

Expected outcomes:
The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Vulnerable prisoners are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

1.21 Investigations into the death in custody of a woman in 2016 had raised significant criticisms, including the management of medications and the checking of medical records. There was evidence to show the Prisons and Probation Ombudsman (PPO) recommendations had been addressed and staff were now better prepared to deal with similar incidents (see paragraph 2.44). The prison undertook regular reviews of action plans set up to implement the recommendations to ensure they remained a priority and were embedded in practice.

1.22 Levels of self-harm remained high – 925 incidents took place in the previous six months, which was higher than in other women's prisons. At the start of the inspection, 38 prisoners were managed under the assessment, care in custody and teamwork (ACCT) case management process for prisoners at risk of suicide or self-harm. Information provided by the establishment showed that 17 prisoners accounted for 80% of self-harm incidents. This reflected the complex needs of those prisoners and the level of repeated self-harm incidents.

1.23 ACCT case management was very good, all those subject to the process had a named case manager and a comprehensive care map outlining targeted and specific action. All of those we spoke to felt well supported. Staff understood what triggered self-harm and what prisoners' individual care needs were. However, not all ACCT reviews were multidisciplinary. Decision logs noting the reasons for the use of segregation for prisoners on an ACCT were comprehensive and defensible, and segregation appeared proportionate and justified in these cases (see paragraph 1.46).

1.24 Strategic management was good, ACCT cases were discussed at safer custody meetings while the weekly SIM meeting focused on more complex cases, which resulted in positive support for these prisoners.

1.25 Access to Listeners was good. Listeners felt the prison and the Samaritans supported them well. They delivered an awareness session to new staff on the Listener service, which was positive. Inspectors had previously raised concerns about access to Listeners at night time, but the problem had been resolved and Listeners were confident that any concerns they might have would be acted on promptly.

Safeguarding (protection of adults at risk) and prisoners with complex needs

Expected outcomes:
The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.[6]

1.26 There was an appropriate process for identifying prisoners at risk of abuse and a comprehensive safeguarding policy. The prison had a named safeguarding lead staff member and staff we spoke to had a good understanding of safeguarding issues, including trafficking, and knew whom to contact for assistance with any concerns.

1.27 Good links with the local authority had been developed and a member of staff from the prison regularly attended the local safeguarding adults meetings. Although there had been no safeguarding referrals in the previous six months, there was no evidence of any negative impact on outcomes for prisoners.

1.28 Staff dealt with prisoners' complex needs confidently and competently. Complex cases were managed very well. Prisoners with complex cases were discussed at several forums and there was a multidisciplinary approach. Prisoners struggling to cope with prison life, who had been segregated as a result, were appropriately prioritised for reintegration planning and had plans tailored to their needs.

1.29 HMP Bronzefield was involved in the national EOS project, part of the offender personality disorder pathway. It provided in-depth support to six prisoners with severe and complex needs. The prisoners were selected for the service in conjunction with the national complex case review board, and those across the women's estate could benefit from it. The service was impressive and there was evidence of some very positive outcomes for those selected. There were plans to expand it to offer more places nationally. Staff were also trained in mentalisation-based therapy (MBT) (a treatment approach designed to help staff and those they work with to appreciate each other's perspective.) There was evidence that the project had a wider impact on the establishment – staff used their MBT training to support prisoners, which helped improve the care and management of those in crisis.

Good practice

1.30 *The national EOS project provided prisoners with severe and complex needs with good additional support and tailored management plans.*

[6] We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

Security

Expected outcomes:
Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use while in prison.

1.31 There were no obvious weaknesses in the prison's physical security or any evidence of overbearing security systems. Cell-searching was carried out on a routine six-monthly cycle, which was acceptable. Strip-searching was only completed based on intelligence. Twelve prisoners had been strip-searched in the previous 12 months, which was justified.

1.32 A well-supervised free-flow system operated throughout the core day, allowing most prisoners to move around the prison unescorted.

1.33 The security department was managed well and sufficiently resourced. It received on average over 275 MIRs each month. Intelligence was managed effectively, processed promptly and shared appropriately across the establishment.

1.34 Security meetings were held monthly and were well attended by staff from other departments. A weekly meeting was also held by a team of analysts, and security representative attended the weekly SIM (see paragraph 1.19). Links with outside agencies, particularly the police, were good. TACT prisoners (those sentenced under the terrorism act) were managed well through stand-alone meetings to discuss these prisoners.

1.35 The management and flow of intelligence was good. Supervision on house blocks and in education and workshops was effective and the establishment's regime was consistent. An impressive biometric system was used in the main activities block to maintain an accurate roll.

1.36 The use of closed visits was justifiable in the cases we looked at and the number of prisoners subject to them was not excessive. Reviews of closed visits took place regularly and were comprehensive, leading to the removal of the restriction when appropriate.

1.37 Restricted status prisoners (those considered to require specific management arrangements due to their risk of harm to others) were reviewed regularly through individual assessments carried out by a senior manager (normally the head of security). Restrictions to these prisoners' regime were appropriate.

1.38 In our survey, 39% of prisoners said it was easy to obtain illicit drugs at the prison. Half of the 40 suspicion tests carried out in the previous six months produced a positive result for drug use. However, for the six months to October 2018, the average random positive mandatory drug testing (MDT) rate, including for new psychoactive substances (NPS)[7], was relatively low at 4.8% against a target of 6%.

1.39 The prison's supply reduction strategy formed part of the main drug strategy policy, which was monitored and updated at the drug strategy meeting. There had been an increase in PS finds in incoming mail following the introduction of new testing equipment.

[7] NPS generally refers to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vapourised and inhaled in e-cigarettes and other devices.

Disciplinary procedures

Expected outcomes:
Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

Disciplinary procedures

1.40 The number of adjudications was now high and had increased since our previous inspection. There had been 856 adjudications in the six months prior to the inspection, which was far higher than in other women's prisons.

1.41 The hearings we attended showed that proceedings were conducted respectfully and fairly, and prisoners could explain fully their version of events. The gender mix for the hearings was appropriate and adjudicators made sure the prisoner understood each step, offered legal advice and explained the appeals process. However, the written records of hearings we examined did not always provide an accurate picture of how a decision had been reached. Reporting officers were not always present at hearings, which delayed the process. Sanctions were mostly fair, but some lower level offences could have been better managed using the IEP scheme.

The use of force

1.42 The use of force had increased significantly since our last inspection. There had been 214 incidents involving force in the six months prior to the inspection compared with 93 in the six months before our inspection in 2015. However, about five individuals accounted for over half the incidents we looked at. We examined CCTV footage of planned and spontaneous interventions and found in most cases they were managed well – initial briefings were clear and concise, de-escalation techniques were used well and force was used as a last resort. However, we noted a number of issues, for example, a briefing took place outside a cell door within earshot of the prisoner, which was not appropriate.

1.43 Documentation we checked was completed fully and correctly, but we found no evidence of prisoner debriefs taking place. Governance was reasonably good and better than at our previous inspection. A monthly meeting looked in detail at analysis to establish trends. Planned interventions were examined at the use of force meeting; however, they were recorded on body-worn cameras, which made them difficult to view.

Segregation

1.44 The use of segregation had more than doubled since our last inspection – it had been used on 249 occasions in the six months before this inspection compared with 106 in the six months before the previous inspection. We looked at the reasons for segregation and found it was justified. Prisoners' length of stay in the unit varied and, apart from some justifiable notable exceptions, they were fairly short. However, one prisoner had been in the unit for over two years, but staff were doing all they could to support and reintegrate her.

1.45 Relationships between staff and prisoners in the unit were constructive and prisoners were offered good support. Care plans were in place and reintegration plans were meaningful. The regime was positive and we observed staff encouraging prisoners to participate. It was positive that prisoners in cellular confinement could still attend activities.

1.46 Some prisoners on an ACCT had been located in the segregation unit. The records we examined provided a justification for the decision and set out the exceptional circumstances.

1.47 The segregation unit was clean and bright and had newly decorated communal areas. A new day room was available, allowing prisoners to come out of their cells and interact with staff. In contrast, the two caged exercise yards remained bleak.

Substance use

Expected outcomes:
Prisoners with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.

1.48 The integrated substance use service was represented at all relevant inter-departmental meetings, including the tactical tasking meeting, where supply reduction strategies were discussed and action was drawn up. Good joint working took place on NPS.

1.49 Psychosocial support was readily available, and information about drug and alcohol services formed part of the induction programme. Prisoners could access a comprehensive range of interventions, which included self-management and recovery training, and 'triggers and cravings' groups, in addition to structured one-to-one work. A more intensive 10-session alcohol relapse prevention module appropriately covered trauma, assertiveness and self-esteem.

1.50 Recovery mentors, who received additional supervision from a community group, strengthened service provision by running art, NPS and drug awareness groups, as well as offering individual support. Prisoners could provide feedback through regular focus groups.

1.51 Drug- and alcohol-dependent prisoners who required clinical treatment were safely managed on house block 1, the designated recovery unit. There was evidence that substance use nurses provided 24-hour monitoring and observation, and we saw good interactions between officers and prisoners in the unit.

1.52 GPs in reception initiated opiate substitution therapy, but clinical resources for ongoing treatment were stretched. The number of prisoners receiving methadone or buprenorphine had risen by almost 50% to 172 since our previous inspection, but the number of substance use prescribing clinics had not increased, which meant that reviews and changes to treatment regimes could be delayed. Limited resources also affected managerial oversight and service development. Controlled drug administration was well managed.

Recommendation

1.53 Clinical substance use services should be sufficient to meet demand and have effective managerial oversight.

Section 2. Respect

Residential units

Expected outcomes:
Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Prisoners are aware of the rules and routines of the prison which encourage responsible behaviour.

2.1 Living conditions remained good. The grounds were extremely well maintained and communal areas on the four house blocks were clean, tidy and in good decorative order. Cells were in good condition, clean and free of graffiti. Most prisoners lived in single cells and the number required to share a cell originally designed for one had been reduced from 45 to 30 since the previous inspection. Cells that were shared still did not have toilets that were adequately screened. Showers were clean, sufficiently private and in good working order.

2.2 Access to some basic amenities was insufficient. For example, in our survey, only 69% of prisoners, significantly fewer than in similar prisons and compared with the previous inspection said they had clean sheets every week. Prisoners we spoke to told us that although bedding was sent to a laundry outside the prison every week, it was often returned in poor condition and we saw stained bedding and pillows during the inspection. Only 57% of prisoners in our survey said that they could get cell cleaning material every week. Prisoners told us they had to buy their own cleaning products and when we checked on the house blocks we found the supply was inadequate.

2.3 Cell call bells were in good working order, but in our survey, only 50% of prisoners said they were normally answered within five minutes. During the inspection, cell call bells were ringing without receiving a prompt response from staff. We also saw some staff answering cell call bells, but ending the call before prisoners could speak to them or request assistance. This could have posed a risk to prisoners in crisis.

2.4 In our survey, 71% of prisoners said it was easy to make an application and 58%, more than the comparator, said most were dealt with within seven days. Applications could be made using electronic kiosks on the house blocks. In the sample of applications we inspected, all except one received a polite response within the designated timeframe.

2.5 The electronic kiosk system encouraged prisoners to take responsibility for most aspects of their daily life, for example, they could order items from the shop, book visits and make appointments. Prisoners were very positive about having a phone in their cell (see paragraph 4.34).

Recommendations

2.6 Prisoners should have access to clean bedding every week.

2.7 All calls through the in-cell bell should be answered within five minutes.

2.8 Staff answering call bells should ensure they fully address the reason for the call.

Staff-prisoner relationships

Expected outcomes:
Prisoners are treated with respect by staff throughout the duration of their time in custody, and are encouraged to take responsibility for their own actions and decisions.

2.9 Relationships between staff and prisoners remained a real strength. In our survey, a majority of respondents (82%) said most staff treated them with respect and 84% said there were staff they could turn to if they had a problem.

2.10 During the inspection, the interactions we observed between staff and prisoners were mostly positive. We saw staff respond calmly and patiently to prisoners with very complex needs who were in crisis, some of whom were at risk of harming themselves. These staff knew the prisoners in their care and most could explain what triggered those who displayed challenging behaviour.

2.11 A custody support officer scheme was in place, and staff met with prisoners every month to carry out formal interviews to assess their progress. In the sample of case files we inspected, entries were detailed and included a focus on positive behaviour and sentence planning, which was good.

2.12 Consultation with prisoners was good. A prison council with 12 representatives was supported and overseen by a staff member from criminal justice organisation User Voice. Council representatives met with the User Voice[8] staff member every week. Action and proposals were added to the agenda of the monthly whole prison council meetings, which were well attended by staff and prisoners and chaired by the director. Minutes, which were shared through the house block electronic kiosks, provided evidence that action taken had led to meaningful outcomes.

Equality and diversity

Expected outcomes:
The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic[9] are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.

Strategic management

2.13 Equality and diversity work was still prioritised reasonably well at Bronzefield. The director continued to provide clear, active leadership. The monthly diversity and inclusion action team (DIAT) meeting functioned well and discussions were comprehensive and informative. The equality action plan was scrutinised at the DIAT meeting, and updated monthly equality monitoring data were discussed and out of range areas examined. Senior staff and members of the diversity team and prisoner representatives attended the DIAT meeting regularly, but functional heads were consistently absent.

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8 User Voice is a charitable organisation aimed at supporting the rehabilitation of offenders.
9 The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

2.14 A small group of extremely able diversity representatives were effective in their role. They organised two or three focus groups a week for different minority groups; discussions were recorded and the main findings raised at the following DIAT meeting. The diversity representative had a high profile throughout the establishment and visited wings, allowing prisoners to raise issues with them personally. They had carried out their own surveys with disabled and younger prisoners, to gain an understanding of the perceptions of these two groups. These enquiries revealed why, for example, some disabled prisoners did not attend the gym or participate in association outside. Diversity representative took pride in their work and felt staff supported them well.

2.15 The discrimination incident reporting form (DIRF) process continued to be very well managed. Each complaint was scrutinised by an external expert from the local authority and checks were carried out to ensure prisoners who submitted complaints, were content with the responses they received.

2.16 We found no obvious evidence of direct discrimination against prisoners. In our survey, the responses of prisoners who identified as having protected characteristics were generally similar to those reported by mainstream prisoners. However, disabled prisoners had more negative perceptions about safety, which the prison needed to explore further.

2.17 The equality manager was responsible for work across all protected characteristics, supported by a foreign national coordinator, two additional full-time staff, an administrator and a diversity coordinator.

2.18 A number of displays throughout the prison promoted different aspects of equality and diversity. Photographs identifying members of the equality team were also prominent and visible.

2.19 During the inspection, only 49% of operational staff in direct contact with prisoners were women. This was below the 60% we expect to see in a women's establishment. The prison was aware of the need to increase the number of female operational staff.

Recommendation

2.20 The number of female operational staff should be increased.

Good practice

2.21 *Diversity representatives worked to a professional standard and the support and encouragement they received reflected the prison's strong commitment to this area of work. This meant they could provide prisoners with protected characteristics with particularly effective support.*

Protected characteristics

2.22 Our survey showed that 26% of prisoners were from a black and minority ethnic background. Black and minority ethnic prisoners responded negatively to questions about the range of products available through the shop, which was reinforced by comments we received during the inspection. This group of prisoners was regularly involved in focus groups, where they discussed matters, such as preparing food for cultural events, and participated in quizzes.

2.23 Just over 22% of the population were foreign national prisoners. They had a good range of support, including one-to-one help from the coordinator and weekly access to visiting immigration officers and representatives from the charity Hibiscus, who provided practical support. Representatives from Bail for Immigration Detainees, which provides independent legal advice, also visited the establishment every month.

2.24 Although interpretation services were used, we came across several prisoners who could not speak English who were unaware of the support available and had not had access to it.

2.25 In our survey, 48% of the population described themselves as having a disability. Most of the prisoners we spoke to were positive about how they were treated. Prisoners acting as disability assistants helped disabled prisoners with domestic tasks. A number of prisoners were wheelchair users and many used walking aids. Each house block had two fully adapted cells. Prisoners who required personal emergency evacuation plans (PEEPs) were identified on a daily briefing sheet, but the plans lacked sufficient detail and not all staff were familiar with them.

2.26 Twenty-one per cent of prisoners responding to our survey said they identified as homosexual or bisexual or stated they had another sexual orientation. Regular focus groups were held for prisoners in this group and the most recent discussion showed that some of those attending said they felt they were not respected. Diversity representatives advised them to raise their concerns through the DIRF process (see paragraph 2.15).

2.27 During the inspection three prisoners identified as transgender. They participated in focus groups and transgender awareness week had been celebrated. Staff had a good awareness of the area, a workshop had been run on the care and management of transgender prisoners and the diversity coordinator provided expert input into this area of work.

2.28 In our survey, 5% of the population said they were under the age of 21 and just 9%, 50 or over. Focus groups were organised for both age groups and the gym ran special sessions for those over 40 (see paragraph 3.48). The prison was in the process of developing a Duke of Edinburgh course (part of a youth achievement award) for younger prisoners.

2.29 During the inspection, nine mothers lived with their babies in the mother and baby unit (MBU). The unit was safe and comfortable and there was sufficient focus on the care and development of the child. The mother and baby rooms in the unit were spacious and well maintained and the facilities were adequate and included a fully equipped and supervised nursery. Although mothers could prepare and cook food for their babies, we were told there was no regular or systematic approach to ordering or purchasing food for babies. Food orders were taken on an ad hoc basis, which meant prisoners could not plan their babies' meals or budget appropriately.

2.30 Three trained nursery nurses provided daily support and cared for the babies when mothers were at work or taking part in other activities. Nursery staff organised regular days out with the children, including visits to a local toddler group. Families could visit the mothers and babies in the MBU every month and additional visits were available in the main visits hall every week.

2.31 All staff working in the unit had received appropriate paediatric resuscitation training and the provision of care was consistent with the standards and procedures available in the community. Operational staff supervising the unit wore a prison uniform and during the inspection, the unit was staffed by a lone male officer overnight, neither of which we thought was appropriate.

2.32 The admissions policy for the MBU was fair and consistent, and the admissions board was chaired by an independent, appropriately qualified professional. The board continued to meet

on a fortnightly basis to review care plans and the progress of mothers and their babies in the unit. Mothers we spoke to were positive about the admissions process and the care and support they received from staff in the unit.

Recommendations

2.33 All PEEPs should contain sufficient detail and staff based on the house blocks should always be familiar with them.

2.34 The MBU should not be supervised overnight by a lone male member of staff.

Faith and religious activity

Expected outcomes:
All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

2.35 The chaplaincy was well regarded and prisoners had good access to religious services and pastoral care. Survey results were positive and for those who had a religion, 76% said their religious beliefs were respected, while 92% said they could attend a religious service if they wanted to. Chaplains had a high profile across the establishment and a duty chaplain was available every day. Prisoners could apply to see a chaplain using the kiosks.

2.36 There were three multi-faith areas where prisoners could worship and they were all clean, private and suitably equipped. Services for all the main religions were well attended and suitable arrangements were made for those following minority faiths. In addition to standard religious services, many study classes were held every week.

2.37 The chaplaincy oversaw a team of volunteers who provided support to prisoners during their sentence and a 'through-the-gate' chaplain offered prisoners useful practical support immediately on release.

2.38 Funding had been obtained to appoint additional chaplaincy staff who would concentrate on strengthening links with the community and providing specialist support on trafficking and exploitation.

Complaints

Expected outcomes:
Effective complaints procedures are in place for prisoners, which are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

2.39 In our survey, three quarters of prisoners said it was easy to make a complaint and forms were easily available on each house block. Six hundred and five complaints had been made in the previous six months, which was much higher than in other women's prisons, but lower than at the last inspection. Most complaints were about property, amenities and staff. A reasonable proportion were upheld and most of the responses we reviewed were polite, on time and addressed the issue raised. Complaints were managed well overall. A senior manager dealt with complaints about staff, which was appropriate. Quality assurance

processes were reasonable and trends were analysed and discussed at senior management meetings to identify lessons learnt and action needed.

Legal rights

Expected outcomes:
Prisoners are fully aware of, and understand their sentence or remand, both on arrival and release. Prisoners are supported by the prison staff to freely exercise their legal rights.

2.40 The number of prisoners being released on bail since the previous inspection had almost trebled to an average of 25 a month. Remand prisoners received details of local solicitors on arrival and had access to two visiting organisations, both of which provided independent advocacy.

2.41 Arrangements for legal visits remained adequate and there were seven private interview rooms. An additional video link had been installed since the previous inspection and there were now three suites, which were being used for between 90 and 100 sessions each month. Prisoners had access to a wide range of legal textbooks in the library, but not all of them were up to date.

Health services

Expected outcomes:
Patients are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which patients could expect to receive elsewhere in the community.

2.42 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)[10] and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Governance arrangements

2.43 Health care services were well led and integrated with the rest of the prison. Regular meetings at all levels ensured oversight of the service was good.

2.44 Lessons were learned from complaints, service user feedback and inspection findings at another Sodexo-run prison. Health care staff had put in place measures to address recommendations from the Prisons and Probation Ombudsman (PPO) relating to the death of a woman in 2016 (see paragraph 1.21). A comprehensive action plan was in place to implement action and monitor progress.

2.45 A clinical audit schedule had been developed. Some audits had been completed, but during the inspection, four were overdue. However, managers were aware of the problem and planned to address it.

[10] 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.

2.46 The prison had an appropriate mix of staff. There were 12 nurse vacancies during the inspection, but regular agency staff were used to manage them. Permanent staff were being recruited on an ongoing basis. All health care staff received clinical supervision.

2.47 Electronic record keeping was good and we saw some positive interactions between staff and prisoners. Interpretation was used appropriately for prisoners who did not speak English.

2.48 The service had identified issues with infection prevention and control across all clinical areas. Work was in progress to address concerns.

2.49 Emergency equipment was located appropriately across the prison and trained health care staff provided a 24-hour response. Officers were aware of medical emergency codes and ambulances were called promptly.

2.50 Prisoners accessed health care services by applying for them through the electronic kiosks. Administrative staff only dealt with applications on week days. However, a process for reviewing applications at the weekend was introduced following feedback during our inspection.

2.51 The health care service had received 93 complaints in the three months prior to our inspection. A confidential process was now in place and responses were polite and timely and addressed the issues raised.

2.52 Health promotion material was displayed throughout the prison. Health service information was available in reception, but it was only in English. Smoking cessation support was provided through a daily clinic and involved peer workers and custodial and health care staff. The gym offered a range of individually tailored healthy lifestyle programmes.

2.53 Prisoners had good access to sexual health clinics and advice, but barrier protection was limited to condoms and was poorly advertised.

2.54 Community-equivalent health checks and immunisation programmes were in place, and specialist community services now provided breast and cervical screenings. There was evidence that systems to prevent and manage communicable diseases were robust.

2.55 The CQC found there were no breaches of the relevant regulations.

Recommendations

2.56 All clinical areas should comply with national standards for infection prevention and control.

2.57 Barrier protection should be well advertised and widely available.

Good practice

2.58 *The daily smoking cessation clinic provided prisoners who smoked with easily accessible support to help them give up.*

2.59 *The gym offered a wide range of healthy lifestyle programmes that were specifically tailored to individual prisoners' needs.*

Delivery of care (physical health)

2.60 On arrival, health care staff screened all prisoners using a health assessment tool identifying any immediate or ongoing health needs. Prisoners arriving late in the evening were still seen by a nurse and a GP was on site until 9pm. An out of hours' GP service was available. A comprehensive second screening followed within 72 hours, which allowed staff to gather more in-depth information.

2.61 There was a good range of primary care services with reasonable waiting times. A GP could see patients on the same day if their problem was urgent and within seven days if they were making a routine appointment. Patients had access to a female GP.

2.62 Pregnant prisoners were identified and immediately referred to midwifery support. Links with midwife and specialist perinatal services were good. Antenatal services were of the same standard as those in the community.

2.63 Nursing staff identified prisoners needing long-term conditions reviews and saw them on the house blocks. Those with long-term conditions had a care plan and nurses liaised with the GP and external specialists to ensure the approach to care planning was coordinated. Prisoners new to the prison were placed on a register and had assessment and care planning appointments booked.

2.64 Our survey showed 57% of prisoners said it was easy to see a nurse. Access to health care was reasonable. Triage drop-in sessions were available on each house block, and nursing staff held other clinics, including those covering sexual health, phlebotomy and long-term conditions.

2.65 The nurse-led inpatient unit had 18 beds for prisoners requiring physical care or mental health support. An admissions policy was in place, and patients were appropriately located there. Officers, nurses and mental health staff provided compassionate, caring support for patients in the unit, some of whom had complex issues. Regular handovers ensured staff were aware of patients' care needs and plans. Patients had access to prison activities, but during the inspection, the number of prisoners who needed to be unlocked on their own meant that others were locked up for longer periods. Management oversight was appropriate and patients were regularly risk assessed. A weekly multidisciplinary meeting enabled staff to receive updates on inpatients and to discuss those of concern across the prison, which was good.

2.66 External hospital appointments were well managed. Four escorts were available every day. The reasons for any rescheduling were recorded, but few appointments were cancelled because of a lack of officer escorts.

Pharmacy

2.67 Medicines were mostly obtained promptly, but prisoners complained about delays. The pharmacist robustly oversaw prescribing, which included a clinical assessment of all medicines. A pharmacist-led clinic was held once a week.

2.68 Medicines were administered from the health care centre and four house blocks, four times a day. Officers supervised medicine administration, but their ability to control prisoners and ensure confidentiality varied between administration areas.

2.69 Medicines were supplied from stock and inspectors saw loose strips of tablets on drug trolleys, which was not good practice. Stock usage was not audited against prescriptions.

2.70 Fridge temperatures were routinely monitored and were within acceptable ranges. The supply and administration of medicines were recorded on SystmOne (the electronic clinical information system). Staff explained the process for following up prisoners who missed doses.

2.71 The in-possession policy ensured the person and the medicine were assessed. Prisoners ordered their own in-possession medicines; nurses ordered it when necessary. In-possession risk assessments were routinely recorded on SystmOne. The pharmacist examined all in-possession prescriptions to ensure an up-to-date risk assessment had been carried out and referred those that did not have one for a review when appropriate.

2.72 A good range of patient group directions (PGD) (which authorise appropriate health care professionals to supply and administer prescription-only medicine) was in place, which allowed nurses to administer a variety of medicines.

2.73 The pharmacy department had an appropriate range of policies and standard operating procedures. Errors and near misses were recorded on Datix (the electronic incident reporting system) and reviewed.

2.74 There was a procedure for accessing medication out of hours, but no written policy, which was addressed during our inspection.

2.75 Audits of controlled drugs (CD) registers took place regularly and CD keys were managed robustly. Apart from the CD cupboard in the health care department and on house block 1, CD cupboards did not comply with legal requirements. In the morning nurses dispensed CDs from the original pack into bottles, which they labelled with the name of the prisoner and the medicine. Two nurses witnessed this process and signed the register. Nurses took the bottles to the house blocks and administered the drugs without a witness. This unacceptable practice ended during the inspection following feedback.

2.76 A well-attended drug and therapeutics committee met regularly. Prescribing data on potentially tradable and high cost medicines were reviewed.

Recommendation

2.77 Stock medicines should be stored appropriately and audited regularly so that supplied stock can be reconciled against prescriptions issued.

Dentistry

2.78 The dentist provided a full range of NHS treatment, including oral health promotion. Prisoners had timely access – on average waiting six weeks for routine care. Urgent referrals could be seen Mondays to Wednesdays and the primary health care team offered triage and pain relief.

2.79 The dental suite was spacious and well equipped. Treatment records were comprehensive. All hospital referrals were followed up. Dental apparatus was appropriately maintained and decontamination procedures were good. Overall governance was effective and prisoners could make choices about their treatment.

Good practice

2.80 *Dentists provided prisoners with a range of treatment options, recorded prisoners' consent and offered a clear rationale to inform prisoners' choice of procedure. This meant prisoners had an influence on their care and knew what options were available.*

Delivery of care (mental health)

2.81 In our survey, 69% of prisoners reported having a mental health problem and 41% of them said they had received help for their problem while in the prison. Prisoners could refer themselves to mental health services via the electronic kiosk, but information about mental health services was confusing because two providers were offering mental health support. Police, court, prison and health care staff could also refer prisoners.

2.82 Sodexo Justice Services provided primary mental health services, but the provision was limited and some prisoners waited too long for an assessment. More clinics were planned to address these issues and we found some prisoners waiting for an assessment were being managed by Central and North West London NHS Foundation Trust (CNWL) staff, who appeared to be addressing the shortfall.

2.83 CNWL still provided the mental health in-reach service for prisoners requiring secondary mental health care, and a well-resourced psychological therapy team now offered psychological therapies, including cognitive behavioural and compassion-focused therapy.

2.84 The psychological therapies team provided good support to prisoners with mild to moderate mental health issues through an appropriate range of groups, workshops and one-to-one support. The service responded to prisoners' needs and useful resources were being developed to support prisoners staying a short time.

2.85 The mental health team hosted a counselling service for child loss and separation, which an evaluation showed was beneficial.

2.86 A daily referral meeting took place during which mental health practitioners discussed all new referrals and allocated prisoners appropriately. Of the 205 prisoners referred to the service in the two months prior to inspection, 64 had been accepted by the team for a mental health assessment. Others were referred to other services or further information was requested. Of the 123 prisoners on the CNWL caseload at the time of our inspection, 12 were being treated under the care programme approach (CPA) (mental health services for individuals diagnosed with a mental illness).

2.87 In the six months prior to the inspection, nine prisoners were transferred to external mental health units under the Mental Health Act. Only one had been transferred within two weeks of their assessment.

2.88 Mental health staff were well integrated into the rest of the prison and provided good support to those in the segregation and inpatient units. Practitioners attended assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm related to their caseload. However, more work was ongoing to improve their involvement in the process.

2.89 CNWL provided mental health awareness training to prison officers and had begun to evaluate the impact of training on staff. Training for officers working in the MBU was being developed.

Recommendations

2.90 **Prisoners referred to primary mental health care services should be assessed within two weeks.**

2.91 **Patients requiring a transfer under the Mental Health Act should be transferred within the current transfer time guidelines.** (Repeated recommendation 2.106)

Social care

2.92 Social care was commissioned by Surrey County Council. There was a memorandum of understanding between the prison and the county council. Prisoners who required a social care assessment were seen promptly, and in the previous six months, 31 people had been referred. During the inspection, 11 prisoners were receiving a care package, which an external agency provided.

Catering

Expected outcomes:
Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

2.93 Prisoners were offered a wide choice of meals, including those catering for cultural, religious and medical diets. Lunch and dinner were selected from a four-week rolling menu and lunch consisted of a hot meal. Prisoners collected their breakfast from the servery, which included toast, cereal and fresh milk, which was good. Meal portions were small and only 34% of respondents in our survey said they got enough to eat. During the inspection, we noticed inconsistent portion sizes being served and a lack of consistent staff supervision.

2.94 In our survey, only 37% of prisoners said the food was very or quite good. The food we tasted was not satisfactory and most prisoners said they did not have enough fresh vegetables to have a healthy diet. Prisoners could not cook for themselves, but could eat together. Mothers in the MBU could cook for their children but not for themselves and they were not happy about the standard of the food the main kitchen provided. Although nursing mothers received additional food supplies, the mothers we spoke to were not satisfied with their nutritional value (see also paragraph 2.29).

2.95 Consultation was too limited. No comments books were available on the house blocks and the annual survey had not been analysed to address the issues raised.

Recommendation

2.96 **The quality and quantity of the food provided should be improved and better consultation with prisoners should inform improvements.**

Purchases

Expected outcomes:
Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

2.97 If prisoners arrived with no money and smoked they had to choose between an advance for vaping kit or phone credit. However, prisoners were very positive about the reception shop process and in our survey, 68% said they had access to shop items in the first few days of their arrival, which was higher than in other women's prisons and compared with when we last inspected Bronzefield. The shop provision was poor and the range of products did not meet the prisoners' needs. In our survey, only 39% of prisoners said the shop sold what they needed, which was significantly lower (55%) than in other women's prisons.

2.98 Prisoners felt that the prices were high and said there were no budget options available for most products and no fresh food.

2.99 The prison did not offer catalogues so prisoners could buy clothing or footwear, which was a significant gap particularly for those without the option of having clothes sent in. Prisoners could purchase beauty treatments from the salon, but some items were expensive.

Recommendations

2.100 The range and prices of goods sold in the shop should be reviewed and improved.

2.101 Prisoners should be able to buy items from catalogues.

Section 3. Purposeful activity

Time out of cell

Expected outcomes:
All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.[11]

3.1 Most prisoners had a reasonable amount of time out of their cell. The published core day indicated that prisoners employed full-time had approximately 9.5 hours out of their cells Monday to Thursday, about eight hours on Friday and less than eight hours at weekends. Prisoners who worked part time or who were unemployed spent between four and six hours out of their cells. This included association and domestic periods, during which we observed staff interacting positively with prisoners. Exercise was limited to half an hour a day Monday to Thursday, which was not sufficient.

3.2 Although most prisoners had access to a daily activity, roll checks we carried out during our inspection found a third of prisoners locked up during the working day. The reasons for this were unclear. A disproportionately large number of prisoners continued to be locked in their cells on house block 1 (50%), but again it was not clear why.

Learning and skills and work activities

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 learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.

3.3 *Ofsted*[12] *made the following assessments about the learning and skills and work provision:*

Overall effectiveness of learning and skills and work:	***Good***
Achievements of prisoners engaged in learning and skills and work:	*Good*
Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:	*Outstanding*
Personal development and behaviour:	*Outstanding*
Leadership and management of learning and skills and work:	*Good*

[11] Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

[12] Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: http://www.ofsted.gov.uk.

Management of learning and skills and work

3.4 Managers provided good leadership and had made significant improvements to the curriculum and provision since the previous inspection. They had restructured education skills and work so that it delivered purposeful vocational training and high-quality English and maths tuition in different areas of the prison. Managers provided more prisoners with the opportunity to work in the café and in maintenance and peer mentoring roles. Along with staff, they had high expectations of the prisoners, anticipating that they would improve their life prospects, develop new skills and gain qualifications.

3.5 Managers had improved the standard of teaching and learning and developed staff's skill so that they could make best use of resources and technology to enhance learning. Staff attended monthly training sessions, which developed their confidence and improved the delivery of their training.

3.6 Managers now provided prisoners with a lively induction to activities. It involved well-being activities, which enabled prisoners to settle into the prison before completing their education assessments. Qualified mentors worked well with individuals to build a personal development plan that provided them with a pathway towards developing the skills they needed to fulfil their employment aspirations.

3.7 Partnership working across prison departments was effective and managers worked together to support the prison population. For example, they ensured that prisoners were allocated to a work or education role that met their agreed academic or vocational goals.

3.8 Managers monitored prisoners' progress well. They understood how to help prisoners achieve and move on to higher-level qualifications. However, they had yet to ensure that tutors shared information from prisoners' individual learning plans when they moved to other programmes.

3.9 Managers had developed constructive partnerships with local organisations and charities, and their representatives organised prison events to help prisoners gain employment on release. Closer working with other local women's prisons had improved information sharing and ensured that prisoners could continue their training and qualifications following a transfer to these prisons.

3.10 The quality improvement group, chaired by the governor, used management information and data well to monitor the impact of change on learning. Data was also used comprehensively to improve teaching and learning. Managers analysed reports on the quality of teaching and delivered timely, focused training that helped teachers to improve.

3.11 The self-assessment report provided a good analysis of the education, training and work in HMP Bronzefield. Managers understood the provision's strengths and areas for improvement.

3.12 Attendance and behaviour in education and training were good. Managers had implemented a prison-wide approach to improving attendance to ensure that interruptions were minimised and any unauthorised absences challenged.

Recommendation

3.13 Tutors should share information on prisoners' preferences and progress from individual learning plans when they move to other courses.

Provision of activities

3.14 The prison had sufficient activity places for the population, enabling prisoners to participate in work, training and education on a part- or full-time basis. The number of vocational training, work and education places had increased since the previous inspection. A well-resourced vocational training centre provided prisoners with more opportunities to develop skills in hair and beauty, customer care and catering. A new call centre helped prisoners to develop their communication and telephone skills. The social enterprise workshop gave participants a good introduction to team-working and interpersonal skills.

3.15 Training courses from pre-entry to level 3 were available in cleaning, gym instructor training, customer service, hair and beauty, construction and catering. Most work supported the effective running of the prison. A majority of prisoners on remand participated in wing work, while sentenced prisoners worked in the kitchens, in gardening or as mentors. A small number worked with the facilities team, which carried out routine maintenance and decorating work.

3.16 A good range of English and maths classes from entry level to level 2 provided prisoners with good progression opportunities. Prisoners were expected to achieve a minimum of entry level 3 in both English and maths before they could move into work or vocational training. Once in work or training, outreach tutors supported them to complete English and maths to higher levels.

3.17 Allocations to activities and work took place promptly and were well managed. Those who were sentenced started in education and progressed to vocational training or work. Most prisoners on remand participated in wing work and education.

3.18 Designated officers diligently checked attendance at activities and attempted to find out the reasons for non-attendance. Pay for work and education was fair and equitable.

3.19 Prisoners had good access to distance learning and higher education courses. Partnerships with local universities allowed 20 prisoners to access modules in higher education alongside external university students.

Quality of provision

3.20 Tutors knew how to involve and motivate prisoners. They delivered interesting, engaging and challenging learning that encouraged prisoners to achieve to the best of their ability and develop their communication skills. In maths, prisoners worked collaboratively on solving problems that required them to calculate mean, median, mode and range. In English, they enjoyed developing their language skills so that they could write engaging personal statements.

3.21 Prisoners participated in well-planned training sessions. Peer workers supported prisoners well in classrooms and workshops and their input was integrated into the tutors' planning. In one session, when the maths tutor was absent, the peer worker demonstrated strong maths skills and a good understanding of prisoners' needs, leading a very successful lesson.

3.22 Tutors and prisoners made effective use of the excellent electronic and computer-based equipment in the classrooms and vocational training areas. Tutors encouraged prisoners to use the interactive whiteboards to enhance their learning experience and develop their information technology skills. Prisoners used technology confidently to demonstrate their understanding of concepts, or to show how they could apply their maths skills. They enjoyed their lessons and were enthusiastic about learning new skills.

3.23 Those with special educational needs and disabilities received very good support. Prompt, targeted interventions from trained staff supported prisoners with severe and complex learning needs, providing them with the time and space to manage their needs before they returned to sessions. Staff and mentors recognised when these prisoners needed to undertake alternative activities or have 'time out'.

3.24 Prisoners received precise and detailed feedback from staff on how to improve. Prisoners frequently responded to tutors' comments on their written work by making corrections and adding text, indicating that they were improving the standard of their work. Prisoners set themselves learning targets, agreeing the detail with tutors. They knew their strengths and what they needed to do to improve.

3.25 Those whose first language was not English were kept busy and were interested in developing their spoken and written English skills. In lessons, they developed useful language skills, enabling them to communicate and work in the prison. Tutors and mentors corrected pronunciation and grammar promptly. However, a small minority of non-English speakers had to wait too long to attend English language classes.

3.26 English and maths were integrated well into vocational training. Prisoners could gain qualifications at levels 1 and 2, alongside their vocational training. Prisoners understood how these skills related to everyday life and work – they measured ratios, booked appointments and completed sensitive reports. Tutors managed stimulating discussions very well, for example, when examining the wider implications of Brexit on businesses.

3.27 The hair and beauty salon and the coffee shop were well equipped with industry-standard and commercial equipment. These training environments were calm and productive and all prisoners were committed and motivated; they behaved well and made excellent progress towards their qualifications.

Recommendation

3.28 Those with limited or no English language skills should have prompt access to English language classes.

Good practice

3.29 *The special educational needs team worked with prisoners with additional learning needs and those requiring emotional or mental health support. Prisoners could take time out of the classroom in a 'safe space' until they felt ready to re-engage with their learning.*

Personal development and behaviour

3.30 Prisoners were proud of their work and achievements, growing in confidence as they improved their skills and passed assessments. They recorded and tracked their own progress and skills development, which gave them ownership of and responsibility for their learning.

3.31 Prisoners were highly motivated – they were keen to complete qualifications, gain skills and attend their activities. They valued their learning, showing respect for staff and their peers and appreciating the cultural and social diversity across their peer groups. Qualified peer mentors practised their mentoring, counselling and social skills well and were supportive of each other.

3.32 In-house awards recognised the skills and accomplishments of prisoners in work areas. Prisoners discussed how the scheme helped them record the softer work skills they had developed in the call centre and other work areas. Quarterly celebrations of achievement allowed staff and prisoners to acknowledge their successes and build confidence.

3.33 Those identified during induction as having good academic skills or professional qualifications, were trained as peer mentors, alongside longer-term residents. They then provided professional support to tutors and prisoners. They also delivered appropriate advice and guidance during induction. Mentors met frequently with peers and staff to discuss their concerns and review their performance.

3.34 Prisoners had access to a wide range of 'enrichment' activities, offered by external providers, that built their confidence and personal, social and employability skills further. For example, they prepared scenery and performed with an operatic production, took great pride in their work and achieved external acclaim. All prisoners on externally run employment courses were offered employment at large national companies once they were released.

Education and vocational achievements

3.35 Qualification achievement rates had significantly improved since the previous inspection and were very high overall. Most prisoners had to undertake functional skills English and maths at entry levels 2 and 3 – almost all who started were successful. A small proportion of the population were undertaking these qualifications at levels 1 and 2 – all those who did were also successful. Most prisoners completed English courses, and achievement rates were high. Those with complex social and educational needs progressed as well as their peers, with the help of targeted individual support (see paragraph 3.23 and good practice 3.29).

3.36 In vocational training, almost all those who enrolled on a course successfully completed it. Many developed good professional skills in cleaning, beauty therapy, hairdressing, advice and guidance and customer services. Although no qualifications were available in horticulture, prisoners developed skills in planting, pruning and plant management. Where there were no accredited qualifications, a workbook was completed to promote prisoners' personal skills, such as team work and communication. Those in the business centre valued the workbooks, which were used to record their skills development and progress.

3.37 Prisoners' practical and written work was good and many extended their skills base beyond the required standards. The standard of work in vocational training and in work were good and prisoners developed customer care skills in the café and basic occupational skills in the maintenance party.

3.38 Peer mentors gained useful information, advice and guidance qualifications at level 2 which they used to support other prisoners and staff around the prison. Many went on to gain a level 3 qualification and about half were working on a teacher training qualification.

3.39 Managers, who monitored the success of all participants, found no obvious differences in performance between different groups of prisoners.

Library

3.40 Access to the library had been limited in the previous six months and in our survey only 47% of prisoners said they visited it once a week or more. During the inspection, prisoners not attending education during the week only had access to the library on a Saturday, which was an unnecessary restriction.

3.41 In our survey, only 36% said the library had a wide enough range of material, which was lower than in other women's prisons. New books that the library had received in the previous few months were not yet available to borrow, further limiting the provision.

3.42 The library undertook an annual survey and analysed the responses. The range of data analysis remained too limited. Although race and ethnicity were monitored and reported to the Quality and Improvement Group, we were not assured that other aspects of diversity, such as age, were monitored.

3.43 The library promoted the Six Book Challenge literacy scheme, and Storybook Mums (where prisoners record a story for their children to listen to at home) had restarted during the inspection.

Recommendation

3.44 **Library staff should collect data on women's use of the service to identify under-represented groups and ensure the provision is meeting all women's needs.** (Repeated recommendation 3.36)

Physical education and healthy living

Expected outcomes:
All prisoners understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

3.45 Physical education (PE) facilities were good. There was a large sports hall, a well-equipped weights room and a multi-gym. Prisoners could also participate in outdoor activities using the artificial turf pitch. The gym resembled a community resource and the atmosphere was friendly and relaxed.

3.46 The PE timetable had been reviewed to meet the needs of the increased remand and short-term population. The new schedule placed more emphasis on health and well-being and now included sessions on healthy breast awareness and yoga. The intention behind this change was to give all new prisoners more time in the gym and to offer them a wide range of interesting activities. However, while almost all new prisoners participated, the number of prisoners attending these sessions could be as low as 13 or 14, leaving almost half the capacity unused.

3.47 PE sessions in the afternoon were reserved for the rest of the population and staff informed us that uptake was about 25 for each class. In our survey, only 18% of prisoners said they attended the gym twice or more a week.

3.48 Specialist provision was available for disabled prisoners, the over-40 age group, pregnant prisoners and mothers and babies.

3.49 Six prisoners had completed level 1 qualifications in fitness instruction and level 2 qualifications were due to be introduced.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:
Planning for a prisoner's release or transfer starts on her arrival at the prison. Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need. Good planning ensures a seamless transition into the community.

4.1 Since the previous inspection, the profile of the prison population had changed – 35% of prisoners were unsentenced compared with about 24% last time, and one third of sentenced prisoners were sentenced to 12 months or less. The turnover of prisoners was significant. In the six months prior to the inspection, 1057 prisoners had been released, compared with 705 last time, and an average of 40 a month were being transferred.

4.2 A new 2018 'through-the-gate' resettlement strategy included a detailed description of the support and planning processes involved in preparing prisoners, whether remanded or sentenced, for their return to the community. The strategy was based on a detailed needs analysis which was based on the results of a prisoner survey and focus groups. While the needs analysis was useful, it did not make use of other evidence drawn from sources such as OASys (offender assessment system) and P-NOMIS, which meant it was not yet comprehensive.

4.3 Resettlement priorities were appropriate and the responsibilities of the community rehabilitation companies (CRCs) were outlined, but the strategy did not describe or outline the sentence progression priorities for these prisoners. Another strategy and needs analysis were planned to address the progression of prisoners serving longer sentences and the management of high risk prisoners.

4.4 A monthly 'through-the-gate' meeting, attended by representatives from an appropriate range of agencies and prison departments, oversaw the achievement of strategic priorities.

4.5 Unlike at the previous inspection, we found that the London CRC and Kent, Surrey and Sussex CRC were well integrated into the work of the prison and were key partners in the resettlement strategy.

4.6 Release on temporary licence (ROTL) had been used for six prisoners in the six months before the inspection to promote family ties and employment. Fewer prisoners than previously (37 in the six months before the previous inspection) were on ROTL because many eligible prisoners progressed to training prisons. However, it was promising that the prison planned to develop a dedicated unit for 10 prisoners on ROTL, which would enable them to make progress in their sentence without having to transfer to another prison.

Recommendation

4.7 The needs analysis should be more comprehensive by making use of information from OASys and other systems.

Offender management and planning

Expected outcomes:
All prisoners have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

4.8 There were 20 dedicated offender management caseworkers, each with mixed caseloads of remanded and sentenced prisoners. The standard of case management was high in the cases we examined. Caseworkers met all prisoners soon after their arrival and offender assessment system (OASys) reports and sentence plans were all up to date. Sentence plans were good and targets were appropriate for prisoners' offending and risk levels. Plans included targets that could be met at the prison as well as those that might have required a transfer. In the cases of prisoners with long sentences, plans were appropriately sequenced so that interventions at Bronzefield could prepare prisoners for onward transfer.

4.9 The prisoners we interviewed told us caseworkers met them regularly, responded to requests for support and had constructive relationships with them. Caseworkers knew their prisoners well and appropriately focused on their resettlement needs or progression to a suitable prison. In many cases, we also found that residential officers provided prisoners with good support and discussed prisoners' sentence plan targets and resettlement needs with caseworkers.

4.10 The remand cases we examined, showed that caseworkers and CRC staff undertook good case management. Immediate issues arising for new arrivals, such as accommodation, childcare or financial problems, were promptly dealt with, and referrals were made to help those who had experienced trauma or had substance use issues.

4.11 Home detention curfew (HDC) processes were managed well. In the six months prior to the inspection,106 releases had been approved and only 30 had been assessed as unsuitable. Although there were no delays in releases caused by prison processes, 21 prisoners did not have their case approved because of late offender manager assessments. There was also a shortage of accommodation to support HDC, which meant some prisoners who had had their case approved were waiting for a place beyond their eligibility date. The provider Bail Accommodation and Support Service (BASS) did not have enough suitable accommodation for prisoners. During the inspection one prisoner had been waiting six weeks for a place.

Recommendation

4.12 Sufficient BASS accommodation places should be available to support HDC.

Public protection

4.13 Good attention was paid to public protection. A dedicated public protection administrator used a good range of information to identify new arrivals who presented a risk to the public. Arrangements for monitoring prisoners' communications were well managed and kept under review. Staff considered all relevant information when a prisoner made an application for contact with children and restrictions in place were robust, but proportionate.

4.14 In the cases we examined, risk of harm assessments and risk management plans were in place and were mostly good.

4.15 The monthly public protection meeting focused on release planning for high risk prisoners and was attended by security, mental health and substance use representatives. Three months prior to release, caseworkers submitted a personal release plan (PRP), which outlined risk management arrangements. The meeting identified action required to make the plan effective. The PRPs examined were good.

4.16 Multi-agency public protection arrangement (MAPPA) levels had not been confirmed by community offender managers in all cases, which showed there was a lack of communication between the offender manager and the prison. The caseworker requested this information when they contacted community offender managers three months prior to release, but this was far too near release. The information should have been requested at least six months before release during which period the offender supervisor and community-based offender manager should have stayed in touch regularly.

4.17 Assessments for ROTL were comprehensive and focused on prisoners' offending history and prison behaviour, which were considered in the context of the activities which they would undertake during the release period. Clear plans and timetables were in place and oversight was based on a prisoner's assessed risk.

Recommendation

4.18 Information exchange and risk management planning with community offender managers should be comprehensive and take place regularly in the months leading up to release. It should include confirmation of the MAPPA management level where relevant.

Allocation

4.19 Categorisation reviews were up to date and decisions about prisoners' suitability for open conditions were justified. However, as at the last inspection, prisoners were not involved enough in the decision and the process lacked transparency. Prisoners' views were not considered directly, although caseworkers could report their views. Feedback to help prisoners understand what they needed to do to be successful at the next review was not provided.

4.20 Prisoners re-categorised as suitable for open conditions were transferred promptly and 24 had progressed in the six months prior to the inspection.

4.21 An administrator responsible for allocating and transferring prisoners was located with caseworkers, which promoted good communication. Up to 40 prisoners a month made progressive moves to other prisons, more than at the previous inspection. Their destination was predicated on sentence plan and resettlement objectives.

Indeterminate sentence prisoners

4.22 A prisoner representative contacted newly remanded prisoners likely to receive an indeterminate sentence and newly sentenced prisoners to provide support and information. She communicated with the prisoners sensitively.

4.23 During the inspection, 35 prisoners were serving indeterminate sentences. Eight of them had been imprisoned for public protection reasons, some of whom were significantly over their

sentence tariff date. Most were located together on house block 4, which provided a very stable and supportive environment.

4.24 We found casework with indeterminate sentence prisoners that was of a high standard. The management of some particularly challenging prisoners was focused on progression, including helping them gain entry to a therapeutic community and reintegrate into the prison after long-term segregation. Work to help prisoners long past their tariff progress was impressive and effective in reducing their risks. Indeterminate sentence prisoners told us they had received valuable support from caseworkers and personal officers.

4.25 Forums for indeterminate sentence prisoners had continued and their concerns were acted on where possible. The catering classes at the previous inspection had been discontinued and prisoners were unhappy about the loss of some dietary privileges. Prisoners serving longer sentences who did not have supportive family or friends in the community were particularly affected by the lack of opportunity to order clothing through catalogues (see paragraph 2.99).

Reintegration planning

Expected outcomes:
Prisoners' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

4.26 All prisoners had an assessment of their resettlement needs and a resettlement plan developed within a week of their arrival. The plans we examined were detailed and addressed the issues identified. Their immediate needs were addressed promptly (see paragraph 4.10). All prisoners were seen three months prior to their release to review progress with their resettlement plan and address any outstanding needs.

4.27 Release arrangements were good. Caseworkers interviewed all prisoners the day before their release and explained licence requirements to them. On the day of release a caseworker met prisoners and took them to the Community Café based in the visitors' centre, where they were given a hot drink, a travel warrant and the opportunity to select items they needed from a store of clothing.

4.28 Ongoing support was good. The caseworker offered to accompany prisoners to the local train station and community organisation representatives met prisoners being released. They included housing organisations and mentors who provided valuable support.

4.29 An organisation providing dedicated support for prisoners at risk of being abused had been contracted to meet released prisoners and provide ongoing support to those who had received support for trauma-related issues in prison.

Children, families and contact with the outside world

4.30 The prison's purpose-built visitors' centre just outside the prison had excellent soft play facilities for young children. A prison custody officer was based in the centre to provide guidance and assistance.

4.31 Prisoners could book visits easily using the electronic kiosk system. Visiting facilities were also good and the visits hall was well decorated and comfortable. Resources for children were particularly good – they had indoor and outside play facilities, as well as educational

computer games. There was a reasonably priced canteen and the atmosphere in the hall was friendly and relaxed.

4.32 A family support worker provided support and advocacy for up to 80 mothers whose children were in care. Contact meetings took place every day in a specially designed private area. The family support worker maintained close contact with social workers, carers and teachers in the community, and prisoners who needed help maintaining contact with their children received a high level of support from prison-based staff. A specialist counselling service run by a local charity was also available for those who needed help coping with separation from their children. Staff could identify prisoners who did not have visits and they were offered phone credit instead.

4.33 Family days were held on alternate months and were open to all prisoners regardless of their incentives and earned privileges level.

4.34 All prisoners had phones in their cells, which they valued – they told us that contact with family and friends, especially their children, was much easier because of them. They could also maintain contact with their family and friends by using the Email a Prisoner and prisoner voicemail schemes. Although 53% of prisoners responding to our survey said they had problems sending or receiving mail, we found the arrangements efficient.

Good practice

4.35 *The high standard of family support and advocacy that prisoners received was exceptional and helped them maintain contact with their children.*

Victimisation, abuse and vulnerability

4.36 Staff continued were aware of the effects of traumatic experiences on prisoners' offending and well-being. Residential staff we spoke to understood how the trauma prisoners had experienced affected their behaviour.

4.37 All new arrivals were given the opportunity to disclose experiences of trauma. A prisoner trained as a trauma support worker, who was also a trained Listener (see paragraph 1.10), met with them. They invited them to contact the prison's trauma-informed lead member of staff or a community-based support organisation if they were sex workers. The service was also advertised through the electronic kiosk system and prisoners across the prison knew about it.

4.38 Those who had suffered the loss of a child, either through separation or bereavement, had access to child loss counselling, through mental health services.

4.39 Those who had suffered domestic abuse could attend a group work programme three times a year to help them develop healthy relationships. Thirty prisoners had completed the programme in the previous 12 months.

4.40 Peer-led 'healing trauma' group meetings were held every eight weeks, which provided valuable support to prisoners who wanted to share their experiences in a less formal setting.

4.41 Support for those who had been involved in sex work was non-judgemental. Street safe meetings advised them on physical safety and sexual health and offered them up-to-date information about men known to be a danger to sex workers. Support on release for

prisoners who expected to be undertaking sex work also included information about local advice groups and a pack of contraception.

4.42 Staff had been trained to identify prisoners who had been trafficked to the UK and could refer them to a specialist service. Additional awareness training on female genital mutilation was soon to be delivered to residential staff.

Accommodation

4.43 As in many prisons, staff did not monitor the number of prisoners being released into temporary accommodation, which made it impossible to establish the true size of the homelessness problem. We were told that in the six months prior to the inspection, 72 out of 507 (14%) had been released without an address to go to and were living on the streets. The figure did not include those going to very temporary accommodation, such as a night shelter or other short-term provision, which was a concern. During the inspection, we met some prisoners who were going to night shelters or sleeping on a sofa at a friend's home.

4.44 Although it was extremely difficult to find accommodation for homeless prisoners, the services provided by two homeless charities through the CRCs was good. The charities had access to a range of accommodation and good links with most local authorities; they challenged decisions not to provide accommodation. Prisoners released without an address received letters setting out their priority needs to local authorities so they could obtain emergency council accommodation.

4.45 A housing advice resettlement and prevention service was available for prisoners with complex needs; they received a visit in the prison and support on release. Both charities had support workers who met prisoners and took them to the accommodation.

4.46 Prisoners who came to prison with an existing tenancy received help to sustain their housing benefit and maintain their tenancy.

Recommendation

4.47 The number of prisoners being released without accommodation should be monitored and should include those going to temporary accommodation that cannot be sustained.

Education, training and employment

4.48 Prison staff, a charity and the CRCs effectively delivered successful resettlement courses, which included money and debt management and shopping on a budget, to prepare prisoners for release. Training in CV writing and interview techniques helped those applying for jobs. The personal connections made during the training meant prisoners knew the people they could turn to for support on release.

4.49 The virtual campus (prisoner access to community education, training and employment opportunities via the internet) was not systematically used to support learning or provide access to employment opportunities for those being released.

4.50 Prison managers did not gather sufficient data about the work prisoners took up following their release. This meant they could not analyse the effectiveness of the prison's training in assisting prisoners to gain sustainable employment on release.

Recommendation

4.51 Prison managers should use the CRC's employment data to make sure the training they provide helps prisoners to gain employment on release and to determine if alternative education and training are required.

Health care

4.52 Prisoners who were being discharged from the prison were seen by a nurse prior to their release and provided with sufficient medication. A letter was also sent to their GP. Health promotion material was available and prisoners could request a supply of condoms on release through the kiosk.

4.53 A community worker was part of the mental health in-reach team and provided good support to prisoners, both prior to release and for up to six months post release.

4.54 A weekly multidisciplinary meeting to discuss prisoners with complex health issues was well attended by a wide range of staff, including representatives from the offender management unit and local authority social services departments. As a result, well-informed decisions could be made regarding their release and transfer.

4.55 No prisoners had received end of life care since the previous inspection but a policy was in place to support any future needs.

Drugs and alcohol

4.56 The integrated substance use service had developed good links with community providers to enable treatment to continue on release, and local agencies conducted pre-release assessments at the prison to plan ongoing support.

4.57 Prisoners consistently received harm reduction information, and overdose prevention now included naloxone training to treat an opiate overdose.

Finance, benefit and debt

4.58 CRC caseworkers dealt with immediate issues, such as debt, and cancelled payments that could not be sustained. They also provided ongoing support with more intractable financial matters. Bank accounts were opened for prisoners who remained at the prison long enough. There had been 25 successful applications for bank accounts in the six months prior to the inspection. Jobcentre Plus provided appointments for benefits claims and advised prisoners on welfare entitlements.

Attitudes, thinking and behaviour

4.59 In keeping with its role as a local prison, the prison did not provide accredited programmes and those identified as requiring them were transferred to appropriate prisons.

4.60 A suitable range of interventions was offered to address the offending-related needs of prisoners serving shorter sentences or to prepare them for onward transfer. The chaplaincy ran the Sycamore group work programme to promote victim awareness and caseworkers

delivered Think Victim, a course carried out on a one-to-one basis over six sessions for those who scored high on the violence diagnostic tool.

4.61 The GR8 motivational programme was delivered every three months and in the previous 12 months, more than 40 prisoners had completed it.

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new 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.

Main recommendation — To the governor

5.1 All violent incidents should be investigated thoroughly and formal action should be taken to support victims and challenge perpetrators. The effectiveness of this action should be evaluated over time to see if there has been a reduction in violence. (S49)

Recommendation — To HM Prison and Probation Service

5.2 Sufficient BASS accommodation places should be available to support HDC. (4.12)

Recommendations — To the governor

Courts, escort and transfers

5.3 Female prisoners should not be escorted in the same vans as males. (1.4)

5.4 Women should be transferred from court to the prison as soon as possible following their hearing so they have enough time to settle in at the prison. (1.5, repeated recommendation 1.6)

Early days in custody

5.5 Additional first night safety checks on those new to the prison should always be undertaken. (1.15)

Substance use

5.6 Clinical substance use services should be sufficient to meet demand and have effective managerial oversight. (1.53)

Residential units

5.7 Prisoners should have access to clean bedding every week. (2.6)

5.8 All calls through the in-cell bell should be answered within five minutes. (2.7)

5.9 Staff answering call bells should ensure they fully address the reason for the call. (2.8)

Equality and diversity

5.10 The number of female operational staff should be increased. (2.20)

5.11 All PEEPs should contain sufficient detail and staff based on the house blocks should always be familiar with them. (2.33)

5.12 The MBU should not be supervised overnight by a lone male member of staff. (2.34)

Health services

5.13 All clinical areas should comply with national standards for infection prevention and control. (2.56)

5.14 Barrier protection should be well advertised and widely available. (2.57)

5.15 Stock medicines should be stored appropriately and audited regularly so that supplied stock can be reconciled against prescriptions issued. (2.77)

5.16 Prisoners referred to primary mental health care services should be assessed within two weeks. (2.90)

5.17 Patients requiring a transfer under the Mental Health Act should be transferred within the current transfer time guidelines (2.91, repeated recommendation 2.106)

Catering

5.18 The quality and quantity of the food provided should be improved and better consultation with prisoners should inform improvements. (2.96)

Purchases

5.19 The range and prices of goods sold in the shop should be reviewed and improved. (2.100)

5.20 Prisoners should be able to buy items from catalogues. (2.101)

Learning and skills and work activities

5.21 Tutors should share information on prisoners' preferences and progress from individual learning plans when they move to other courses. (3.13)

5.22 Those with limited or no English language skills should have prompt access to English language classes. (3.28)

5.23 Library staff should collect data on women's use of the service to identify under-represented groups and ensure the provision is meeting all women's needs. (3.44, repeated recommendation 3.36)

Strategic management of resettlement

5.24 The needs analysis should be more comprehensive by making use of information from OASys and other systems. (4.7)

Offender management and planning

5.25 Information exchange and risk management planning with community offender managers should be comprehensive and take place regularly in the months leading up to release. It should include confirmation of the MAPPA management level where relevant. (4.18)

Reintegration planning

5.26 The number of prisoners being released without accommodation should be monitored and should include those going to temporary accommodation that cannot be sustained. (4.47)

Examples of good practice

5.27 The national EOS project provided prisoners with severe and complex needs with good additional support and tailored management plans. (1.30)

5.28 Diversity representatives worked to a professional standard and the support and encouragement they received reflected the prison's strong commitment to this area of work. This meant they could provide prisoners with protected characteristics with particularly effective support. (2.21)

5.29 The daily smoking cessation clinic provided prisoners who smoked with easily accessible support to help them give up. (2.58)

5.30 The gym offered a wide range of healthy lifestyle programmes that were specifically tailored to individual prisoners' needs. (2.59)

5.31 Dentists provided prisoners with a range of treatment options, recorded prisoners' consent and offered a clear rationale to inform prisoners' choice of procedure. This meant prisoners had an influence on their care and knew what options were available. (2.80)

5.32 The special educational needs team worked with prisoners with additional learning needs and those requiring emotional or mental health support. Prisoners could take time out of the classroom in a 'safe space' until they felt ready to re-engage with their learning. (3.29)

5.33 The high standard of family support and advocacy that prisoners received was exceptional and helped them maintain contact with their children. (4.35)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy Chief Inspector
Sandra Fieldhouse	Team leader
Fionn Gordon	Inspector
Jeanette Hall	Inspector
Natalie Heeks	Inspector
Ian Macfadyen	Inspector
Gordon Riach	Inspector
Jade Richards	Inspector
Andy Rooke	Inspector
Emma Sunley	Inspector
Darren Wilkinson	Inspector
Becky Duffield	Researcher
Emma Seymour	Researcher
Patricia Taflan	Researcher
Claudia Vince	Researcher
Sigrid Engelen	Substance use inspector
Liz Walsh	Health services inspector
Richard Chapman	Pharmacist
Lynda Day	Care Quality Commission inspector
Keith Hughes	Ofsted inspector
Martin Hughes	Ofsted inspector
Judy Lye Forster	Ofsted inspector
Mark Rogers	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.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, the large catchment area and long waiting times in court meant women sometimes arrived late at the prison. Support in women's early days at the prison was good. The population was complex and posed inherent risks. Many women in our survey said they had felt unsafe at some time and been victimised. Despite this there were relatively few violent incidents. Levels of self-harm were comparatively high and support for those who were at risk or who had complex needs had improved considerably. Security arrangements were very good. Disciplinary processes were generally proportionate and force was used only when necessary, although oversight needed improvement. Some women had been in the separation and care unit (SCU) (the segregation unit) for long periods but they received good care and case work to help with their progression was now also good as were substance misuse services. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

All aspects of safer custody work should support efforts to reduce problematic behaviour and support women who are at risk, enhancing women's feelings of well-being and safety. (S46)
Not achieved

Recommendations

Women should be transferred from court to the prison as soon as possible following their hearing so they have enough time to settle in at the prison. (1.6)
Not achieved (recommendation repeated, 1.5)

The information provided at induction should ensure women have a good understanding of how the prison operates and the essentials of everyday life at the prison. (1.16)
Achieved

The IEP scheme should be applied consistently and the facilities list should allow prisoners on at least the standard level of the scheme access to more items, such as in-cell kettles. (1.28)
Not achieved

The quality of recording in ACCTs should ensure that triggers to self-harm are identified, that care maps outline monitoring arrangements, and that interventions are effective. (1.36)
Achieved

The timeliness of access to Listeners at night should be improved and each Listener suite should be adequately decorated, furnished and equipped. (1.37)
Achieved

Punishments following adjudication should be proportionate. (1.57)
Achieved

Adequate managerial oversight of use of force should be put in place and data analysed to identify themes and trends. (1.61)
Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, living conditions were mainly very good. Staff-prisoner relationships were excellent and supported resettlement work well. Equality and diversity provision had developed, and some positive outcomes had been achieved for prisoners with protected characteristics. Faith provision was good. Complaints were well managed. Legal services were well developed. Health services were reasonable overall and a good range of mental health support was available. Food was unpopular but canteen arrangements were good. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Cells designed for one should not be used to accommodate two women. (2.10)
Equality and diversity.
Not achieved

The prison should investigate the reasons for some prisoners' negative perceptions and ensure outcomes for young women are monitored. (2.23)
Achieved

Foreign national women should receive regular free telephone calls that are long enough for them to be able to maintain good contact with their children and their carers. (2.37)
Achieved

Disability assistants should receive appropriate training for their role. (2.38)
Achieved

All clinical areas should meet relevant cleaning and infection control standards. (2.63)
Not achieved

Older women should have timely access to mammogram screening programmes. (2.64)
Achieved

Women should have easy confidential access to barrier protection. (2.65)
Not achieved

Nurse triage and GP appointments should be allocated on clinical need. (2.77)
Achieved

Only women with clinical needs should be accommodated in the inpatient unit. (2.78)
Achieved

Night sedation and other medication that should be taken at night should be given at the correct time to ensure it is clinically effective. (2.90)
Achieved

The medicines and therapeutics committee should ensure named patient medication is used consistently. (2.91)
Not achieved

The security and administration of medication should consistently meet professional standards and non-attendance should be recorded and followed up. (2.92)
Achieved

Controlled drug management should be robust; it should include regular accurate recorded audits, use of order books when stocks of controlled drugs are moved within the establishment and the secure storage of stocks of controlled drugs in the area where they are being administered. (2.93)
Not achieved

Changes to community prescribing regimes should occur as part of a multidisciplinary process and involve prompt access to additional support once the woman is settled in the prison. (2.94)
Achieved

Dental governance arrangements should be improved to ensure that care and treatment is consistently safe and effective and Radiation Protection Adviser recommendations should be implemented without delay. (2.99)
Achieved

Women with mild to moderate mental health problems should have access to a full range of support, including individual help, groups and clinical psychology sessions, within a clear primary mental health pathway. (2.105)
Achieved

Patients requiring a transfer under the Mental Health Act should be transferred within the current transfer time guidelines. (2.106)
Not achieved (recommendation repeated, 2.91)

Purposeful activity

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

At the last inspection, in 2015, time out of cell was reasonable overall. There were sufficient activity places and the allocations process was efficient. The range of vocational training had improved and women developed good personal and social skills. More needed to be done to address weaker aspects of the provision. The quality of teaching and learning was too variable and functional skills outcomes needed improvement. The library and gym provided some good opportunities. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The prison should improve the effectiveness of education and work activities to ensure that more women achieve qualifications in English and mathematics; the occupational and work-related skills they develop through activities should be recognised and, wherever possible, accredited. (S47)
Achieved

Recommendations

All women should be able to access a full prison regime every day. (3.4)
Not achieved

The prison should continue to develop information systems so that managers have access to detailed, reliable data about women's progress and achievements to enable them to make improvements where they are needed. (3.12)
Achieved

Plans to expand the range of vocational training should be implemented and further opportunities for women to gain qualifications through vocational training and prison work should be considered, particularly in occupations not traditionally followed by women. (3.18)
Achieved

Tutors and instructors should provide women with more detailed written feedback so they know how they can develop; individual learning plans should have clearer targets so women understand their strengths, what they must do to improve and what progress they are making. (3.25)
Achieved

Library staff should collect data on women's use of the service to identify under-represented groups and ensure the provision is meeting all women's needs. (3.36)
Not achieved (recommendation repeated, 3.44)

The prison should monitor participation levels in detail to identify which groups or individuals are not attending PE to ensure the provision is meeting the needs of all women. (3.43)
Not 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 prison's key focus was on resettlement work and a good range of support was provided. It was positive to see that some women now had access to well-managed ROTL. Offender management arrangements were good. Public protection was robust. Resettlement provision was in transition but good reintegration planning still took place. Support in the resettlement pathways was generally very good, but securing accommodation for prisoners on release was a challenge. Assistance to help prisoners maintain contact with their children and families was now very good. Women who were at risk or who had been victimised received some excellent support. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Women suitable for HDC should be released on their eligibility date. (4.14)
Not achieved

Women's views should be included in the allocation assessment process; prisoners should be given a clear indication of what they need to do to progress if they are assessed for closed conditions. (4.22)
Not achieved

The prison should develop a strategy to meet the needs of women in the prison for short periods. (4.33)
Achieved

Working arrangements between the prison and CRCs should be clearly defined and ensure women's resettlement needs are met effectively, making the best use of resources available. (4.34)
Achieved

Mail should be delivered to women on the day it arrives at the prison. (4.44)
Achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	13	301	60.7%
Recall	0	35	6.8%
Convicted unsentenced	0	0	0.0%
Remand	8	155	31.5%
Civil prisoners	0	1	0.2%
Detainees	1	3	0.8%
Total	**22**	**495**	**100.0%**

Sentence	18–20 yr olds	21 and over	%
Unsentenced	9	172	35.0%
Less than 6 months	1	81	15.9%
6 months to less than 12 months	3	31	6.6%
12 months to less than 2 years	1	38	7.5%
2 years to less than 4 years	2	55	11.0%
4 years to less than 10 years	3	68	13.7%
10 years and over (not life)	0		3.1%
ISPP (indeterminate sentence for public protection)	0	6	1.2%
Life	3	28	7.2%
Total	**22**	**495**	**100.0%**

Age	Number of prisoners	%
Please state minimum age here: 18	-	-
Under 21 years	132	25.5%
21 years to 29 years	183	35.4%
30 years to 39 years	114	22.1%
40 years to 49 years	47	9.1%
50 years to 59 years	10	1.9%
60 years to 69 years	9	1.7%
70 plus years	22	4.3%
Please state maximum age here: 80	-	-
Total	**517**	**100.0%**

Nationality	18–20 yr olds	21 and over	%
British	17	380	76.8%
Foreign nationals	5	112	22.6%
Not stated	0	3	0.6%
Total	**22**	**495**	**100.0%**

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	10	164	33.7%
Category A	0	1	0.2%
Female Closed	8	267	53.2%
Female Open	1	12	2.5%
Female Restricted	1	11	2.3%
Unclassified	2	40	8.1%
Total	**22**	**495**	**100.0%**

Ethnicity	18–20 yr olds	21 and over	%
White	**16**	**347**	**70.2%**
British	13	269	54.5%
Irish	0	5	1.0%
Gypsy/Irish Traveller	0	3	0.6%
Other white	3	70	14.1%
Mixed	**2**	**30**	**6.2%**
White and black Caribbean	1	23	4.6%
White and black African	0	0	0.0%
White and Asian	0	1	0.2%
Other mixed	1	6	1.4%
Asian or Asian British	**0**	**34**	**6.6%**
Indian	0	12	2.3%
Pakistani	0	4	0.8%
Bangladeshi	0	2	0.4%
Chinese	0	3	0.6%
Other Asian	0	13	2.5%
Black or black British	**2**	**70**	**13.9%**
Caribbean	0	35	6.8%
African	1	24	4.8%
Other black	1	11	2.3%
Other ethnic group	**1**	**2**	**0.6%**
Arab	1	2	0.6%
Other ethnic group	0	0	0.0%
Not stated	1	12	2.5%
Total	**22**	**495**	**100.0%**

Religion	18–20 yr olds	21 and over	%
Baptist	0	1	0.2%
Church of England	0	65	12.6%
Roman Catholic	3	82	16.4%
Other Christian denominations	5	108	21.9%
Muslim	3	48	9.9%
Sikh	0	6	1.2%
Hindu	0	2	0.4%
Buddhist	0	10	1.9%
Jewish	0	2	0.4%
Other	0	9	1.7%
No religion	11	162	33.5%
Total	**22**	**495**	**100.0%**

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	2	0.4%	92	17.8%
1 month to 3 months	6	1.2%	98	19.0%
3 months to 6 months	2	0.4%	41	7.9%
6 months to 1 year	2	0.4%	43	8.3%
1 year to 2 years	1	0.2%	25	4.8%
2 years to 4 years	0	0.0%	15	2.9%
4 years or more	0	0.0%	9	1.7%
Total	**13**	**2.5%**	**323**	**62.5%**

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0.0%
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/ restrictions).	0	0	0.0%
Total	**0**	**0**	**0.0%**

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	5	2.8%	66	36.5%
1 month to 3 months	2	1.1%	39	21.5%
3 months to 6 months	2	1.1%	44	24.3%
6 months to 1 year	0	0.0%	20	11.0%
1 year to 2 years	0	0.0%	2	1.1%
2 years to 4 years	0	0.0%	1	0.6%
4 years or more	0	0.0%	0	0.0%
Total	**9**	**1.7%**	**172**	**33.3%**

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.[13]

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 robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.[14]

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. [15] Prisoners are made aware that participation in the survey is voluntary; refusals are noted but 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 26 November 2018 the prisoner population at HMP & YOI Bronzefield was 506. Using the sampling method described above, questionnaires were distributed to 182 prisoners. We received a total of 152completed questionnaires, a response rate of 84%. Ten prisoners declined to participate in the survey and 20 questionnaires were either not returned at all, or returned blank.

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

14 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

15 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/hmiprisons/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 Bronzefield. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared. [16] Missing responses have been excluded from all analyses.

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 Bronzefield 2018 compared with those from other HMI Prisons surveys[17]

- Survey responses from HMP & YOI Bronzefield in 2018 compared with survey responses from the most recent inspection at all other local women's prisons.
- Survey responses from HMP & YOI Bronzefield in 2018 compared with survey responses from other local women's prisons inspected since September 2017.
- Survey responses from HMP & YOI Bronzefield in 2018 compared with survey responses from HMP & YOI Bronzefield in 2015.

Comparisons between different residential locations within HMP & YOI Bronzefield 2018

- Responses of prisoners on the longer serving prisoners' wing (house block 4) compared with those from houseblocks 1, 2 and 3.

Comparisons between sub-populations of prisoners within HMP & YOI Bronzefield 2018 [18]

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Responses of prisoners from Traveller communities compared with those of prisoners not from Traveller communities.
- British nationals' responses compared with those of foreign nationals.
- 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 25 and under compared with those over 25.
- Heterosexual prisoners' responses compared with those of other sexual orientations.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.[19]

In the comparator analyses, statistically significant differences are indicated by shading.[20] 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

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

17 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.

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

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

20 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.

difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

1.1 What wing or houseblock are you currently living on?

Houseblock 1	39 (26%)
Houseblock 2	39 (26%)
Houseblock 3	39 (26%)
Houseblock 4	27 (18%)
Segregation unit	2 (1%)
Mother and baby unit	3 (2%)
Health care unit	3 (2%)

1.2 How old are you?

Under 21	8 (5%)
21 - 25	13 (9%)
26 - 29	15 (10%)
30 - 39	63 (42%)
40 - 49	36 (24%)
50 - 59	8 (5%)
60 - 69	2 (1%)
70 or over	4 (3%)

1.3 What is your ethnic group?

White - English/ Welsh/ Scottish/ Northern Irish/ British	86 (57%)
White - Irish	6 (4%)
White - Gypsy or Irish Traveller	9 (6%)
White - any other White background	11 (7%)
Mixed - White and Black Caribbean	6 (4%)
Mixed - White and Black African	1 (1%)
Mixed - White and Asian	2 (1%)
Mixed - any other Mixed ethnic background	5 (3%)
Asian/ Asian British - Indian	3 (2%)
Asian/ Asian British - Pakistani	3 (2%)
Asian/ Asian British - Bangladeshi	1 (1%)
Asian/ Asian British - Chinese	2 (1%)
Asian - any other Asian Background	1 (1%)
Black/ Black British - Caribbean	7 (5%)
Black/ Black British - African	6 (4%)
Black - any other Black/ African/ Caribbean background	1 (1%)
Arab	0 (0%)
Any other ethnic group	2 (1%)

1.4 How long have you been in this prison?

Less than 6 months	94 (64%)
6 months or more	54 (36%)

1.5 Are you currently serving a sentence?

Yes	83 (57%)
Yes - on recall	16 (11%)
No - on remand or awaiting sentence	47 (32%)
No - immigration detainee	0 (0%)

1.6 How long is your sentence?

Less than 6 months	26 (18%)
6 months to less than 1 year	11 (8%)
1 year to less than 4 years	25 (17%)
4 years to less than 10 years	14 (10%)
10 years or more	7 (5%)
IPP (indeterminate sentence for public protection)	2 (1%)
Life	14 (10%)
Not currently serving a sentence	47 (32%)

Arrival and reception

2.1 Were you given up-to-date information about this prison before you came here?

Yes	31 (21%)
No	105 (71%)
Don't remember	12 (8%)

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

Less than 2 hours	55 (38%)
2 hours or more	80 (55%)
Don't remember	11 (8%)

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

Yes	127 (87%)
No	12 (8%)
Don't remember	7 (5%)

2.4 Overall, how were you treated in reception?

Very well	39 (27%)
Quite well	89 (61%)
Quite badly	10 (7%)
Very badly	4 (3%)
Don't remember	3 (2%)

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

Problems getting phone numbers	49 (32%)
Contacting family	57 (38%)
Arranging care for children or other dependants	6 (4%)
Contacting employers	10 (7%)
Money worries	61 (40%)
Housing worries	51 (34%)
Feeling depressed	81 (53%)
Feeling suicidal	40 (26%)
Other mental health problems	64 (42%)
Physical health problems	43 (28%)
Drug or alcohol problems (e.g. withdrawal)	57 (38%)
Problems getting medication	48 (32%)
Needing protection from other prisoners	14 (9%)
Lost or delayed property	32 (21%)
Other problems	22 (14%)
Did not have any problems	9 (6%)

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

Yes	59 (42%)
No	72 (51%)
Did not have any problems when I first arrived	9 (6%)

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	100 (67%)
Toiletries / other basic items	115 (77%)
A shower	41 (28%)
A free phone call	102 (68%)
Something to eat	122 (82%)
The chance to see someone from health care	97 (65%)
The chance to talk to a Listener or Samaritans	54 (36%)
Support from another prisoner (e.g. Insider or buddy)	48 (32%)
Wasn't offered any of these things	5 (3%)

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

Very clean	18 (13%)
Quite clean	57 (40%)
Quite dirty	38 (27%)
Very dirty	24 (17%)
Don't remember	4 (3%)

3.3 Did you feel safe on your first night here?

Yes	92 (63%)
No	44 (30%)
Don't remember	9 (6%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	94 (68%)	40 (29%)	5 (4%)
Free PIN phone credit?	71 (51%)	62 (45%)	5 (4%)
Numbers put on your PIN phone?	67 (49%)	66 (48%)	4 (3%)

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

Yes	61 (43%)
No	64 (45%)
Have not had an induction	16 (11%)

On the wing

4.1 Are you in a cell on your own?

Yes	98 (68%)
No, I'm in a shared cell or dormitory	46 (32%)

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

Yes	69 (50%)
No	57 (41%)
Don't know	12 (9%)
Don't have a cell call bell	1 (1%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	105 (72%)	39 (27%)	2 (1%)
Can you shower every day?	139 (97%)	5 (3%)	0 (0%)
Do you have clean sheets every week?	99 (69%)	41 (28%)	4 (3%)
Do you get cell cleaning materials every week?	79 (57%)	55 (40%)	5 (4%)
Is it normally quiet enough for you to relax or sleep at night?	87 (62%)	50 (36%)	3 (2%)
Can you get your stored property if you need it?	39 (29%)	63 (47%)	33 (24%)

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

Very clean	41 (29%)
Quite clean	69 (48%)
Quite dirty	27 (19%)
Very dirty	6 (4%)

Food and canteen

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

Very good	10 (7%)
Quite good	44 (30%)
Quite bad	44 (30%)
Very bad	47 (32%)

5.2 Do you get enough to eat at mealtimes?

Always	13 (9%)
Most of the time	36 (25%)
Some of the time	69 (47%)
Never	28 (19%)

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

Yes	55 (39%)
No	82 (58%)
Don't know	5 (4%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	110 (81%)
No	25 (19%)

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

Yes	116 (84%)
No	22 (16%)

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

Yes	74 (51%)
No	71 (49%)

6.4 How helpful is your personal or named officer?

Very helpful	26 (19%)
Quite helpful	29 (21%)
Not very helpful	13 (9%)
Not at all helpful	8 (6%)
Don't know	17 (12%)
Don't have a personal / named officer	44 (32%)

6.5 How often do you see prison governors, directors or senior managers talking to prisoners?

Regularly	22 (15%)
Sometimes	29 (20%)
Hardly ever	77 (54%)
Don't know	14 (10%)

6.6 Do you feel that you are treated as an individual in this prison?

Yes	60 (44%)
No	75 (56%)

6.7 Are prisoners here consulted about things like food, canteen, health care or wing issues?

Yes, and things sometimes change	25 (18%)
Yes, but things don't change	54 (39%)
No	39 (28%)
Don't know	22 (16%)

Faith

7.1 What is your religion?

No religion	33 (23%)
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	78 (53%)
Buddhist	3 (2%)
Hindu	3 (2%)
Jewish	1 (1%)
Muslim	16 (11%)
Sikh	0 (0%)
Other	12 (8%)

7.2 Are your religious beliefs respected here?

Yes	86 (59%)
No	14 (10%)
Don't know	13 (9%)
Not applicable (no religion)	33 (23%)

7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?

Yes	85 (58%)
No	10 (7%)
Don't know	19 (13%)
Not applicable (no religion)	33 (22%)

7.4 Are you able to attend religious services, if you want to?

Yes	105 (71%)
No	6 (4%)
Don't know	3 (2%)
Not applicable (no religion)	33 (22%)

Contact with family and friends

8.1 Have staff here encouraged you to keep in touch with your family/friends?

Yes	52 (36%)
No	94 (64%)

8.2 Have you had any problems with sending or receiving mail (letters or parcels)?

Yes	71 (53%)
No	64 (47%)

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

Yes	132 (94%)
No	8 (6%)

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

Very easy	5 (4%)
Quite easy	36 (25%)
Quite difficult	44 (31%)
Very difficult	46 (32%)
Don't know	11 (8%)

8.5 How often do you have visits from family or friends?

More than once a week	7 (5%)
About once a week	25 (18%)
Less than once a week	56 (40%)
Not applicable (don't get visits)	51 (37%)

8.6 Do visits usually start and finish on time?

Yes	54 (62%)
No	33 (38%)

8.7 Are your visitors usually treated respectfully by staff?

Yes	61 (75%)
No	20 (25%)

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	67 (48%)
Yes, but these times are not usually kept to	62 (44%)
No	11 (8%)

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	20 (15%)
2 to 6 hours	49 (36%)
6 to 10 hours	42 (31%)
10 hours or more	9 (7%)
Don't know	16 (12%)

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

Less than 2 hours	22 (16%)
2 to 6 hours	73 (52%)
6 to 10 hours	31 (22%)
10 hours or more	1 (1%)
Don't know	14 (10%)

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	4 (3%)
1 or 2	31 (22%)
3 to 5	30 (21%)
More than 5	64 (46%)
Don't know	11 (8%)

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

None	6 (4%)
1 or 2	22 (16%)
3 to 5	33 (24%)
More than 5	67 (48%)
Don't know	12 (9%)

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

None	10 (7%)
1 or 2	19 (14%)
3 to 5	30 (21%)
More than 5	68 (49%)
Don't know	13 (9%)

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

Twice a week or more	24 (18%)
About once a week	17 (12%)
Less than once a week	21 (15%)
Never	75 (55%)

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

Twice a week or more	8 (6%)
About once a week	59 (42%)
Less than once a week	32 (23%)
Never	43 (30%)

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

Yes	34 (25%)
No	61 (44%)
Don't use the library	43 (31%)

Applications, complaints and legal rights

10.1 Is it easy for you to make an application?

Yes	100 (71%)
No	23 (16%)
Don't know	17 (12%)

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?	59 (45%)	48 (37%)	24 (18%)
Are applications usually dealt with within 7 days?	58 (47%)	42 (34%)	24 (19%)

10.3 Is it easy for you to make a complaint?

Yes	107 (75%)
No	19 (13%)
Don't know	17 (12%)

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 (24%)	59 (43%)	45 (33%)
Are complaints usually dealt with within 7 days?	30 (23%)	53 (41%)	45 (35%)

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

Yes	27 (19%)
No	84 (60%)
Not wanted to make a complaint	29 (21%)

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?	69 (48%)	40 (28%)	22 (15%)	12 (8%)
Attend legal visits?	72 (53%)	27 (20%)	27 (20%)	10 (7%)
Get bail information?	18 (13%)	36 (26%)	50 (36%)	33 (24%)

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

Yes	59 (41%)
No	66 (46%)
Not had any legal letters	19 (13%)

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	6 (4%)	24 (16%)	52 (36%)	62 (42%)	2 (1%)
Nurse	20 (14%)	63 (43%)	40 (28%)	21 (14%)	1 (1%)
Dentist	4 (3%)	14 (10%)	37 (26%)	72 (50%)	16 (11%)
Mental health workers	8 (6%)	20 (14%)	27 (19%)	54 (38%)	34 (24%)

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	22 (15%)	43 (30%)	38 (27%)	30 (21%)	10 (7%)
Nurse	24 (17%)	62 (45%)	30 (22%)	21 (15%)	2 (1%)
Dentist	15 (11%)	31 (23%)	23 (17%)	20 (15%)	45 (34%)
Mental health workers	14 (10%)	25 (19%)	23 (17%)	23 (17%)	50 (37%)

11.3 Do you have any mental health problems?

Yes	97 (69%)
No	43 (31%)

11.4	**Have you been helped with your mental health problems in this prison?**	
	Yes	40 (29%)
	No	57 (41%)
	Don't have any mental health problems	43 (31%)
11.5	**What do you think of the overall quality of the health services here?**	
	Very good	14 (10%)
	Quite good	36 (26%)
	Quite bad	44 (32%)
	Very bad	38 (27%)
	Don't know	7 (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	69 (48%)
	No	74 (52%)
12.2	**If you have a disability, are you getting the support you need?**	
	Yes	24 (17%)
	No	40 (29%)
	Don't have a disability	74 (54%)
12.3	**Have you been on an ACCT in this prison?**	
	Yes	45 (33%)
	No	90 (67%)
12.4	**If you have been on an ACCT in this prison, did you feel cared for by staff?**	
	Yes	27 (20%)
	No	18 (13%)
	Have not been on an ACCT in this prison	90 (67%)
12.5	**How easy or difficult is it for you to speak to a Listener, if you need to?**	
	Very easy	33 (24%)
	Quite easy	22 (16%)
	Quite difficult	16 (12%)
	Very difficult	8 (6%)
	Don't know	54 (39%)
	No Listeners at this prison	5 (4%)

Alcohol and drugs

13.1	**Did you have an alcohol problem when you came into this prison?**	
	Yes	43 (30%)
	No	101 (70%)
13.2	**Have you been helped with your alcohol problem in this prison?**	
	Yes	28 (20%)
	No	11 (8%)
	Did not / do not have an alcohol problem	101 (72%)
13.3	**Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?**	
	Yes	63 (44%)
	No	81 (56%)

13.4 Have you developed a problem with illicit drugs since you have been in this prison?

Yes	16 (11%)
No	124 (89%)

13.5 Have you developed a problem with taking medication not prescribed to you since you have been in this prison?

Yes	16 (12%)
No	120 (88%)

13.6 Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?

Yes	40 (31%)
No	18 (14%)
Did not / do not have a drug problem	71 (55%)

13.7 Is it easy or difficult to get illicit drugs in this prison?

Very easy	33 (24%)
Quite easy	20 (15%)
Quite difficult	8 (6%)
Very difficult	8 (6%)
Don't know	66 (49%)

13.8 Is it easy or difficult to get alcohol in this prison?

Very easy	0 (0%)
Quite easy	3 (2%)
Quite difficult	11 (8%)
Very difficult	27 (20%)
Don't know	97 (70%)

Safety

14.1 Have you ever felt unsafe here?

Yes	87 (60%)
No	59 (40%)

14.2 Do you feel unsafe now?

Yes	23 (17%)
No	116 (83%)

14.3 Have you experienced any of the following types of bullying / victimisation from other prisoners here?

Verbal abuse	63 (46%)
Threats or intimidation	45 (33%)
Physical assault	22 (16%)
Sexual assault	3 (2%)
Theft of canteen or property	38 (28%)
Other bullying / victimisation	35 (26%)
Not experienced any of these from prisoners here	54 (39%)

14.4 If you were being bullied / victimised by other prisoners here, would you report it?

Yes	76 (56%)
No	60 (44%)

14.5 Have you experienced any of the following types of bullying / victimisation from staff here?

Verbal abuse	36 (26%)
Threats or intimidation	29 (21%)
Physical assault	11 (8%)
Sexual assault	1 (1%)
Theft of canteen or property	12 (9%)
Other bullying / victimisation	24 (18%)
Not experienced any of these from staff here	78 (57%)

14.6 If you were being bullied / victimised by staff here, would you report it?

Yes	95 (69%)
No	42 (31%)

Behaviour management

15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?

Yes	81 (57%)
No	36 (25%)
Don't know what the incentives / rewards are	25 (18%)

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

Yes	63 (44%)
No	55 (39%)
Don't know	10 (7%)
Don't know what this is	14 (10%)

15.3 Have you been physically restrained by staff in this prison in the last 6 months?

Yes	8 (6%)
No	134 (94%)

15.4 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	1 (1%)
No	4 (3%)
Don't remember	2 (1%)
Not been restrained here in last 6 months	134 (95%)

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

Yes	10 (7%)
No	131 (93%)

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?	3 (33%)	6 (67%)
Could you shower every day?	3 (33%)	6 (67%)
Could you go outside for exercise every day?	2 (20%)	8 (80%)
Could you use the phone every day (if you had credit)?	5 (56%)	4 (44%)

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	82 (62%)	22 (17%)	26 (20%)	3 (2%)
Vocational or skills training	47 (37%)	32 (25%)	47 (37%)	2 (2%)
Prison job	77 (59%)	36 (28%)	16 (12%)	1 (1%)
Voluntary work outside of the prison	8 (6%)	27 (21%)	74 (57%)	21 (16%)
Paid work outside of the prison	7 (6%)	27 (21%)	67 (53%)	26 (20%)

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	68 (53%)	31 (24%)	29 (23%)
Vocational or skills training	47 (41%)	18 (16%)	50 (43%)
Prison job	61 (48%)	42 (33%)	24 (19%)
Voluntary work outside of the prison	21 (18%)	13 (11%)	83 (71%)
Paid work outside of the prison	20 (17%)	14 (12%)	82 (71%)

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

Yes	91 (68%)
No	29 (22%)
Not applicable (e.g. if you are retired, sick or on remand)	13 (10%)

Planning and progression

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

Yes	47 (35%)
No	88 (65%)

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

Yes	38 (81%)
No	4 (9%)
Don't know what my objectives or targets are	5 (11%)

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

Yes	24 (55%)
No	15 (34%)
Don't know what my objectives or targets are	5 (11%)

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	11 (24%)	8 (18%)	26 (58%)
Other programmes	17 (38%)	7 (16%)	21 (47%)
One to one work	17 (39%)	6 (14%)	21 (48%)
Being on a specialist unit	2 (5%)	7 (17%)	32 (78%)
ROTL - day or overnight release	2 (5%)	6 (15%)	32 (80%)

Preparation for release

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

Yes	45 (33%)
No	58 (42%)
Don't know	34 (25%)

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

Very near	0 (0%)
Quite near	9 (21%)
Quite far	17 (40%)
Very far	17 (40%)

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

Yes	26 (60%)
No	17 (40%)

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	12 (32%)	14 (37%)	12 (32%)
Getting employment	5 (13%)	20 (51%)	14 (36%)
Setting up education or training	6 (17%)	16 (44%)	14 (39%)
Arranging benefits	13 (33%)	20 (50%)	7 (18%)
Sorting out finances	9 (25%)	16 (44%)	11 (31%)
Support for drug or alcohol problems	13 (33%)	11 (28%)	15 (38%)
Health / mental health support	6 (16%)	22 (58%)	10 (26%)
Social care support	6 (17%)	14 (39%)	16 (44%)
Getting back in touch with family or friends	9 (23%)	10 (26%)	20 (51%)

More about you

19.1 Do you have children under the age of 18?

Yes	87 (61%)
No	56 (39%)

19.2 Are you a UK / British citizen?

Yes	124 (88%)
No	17 (12%)

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

Yes	19 (14%)
No	120 (86%)

19.4 Have you ever been in the armed services (e.g. army, navy, air force)?

Yes	3 (2%)
No	140 (98%)

19.5 What is your gender?

Male	0 (0%)
Female	141 (99%)
Non-binary	0 (0%)
Other	2 (1%)

19.6 How would you describe your sexual orientation?

Straight / heterosexual	111 (79%)
Gay / lesbian / homosexual	5 (4%)
Bisexual	20 (14%)
Other	4 (3%)

19.7 Do you identify as transgender or transsexual?

Yes	3 (2%)
No	132 (98%)

Final questions about this prison

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

More likely to offend	9 (7%)
Less likely to offend	76 (59%)
Made no difference	44 (34%)

HMP&YOI Bronzefield 2018

Survey responses compared with those from other HMIP surveys of local prisons and with those from the previous survey

In this table summary statistics from HMP&YOI Bronzefield 2018 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other women's local prisons (6 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (3 prisons). Please note that this does not include all local prisons.

- Summary statistics from HMP&YOI Bronzefield in 2018 are compared with those from HMP&YOI Bronzefield 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		152	944	152	465	152	180
	n=number of valid responses to question (HMP&YOI Bronzefield 2018)							
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION								
1.2	Are you under 21 years of age?	*n=149*	5%	3%	5%	4%	5%	4%
	Are you 25 years of age or younger?	*n=149*	14%		14%	15%	14%	
	Are you 50 years of age or older?	*n=149*	9%	11%	9%	11%	9%	11%
	Are you 70 years of age or older?	*n=149*	3%	0%	3%	0%	3%	1%
1.3	Are you from a minority ethnic group?	*n=152*	26%	15%	26%	14%	26%	26%
1.4	Have you been in this prison for less than 6 months?	*n=148*	64%		64%	53%	64%	
1.5	Are you currently serving a sentence?	*n=146*	68%	86%	68%	83%	68%	78%
	Are you on recall?	*n=146*	11%	8%	11%	7%	11%	10%
1.6	Is your sentence less than 12 months?	*n=146*	25%	27%	25%	25%	25%	24%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	*n=146*	1%	3%	1%	2%	1%	1%
7.1	Are you Muslim?	*n=146*	11%	4%	11%	4%	11%	8%
11.3	Do you have any mental health problems?	*n=140*	69%		69%	72%	69%	
12.1	Do you consider yourself to have a disability?	*n=143*	48%	42%	48%	47%	48%	34%
19.1	Do you have any children under the age of 18?	*n=143*	61%	57%	61%	58%	61%	56%
19.2	Are you a foreign national?	*n=141*	12%	7%	12%	8%	12%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	*n=139*	14%	7%	14%	7%	14%	9%
19.4	Have you ever been in the armed services?	*n=143*	2%	1%	2%	1%	2%	1%
19.5	Is your gender male or non-binary?	*n=143*	1%		1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	*n=140*	21%	28%	21%	27%	21%	23%
19.7	Do you identify as transgender or transsexual?	*n=135*	2%		2%	1%	2%	
ARRIVAL AND RECEPTION								
2.1	Were you given up-to-date information about this prison before you came here?	*n=148*	21%		21%	16%	21%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	*n=146*	38%	55%	38%	55%	38%	28%
2.3	When you were searched in reception, was this done in a respectful way?	*n=146*	87%	88%	87%	87%	87%	89%
2.4	Overall, were you treated very / quite well in reception?	*n=145*	88%		88%	86%	88%	

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2.5	When you first arrived, did you have any problems?	*n=152*	94%	86%	94%	92%	94%	90%
2.5	Did you have problems with:							
	- Getting phone numbers?	*n=152*	32%	29%	32%	29%	32%	35%
	- Contacting family?	*n=152*	38%	27%	38%	29%	38%	34%
	- Arranging care for children or other dependents?	*n=152*	4%		4%	5%	4%	
	- Contacting employers?	*n=152*	7%	2%	7%	3%	7%	6%
	- Money worries?	*n=152*	40%	25%	40%	29%	40%	34%
	- Housing worries?	*n=152*	34%	30%	34%	33%	34%	30%
	- Feeling depressed?	*n=152*	53%		53%	63%	53%	
	- Feeling suicidal?	*n=152*	26%		26%	25%	26%	
	- Other mental health problems?	*n=152*	42%		42%	43%	42%	
	- Physical health problems?	*n=152*	28%	25%	28%	25%	28%	25%
	- Drugs or alcohol (e.g. withdrawal)?	*n=152*	38%		38%	40%	38%	
	- Getting medication?	*n=152*	32%		32%	49%	32%	
	- Needing protection from other prisoners?	*n=152*	9%	5%	9%	6%	9%	5%
	- Lost or delayed property?	*n=152*	21%	14%	21%	19%	21%	14%
	For those who had any problems when they first arrived:							
2.6	Did staff help you to deal with these problems?	*n=131*	45%	46%	45%	42%	45%	38%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	*n=149*	67%	77%	67%	71%	67%	76%
	- Toiletries / other basic items?	*n=149*	77%	71%	77%	68%	77%	75%
	- A shower?	*n=149*	28%	42%	28%	45%	28%	32%
	- A free phone call?	*n=149*	69%	72%	69%	72%	69%	76%
	- Something to eat?	*n=149*	82%	82%	82%	82%	82%	78%
	- The chance to see someone from health care?	*n=149*	65%	70%	65%	71%	65%	61%
	- The chance to talk to a Listener or Samaritans?	*n=149*	36%	41%	36%	36%	36%	56%
	- Support from another prisoner (e.g. Insider or buddy)?	*n=149*	32%		32%	27%	32%	
	- None of these?	*n=149*	3%		3%	3%	3%	
3.2	On your first night in this prison, was your cell very / quite clean?	*n=141*	53%		53%	59%	53%	
3.3	Did you feel safe on your first night here?	*n=145*	63%	69%	63%	68%	63%	64%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	*n=139*	68%	27%	68%	28%	68%	30%
	- Free PIN phone credit?	*n=138*	51%		51%	60%	51%	
	- Numbers put on your PIN phone?	*n=137*	49%		49%	49%	49%	
3.5	Have you had an induction at this prison?	*n=141*	89%	86%	89%	88%	89%	88%
	For those who have had an induction:							
3.5	Did your induction cover everything you needed to know about this prison?	*n=125*	49%		49%	50%	49%	

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ON THE WING								
4.1	Are you in a cell on your own?	*n=144*	68%		68%	52%	68%	
4.2	Is your cell call bell normally answered within 5 minutes?	*n=139*	50%	38%	50%	37%	50%	53%
4.3	On the wing or houseblock you currently live on:							
	- Do you normally have enough clean, suitable clothes for the week?	*n=146*	72%	69%	72%	71%	72%	67%
	- Can you shower every day?	*n=144*	97%	90%	97%	93%	97%	92%
	- Do you have clean sheets every week?	*n=144*	69%	90%	69%	91%	69%	92%
	- Do you get cell cleaning materials every week?	*n=139*	57%	84%	57%	80%	57%	79%
	- Is it normally quiet enough for you to relax or sleep at night?	*n=140*	62%	62%	62%	61%	62%	66%
	- Can you get your stored property if you need it?	*n=135*	29%	26%	29%	29%	29%	32%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	*n=143*	77%		77%	74%	77%	
FOOD AND CANTEEN								
5.1	Is the quality of the food in this prison very / quite good?	*n=145*	37%		37%	44%	37%	
5.2	Do you get enough to eat at meal-times always / most of the time?	*n=146*	34%		34%	41%	34%	
5.3	Does the shop / canteen sell the things that you need?	*n=142*	39%	55%	39%	58%	39%	45%
RELATIONSHIPS WITH STAFF								
6.1	Do most staff here treat you with respect?	*n=135*	82%	76%	82%	75%	82%	77%
6.2	Are there any staff here you could turn to if you had a problem?	*n=138*	84%	80%	84%	80%	84%	79%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	*n=145*	51%	34%	51%	35%	51%	39%
6.4	Do you have a personal officer?	*n=137*	68%		68%	81%	68%	
	For those who have a personal officer:							
6.4	Is your personal or named officer very / quite helpful?	*n=93*	59%		59%	54%	59%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	*n=142*	16%		16%	13%	16%	
6.6	Do you feel that you are treated as an individual in this prison?	*n=135*	44%		44%	47%	44%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	*n=140*	56%		56%	55%	56%	
	If so, do things sometimes change?	*n=79*	32%		32%	36%	32%	
FAITH								
7.1	Do you have a religion?	*n=146*	77%	68%	77%	68%	77%	79%
	For those who have a religion:							
7.2	Are your religious beliefs respected here?	*n=113*	76%		76%	76%	76%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	*n=114*	75%		75%	79%	75%	
7.4	Are you able to attend religious services, if you want to?	*n=114*	92%		92%	90%	92%	

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CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends? *n=146*	36%		36%	38%	36%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)? *n=135*	53%	45%	53%	49%	53%	49%
8.3	Are you able to use a phone every day (if you have credit)? *n=140*	94%		94%	94%	94%	
8.4	Is it very / quite easy for your family and friends to get here? *n=142*	29%		29%	40%	29%	
8.5	Do you get visits from family/friends once a week or more? *n=139*	23%		23%	21%	23%	
	For those who get visits:						
8.6	Do visits usually start and finish on time? *n=87*	62%		62%	63%	62%	
8.7	Are your visitors usually treated respectfully by staff? *n=81*	75%		75%	82%	75%	
TIME OUT OF CELL							
9.1	Do you know what the unlock and lock-up times are supposed to be here? *n=140*	92%		92%	94%	92%	
	For those who know what the unlock and lock-up times are supposed to be:						
9.1	Are these times usually kept to? *n=129*	52%		52%	62%	52%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday? *n=136*	15%	9%	15%	8%	15%	9%
	Do you usually spend 10 hours or more out of your cell on a typical weekday? *n=136*	7%	14%	7%	16%	7%	10%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday? *n=141*	16%		16%	16%	16%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday? *n=141*	1%		1%	8%	1%	
9.4	Do you have time to do domestics more than 5 days in a typical week? *n=140*	46%		46%	64%	46%	
9.5	Do you get association more than 5 days in a typical week, if you want it? *n=140*	48%		48%	56%	48%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to? *n=140*	49%		49%	34%	49%	
9.7	Do you typically go to the gym twice a week or more? *n=137*	18%		18%	28%	18%	
9.8	Do you typically go to the library once a week or more? *n=142*	47%	40%	47%	41%	47%	39%
	For those who use the library:						
9.9	Does the library have a wide enough range of materials to meet your needs? *n=95*	36%	65%	36%	62%	36%	27%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application? *n=140*	71%	80%	71%	76%	71%	73%
	For those who have made an application:						
10.2	Are applications usually dealt with fairly? *n=107*	55%	60%	55%	60%	55%	59%
	Are applications usually dealt with within 7 days? *n=100*	58%	42%	58%	42%	58%	50%
10.3	Is it easy for you to make a complaint? *n=143*	75%	61%	75%	63%	75%	64%
	For those who have made a complaint:						
10.4	Are complaints usually dealt with fairly? *n=91*	35%	37%	35%	34%	35%	38%
	Are complaints usually dealt with within 7 days? *n=83*	36%	31%	36%	29%	36%	43%
10.5	Have you ever been prevented from making a complaint here when you wanted to? *n=111*	24%		24%	33%	24%	

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	For those who need it, is it easy to:							
10.6	Communicate with your solicitor or legal representative?	*n=131*	53%		53%	42%	53%	
	Attend legal visits?	*n=126*	57%		57%	62%	57%	
	Get bail information?	*n=104*	17%		17%	23%	17%	
	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=125*	47%	51%	47%	50%	47%	41%
HEALTH CARE								
11.1	Is it very / quite easy to see:							
	- Doctor?	*n=146*	21%		21%	22%	21%	
	- Nurse?	*n=145*	57%		57%	48%	57%	
	- Dentist?	*n=143*	13%		13%	18%	13%	
	- Mental health workers?	*n=143*	20%		20%	23%	20%	
11.2	Do you think the quality of the health service is very / quite good from:							
	- Doctor?	*n=143*	46%		46%	38%	46%	
	- Nurse?	*n=139*	62%		62%	56%	62%	
	- Dentist?	*n=134*	34%		34%	39%	34%	
	- Mental health workers?	*n=135*	29%		29%	36%	29%	
11.3	Do you have any mental health problems?	*n=140*	69%		69%	72%	69%	
	For those who have mental health problems:							
11.4	Have you been helped with your mental health problems in this prison?	*n=97*	41%		41%	48%	41%	
11.5	Do you think the overall quality of the health services here is very / quite good?	*n=139*	36%		36%	37%	36%	
OTHER SUPPORT NEEDS								
12.1	Do you consider yourself to have a disability?	*n=143*	48%	42%	48%	47%	48%	34%
	For those who have a disability:							
12.2	Are you getting the support you need?	*n=64*	38%		38%	32%	38%	
12.3	Have you been on an ACCT in this prison?	*n=135*	33%		33%	40%	33%	
	For those who have been on an ACCT:							
12.4	Did you feel cared for by staff?	*n=45*	60%		60%	55%	60%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	*n=138*	40%		40%	49%	40%	
ALCOHOL AND DRUGS								
13.1	Did you have an alcohol problem when you came into this prison?	*n=144*	30%	33%	30%	27%	30%	22%
	For those who had / have an alcohol problem:							
13.2	Have you been helped with your alcohol problem in this prison?	*n=39*	72%	70%	72%	66%	72%	56%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	*n=144*	44%	50%	44%	52%	44%	42%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	*n=140*	11%	13%	11%	15%	11%	7%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	*n=136*	12%		12%	15%	12%	
	For those who had / have a drug problem:							
13.6	Have you been helped with your drug problem in this prison?	*n=58*	69%	74%	69%	66%	69%	65%
13.7	Is it very / quite easy to get illicit drugs in this prison?	*n=135*	39%		39%	45%	39%	
13.8	Is it very / quite easy to get alcohol in this prison?	*n=138*	2%		2%	8%	2%	

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SAFETY								
14.1	Have you ever felt unsafe here?	*n=146*	60%	54%	60%	56%	60%	54%
14.2	Do you feel unsafe now?	*n=139*	17%	21%	17%	22%	17%	17%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	*n=137*	46%		46%	46%	46%	
	- Threats or intimidation?	*n=137*	33%		33%	37%	33%	
	- Physical assault?	*n=137*	16%		16%	13%	16%	
	- Sexual assault?	*n=137*	2%		2%	3%	2%	
	- Theft of canteen or property?	*n=137*	28%		28%	29%	28%	
	- Other bullying / victimisation?	*n=137*	26%		26%	25%	26%	
	- Not experienced any of these from prisoners here	*n=137*	39%		39%	41%	39%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	*n=136*	56%		56%	46%	56%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	*n=136*	27%		27%	31%	27%	
	- Threats or intimidation?	*n=136*	21%		21%	27%	21%	
	- Physical assault?	*n=136*	8%		8%	5%	8%	
	- Sexual assault?	*n=136*	1%		1%	1%	1%	
	- Theft of canteen or property?	*n=136*	9%		9%	6%	9%	
	- Other bullying / victimisation?	*n=136*	18%		18%	17%	18%	
	- Not experienced any of these from staff here	*n=136*	57%		57%	54%	57%	
14.6	If you were being bullied / victimised by staff here, would you report it?	*n=137*	69%		69%	58%	69%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	*n=142*	57%		57%	45%	57%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	*n=142*	44%		44%	41%	44%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	*n=142*	6%	7%	6%	7%	6%	6%
	For those who have been restrained in the last 6 months:							
15.4	Did anyone come and talk to you about it afterwards?	*n=7*	14%		14%	19%	14%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	*n=141*	7%		7%	12%	7%	
	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=9*	33%		33%	61%	33%	
	Could you shower every day?	*n=9*	33%		33%	76%	33%	
	Could you go outside for exercise every day?	*n=10*	20%		20%	70%	20%	
	Could you use the phone every day (if you had credit)?	*n=9*	56%		56%	65%	56%	

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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*

		HMP&YOI Bronzefield 2018	All other women's local prisons	HMP&YOI Bronzefield 2018	All other women's local prisons surveyed since September 2017	HMP&YOI Bronzefield 2018	HMP&YOI Bronzefield 2015
	Number of completed questionnaires returned	152	944	152	465	152	180
	n=number of valid responses to question (HMP&YOI Bronzefield 2018)						
EDUCATION, SKILLS AND WORK							
16.1	In this prison, is it easy to get into the following activities:						
	- Education? *n=133*	62%		62%	68%	62%	
	- Vocational or skills training? *n=128*	37%		37%	47%	37%	
	- Prison job? *n=130*	59%		59%	57%	59%	
	- Voluntary work outside of the prison? *n=130*	6%		6%	5%	6%	
	- Paid work outside of the prison? *n=127*	6%		6%	5%	6%	
16.2	In this prison, have you done the following activities:						
	- Education? *n=128*	77%	81%	77%	84%	77%	66%
	- Vocational or skills training? *n=115*	57%	67%	57%	69%	57%	61%
	- Prison job? *n=127*	81%	82%	81%	83%	81%	73%
	- Voluntary work outside of the prison? *n=117*	29%		29%	31%	29%	
	- Paid work outside of the prison? *n=116*	29%		29%	32%	29%	
	For those who have done the following activities, do you think they will help you on release:						
	- Education? *n=99*	69%	70%	69%	72%	69%	42%
	- Vocational or skills training? *n=65*	72%	63%	72%	70%	72%	46%
	- Prison job? *n=103*	59%	59%	59%	60%	59%	46%
	- Voluntary work outside of the prison? *n=34*	62%		62%	69%	62%	
	- Paid work outside of the prison? *n=34*	59%		59%	70%	59%	
16.3	Do staff encourage you to attend education, training or work? *n=120*	76%		76%	72%	76%	
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan? *n=135*	35%		35%	53%	35%	
	For those who have a custody plan:						
17.2	Do you understand what you need to do to achieve your objectives or targets? *n=47*	81%		81%	80%	81%	
17.3	Are staff helping you to achieve your objectives or targets? *n=44*	55%		55%	56%	55%	
17.4	In this prison, have you done:						
	- Offending behaviour programmes? *n=45*	42%		42%	50%	42%	
	- Other programmes? *n=45*	53%		53%	57%	53%	
	- One to one work? *n=44*	52%		52%	49%	52%	
	- Been on a specialist unit? *n=41*	22%		22%	19%	22%	
	- ROTL - day or overnight release? *n=40*	20%		20%	13%	20%	
	For those who have done the following, did they help you to achieve your objectives or targets:						
	- Offending behaviour programmes? *n=19*	58%		58%	83%	58%	
	- Other programmes? *n=24*	71%		71%	84%	71%	
	- One to one work? *n=23*	74%		74%	85%	74%	
	- Being on a specialist unit? *n=9*	22%		22%	60%	22%	
	- ROTL - day or overnight release? *n=8*	25%		25%	67%	25%	

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

		HMP&YOI Bronzefield 2018	All other women's local prisons	HMP&YOI Bronzefield 2018	All other women's local prisons surveyed since September 2017	HMP&YOI Bronzefield 2018	HMP&YOI Bronzefield 2015
	Number of completed questionnaires returned	152	944	152	465	152	180
	n=number of valid responses to question (HMP&YOI Bronzefield 2018)						
PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months? *n=137*	33%		33%	36%	33%	
	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=43*	21%		21%	42%	21%	
18.3	Is anybody helping you to prepare for your release? *n=43*	61%		61%	74%	61%	
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation? *n=38*	68%		68%	64%	68%	
	- Getting employment? *n=39*	64%		64%	55%	64%	
	- Setting up education or training? *n=36*	61%		61%	46%	61%	
	- Arranging benefits? *n=40*	83%		83%	73%	83%	
	- Sorting out finances? *n=36*	69%		69%	61%	69%	
	- Support for drug or alcohol problems? *n=39*	62%		62%	63%	62%	
	- Health / mental Health support? *n=38*	74%		74%	62%	74%	
	- Social care support? *n=36*	56%		56%	42%	56%	
	- Getting back in touch with family or friends? *n=39*	49%		49%	44%	49%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation? *n=26*	46%		46%	40%	46%	
	- Getting employment? *n=25*	20%		20%	24%	20%	
	- Setting up education or training? *n=22*	27%		27%	22%	27%	
	- Arranging benefits? *n=33*	39%		39%	39%	39%	
	- Sorting out finances? *n=25*	36%		36%	25%	36%	
	- Support for drug or alcohol problems? *n=24*	54%		54%	68%	54%	
	- Health / mental Health support? *n=28*	21%		21%	45%	21%	
	- Social care support? *n=20*	30%		30%	28%	30%	
	- Getting back in touch with family or friends? *n=19*	47%		47%	38%	47%	
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=129*	59%		59%	60%	59%	

HMP & YOI Bronzefield 2018

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.

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

Green shading shows results that are significantly more positive than the comparator

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

		Black and minority ethnic	White	Muslim	Non-Muslim
	Number of completed questionnaires returned	40	112	16	130
	DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 25 years of age?	8%	16%	19%	12%
	Are you 50 years of age or older?	11%	9%	0%	10%
1.3	Are you from a minority ethnic group?			75%	21%
7.1	Are you Muslim?	31%	4%		
11.3	Do you have any mental health problems?	60%	72%	79%	69%
12.1	Do you consider yourself to have a disability?	39%	51%	40%	49%
19.2	Are you a foreign national?	15%	11%	0%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	16%	0%	15%
	ARRIVAL AND RECEPTION				
2.3	When you were searched in reception, was this done in a respectful way?	85%	88%	75%	88%
2.4	Overall, were you treated very / quite well in reception?	87%	89%	88%	88%
2.5	When you first arrived, did you have any problems?	95%	94%	94%	94%
	For those who had any problems when they first arrived:				
2.6	Did staff help you to deal with these problems?	44%	46%	21%	47%
	FIRST NIGHT AND INDUCTION				
3.3	Did you feel safe on your first night here?	58%	65%	56%	65%
3.5	Have you had an induction at this prison?	89%	89%	88%	89%
	For those who have had an induction:				
3.5	Did your induction cover everything you needed to know about this prison?	42%	51%	36%	50%
	ON THE WING				
4.2	Is your cell call bell normally answered within 5 minutes?	47%	51%	50%	50%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	71%	72%	63%	73%
	- Can you shower every day?	95%	97%	100%	96%
	- Do you have clean sheets every week?	62%	71%	53%	70%
	- Do you get cell cleaning materials every week?	63%	55%	50%	58%
	- Is it normally quiet enough for you to relax or sleep at night?	61%	63%	67%	61%
	- Can you get your stored property if you need it?	24%	31%	31%	29%

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

	Black and minority ethnic	White	Muslim	Non-Muslim
Number of completed questionnaires returned	40	112	16	130
FOOD AND CANTEEN				
5.2 Do you get enough to eat at meal-times always / most of the time?	37%	32%	25%	34%
5.3 Does the shop / canteen sell the things that you need?	26%	43%	31%	39%
RELATIONSHIPS WITH STAFF				
6.1 Do most staff here treat you with respect?	84%	80%	81%	81%
6.2 Are there any staff here you could turn to if you had a problem?	78%	86%	69%	86%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	60%	48%	63%	50%
6.6 Do you feel that you are treated as an individual in this prison?	42%	45%	36%	46%
FAITH				
For those who have a religion:				
7.2 Are your religious beliefs respected here?	74%	77%	67%	78%
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	76%	75%	77%
CONTACT WITH FAMILY AND FRIENDS				
8.1 Have staff here encouraged you to keep in touch with your family / friends?	36%	36%	25%	37%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	51%	53%	64%	52%
8.3 Are you able to use a phone every day (if you have credit)?	95%	94%	93%	94%
For those who get visits:				
8.7 Are your visitors usually treated respectfully by staff?	74%	76%	67%	76%
TIME OUT OF CELL				
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	22%	12%	33%	13%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	6%	13%	6%
For those who use the library:				
9.9 Does the library have a wide enough range of materials to meet your needs?	17%	44%	0%	40%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1 Is it easy for you to make an application?	63%	74%	73%	72%
For those who have made an application:				
10.2 Are applications usually dealt with fairly?	45%	59%	46%	57%
10.3 Is it easy for you to make a complaint?	66%	78%	73%	75%
For those who have made a complaint:				
10.4 Are complaints usually dealt with fairly?	32%	36%	40%	35%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	24%	24%	25%	24%

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	Black and minority ethnic	White	Muslim	Non-Muslim
Number of completed questionnaires returned	40	112	16	130
HEALTH CARE				
11.1 Is it very / quite easy to see:				
- Doctor?	30%	17%	20%	20%
- Nurse?	70%	53%	60%	57%
- Dentist?	22%	9%	7%	14%
- Mental health workers?	36%	14%	27%	19%
For those who have mental health problems:				
11.4 Have you been helped with your mental health problems in this prison?	33%	43%	27%	43%
11.5 Do you think the overall quality of the health services here is very / quite good?	41%	35%	29%	37%
OTHER SUPPORT NEEDS				
For those who have a disability:				
12.2 Are you getting the support you need?	36%	38%	25%	39%
SAFETY				
14.1 Have you ever felt unsafe here?	55%	61%	56%	60%
14.2 Do you feel unsafe now?	15%	17%	13%	17%
14.3 Not experienced bullying / victimisation by other prisoners	39%	39%	36%	39%
14.4 If you were being bullied / victimised by other prisoners here, would you report it?	55%	56%	29%	60%
14.5 Not experienced bullying / victimisation by members of staff	47%	61%	46%	58%
14.6 If you were being bullied / victimised by staff here, would you report it?	79%	66%	85%	67%
BEHAVIOUR MANAGEMENT				
15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	49%	60%	43%	58%
15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	33%	48%	43%	45%
15.3 Have you been physically restrained by staff in this prison, in the last 6 months?	9%	5%	0%	6%
15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	9%	7%	21%	5%
EDUCATION, SKILLS AND WORK				
16.3 Do staff encourage you to attend education, training or work?	77%	76%	70%	76%
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	39%	34%	42%	34%
For those who have a custody plan:				
17.3 Are staff helping you to achieve your objectives or targets?	18%	67%	50%	56%
PREPARATION FOR RELEASE				
For those who expect to be released in the next 3 months:				
18.3 Is anybody helping you to prepare for your release?	50%	62%	67%	58%
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?	70%	56%	46%	60%

HMP&YOI Bronzefield 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
responses of prisoners from traveller communities are compared with those of prisoners not from traveller communities
responses of foreign national prisoners are compared with those of British national prisoners
Please note that these analyses are based on summary data from selected survey questions only.

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	Traveller	Non-traveller	Foreign national	British national
Number of completed questionnaires returned	19	120	17	124
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2 Are you under 25 years of age?	35%	8%	6%	12%
Are you 50 years of age or older?	0%	10%	25%	7%
1.3 Are you from a minority ethnic group?	11%	27%	29%	23%
7.1 Are you Muslim?	0%	13%	0%	12%
11.3 Do you have any mental health problems?	71%	68%	25%	76%
12.1 Do you consider yourself to have a disability?	42%	50%	31%	52%
19.2 Are you a foreign national?	16%	11%		
19.3 Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)			19%	13%
ARRIVAL AND RECEPTION				
2.3 When you were searched in reception, was this done in a respectful way?	68%	91%	81%	87%
2.4 Overall, were you treated very / quite well in reception?	65%	92%	81%	88%
2.5 When you first arrived, did you have any problems?	100%	93%	88%	95%
For those who had any problems when they first arrived:				
2.6 Did staff help you to deal with these problems?	41%	46%	54%	45%
FIRST NIGHT AND INDUCTION				
3.3 Did you feel safe on your first night here?	58%	70%	38%	69%
3.5 Have you had an induction at this prison?	95%	88%	80%	89%
For those who have had an induction:				
3.5 Did your induction cover everything you needed to know about this prison?	44%	51%	42%	50%
ON THE WING				
4.2 Is your cell call bell normally answered within 5 minutes?	37%	53%	57%	49%
4.3				
- Do you normally have enough clean, suitable clothes for the week?	68%	74%	82%	71%
- Can you shower every day?	95%	97%	94%	98%
- Do you have clean sheets every week?	79%	67%	71%	69%
- Do you get cell cleaning materials every week?	56%	57%	65%	54%
- Is it normally quiet enough for you to relax or sleep at night?	44%	68%	53%	65%
- Can you get your stored property if you need it?	18%	32%	33%	28%

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

	Traveller	Non-traveller	Foreign national	British national
Number of completed questionnaires returned	19	120	17	124
FOOD AND CANTEEN				
5.2 Do you get enough to eat at meal-times always / most of the time?	22%	36%	41%	34%
5.3 Does the shop / canteen sell the things that you need?	44%	39%	18%	42%
RELATIONSHIPS WITH STAFF				
6.1 Do most staff here treat you with respect?	74%	84%	71%	83%
6.2 Are there any staff here you could turn to if you had a problem?	68%	87%	60%	87%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	32%	56%	50%	52%
6.6 Do you feel that you are treated as an individual in this prison?	47%	47%	38%	48%
FAITH				
For those who have a religion:				
7.2 Are your religious beliefs respected here?	64%	80%	83%	77%
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	86%	75%	75%	76%
CONTACT WITH FAMILY AND FRIENDS				
8.1 Have staff here encouraged you to keep in touch with your family / friends?	32%	37%	18%	40%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	53%	55%	64%	53%
8.3 Are you able to use a phone every day (if you have credit)?	90%	95%	87%	95%
For those who get visits:				
8.7 Are your visitors usually treated respectfully by staff?	64%	78%	70%	77%
TIME OUT OF CELL				
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	12%	16%	13%	14%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	7%	0%	8%
For those who use the library:				
9.9 Does the library have a wide enough range of materials to meet your needs?	33%	37%	17%	39%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1 Is it easy for you to make an application?	72%	71%	56%	75%
For those who have made an application:				
10.2 Are applications usually dealt with fairly?	50%	59%	33%	60%
10.3 Is it easy for you to make a complaint?	79%	75%	63%	79%
For those who have made a complaint:				
10.4 Are complaints usually dealt with fairly?	36%	36%	20%	37%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	24%	25%	25%	24%

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

	Traveller	Non-traveller	Foreign national	British national
Number of completed questionnaires returned	19	120	17	124
HEALTH CARE				
11.1 Is it very / quite easy to see:				
- Doctor?	16%	23%	6%	23%
- Nurse?	47%	59%	35%	59%
- Dentist?	17%	13%	12%	13%
- Mental health workers?	11%	21%	6%	21%
For those who have mental health problems:				
11.4 Have you been helped with your mental health problems in this prison?	31%	42%	25%	42%
11.5 Do you think the overall quality of the health services here is very / quite good?	21%	39%	27%	37%
OTHER SUPPORT NEEDS				
For those who have a disability:				
12.2 Are you getting the support you need?	13%	41%	40%	37%
SAFETY				
14.1 Have you ever felt unsafe here?	67%	55%	75%	56%
14.2 Do you feel unsafe now?	18%	16%	13%	18%
14.3 Not experienced bullying / victimisation by other prisoners	29%	41%	47%	37%
14.4 If you were being bullied / victimised by other prisoners here, would you report it?	65%	54%	87%	51%
14.5 Not experienced bullying / victimisation by members of staff	72%	56%	63%	55%
14.6 If you were being bullied / victimised by staff here, would you report it?	61%	71%	80%	68%
BEHAVIOUR MANAGEMENT				
15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	58%	59%	47%	60%
15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	32%	47%	59%	43%
15.3 Have you been physically restrained by staff in this prison, in the last 6 months?	11%	5%	6%	6%
15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	8%	0%	8%
EDUCATION, SKILLS AND WORK				
16.3 Do staff encourage you to attend education, training or work?	88%	76%	75%	77%
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	21%	38%	19%	37%
For those who have a custody plan:				
17.3 Are staff helping you to achieve your objectives or targets?	75%	54%	0%	59%
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%	56%	0%	65%
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?	65%	57%	54%	59%

HMP&YOI Bronzefield 2018

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 a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems 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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Grey shading indicates that we have no valid data for this question

** 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	69	74	97	43
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2 Are you under 25 years of age?	10%	14%	12%	7%
Are you 50 years of age or older?	15%	6%	8%	15%
1.3 Are you from a minority ethnic group?	20%	30%	22%	33%
7.1 Are you Muslim?	9%	12%	11%	7%
11.3 Do you have any mental health problems?	90%	50%		
12.1 Do you consider yourself to have a disability?			63%	16%
19.2 Are you a foreign national?	7%	16%	4%	29%
19.3 Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	12%	16%	13%	12%
ARRIVAL AND RECEPTION				
2.3 When you were searched in reception, was this done in a respectful way?	85%	89%	88%	88%
2.4 Overall, were you treated very / quite well in reception?	88%	88%	90%	88%
2.5 When you first arrived, did you have any problems?	97%	91%	98%	84%
For those who had any problems when they first arrived:				
2.6 Did staff help you to deal with these problems?	41%	49%	45%	47%
FIRST NIGHT AND INDUCTION				
3.3 Did you feel safe on your first night here?	63%	68%	67%	62%
3.5 Have you had an induction at this prison?	88%	89%	89%	86%
For those who have had an induction:				
3.5 Did your induction cover everything you needed to know about this prison?	40%	57%	50%	53%
ON THE WING				
4.2 Is your cell call bell normally answered within 5 minutes?	46%	55%	50%	54%
4.3 On the wing or houseblock you currently live on:				
- Do you normally have enough clean, suitable clothes for the week?	63%	82%	71%	81%
- Can you shower every day?	94%	100%	97%	98%
- Do you have clean sheets every week?	66%	72%	73%	61%
- Do you get cell cleaning materials every week?	50%	61%	52%	63%
- Is it normally quiet enough for you to relax or sleep at night?	61%	66%	56%	76%
- Can you get your stored property if you need it?	27%	31%	28%	33%

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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*

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
Number of completed questionnaires returned	69	74	97	43
FOOD AND CANTEEN				
5.2 Do you get enough to eat at meal-times always / most of the time?	34%	35%	33%	41%
5.3 Does the shop / canteen sell the things that you need?	41%	38%	40%	32%
RELATIONSHIPS WITH STAFF				
6.1 Do most staff here treat you with respect?	75%	90%	81%	87%
6.2 Are there any staff here you could turn to if you had a problem?	88%	81%	89%	78%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	55%	47%	54%	45%
6.6 Do you feel that you are treated as an individual in this prison?	48%	43%	48%	44%
FAITH				
For those who have a religion:				
7.2 Are your religious beliefs respected here?	62%	91%	76%	85%
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	76%	76%	81%	69%
CONTACT WITH FAMILY AND FRIENDS				
8.1 Have staff here encouraged you to keep in touch with your family / friends?	40%	32%	40%	31%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	54%	52%	58%	43%
8.3 Are you able to use a phone every day (if you have credit)?	95%	93%	94%	95%
For those who get visits:				
8.7 Are your visitors usually treated respectfully by staff?	81%	72%	74%	85%
TIME OUT OF CELL				
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	10%	15%	13%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	10%	3%	13%
For those who use the library:				
9.9 Does the library have a wide enough range of materials to meet your needs?	37%	35%	36%	37%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1 Is it easy for you to make an application?	69%	74%	76%	67%
For those who have made an application:				
10.2 Are applications usually dealt with fairly?	52%	60%	58%	53%
10.3 Is it easy for you to make a complaint?	74%	77%	79%	74%
For those who have made a complaint:				
10.4 Are complaints usually dealt with fairly?	33%	39%	34%	43%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	28%	22%	25%	18%

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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*

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
Number of completed questionnaires returned	69	74	97	43
HEALTH CARE				
11.1 Is it very / quite easy to see:				
- Doctor?	25%	18%	21%	21%
- Nurse?	54%	61%	58%	55%
- Dentist?	11%	15%	13%	15%
- Mental health workers?	20%	19%	23%	8%
For those who have mental health problems:				
11.4 Have you been helped with your mental health problems in this prison?	39%	~~43%~~	42%	
11.5 Do you think the overall quality of the health services here is very / quite good?	34%	38%	37%	33%
OTHER SUPPORT NEEDS				
For those who have a disability:				
12.2 Are you getting the support you need?	38%		34%	57%
SAFETY				
14.1 Have you ever felt unsafe here?	61%	56%	63%	49%
14.2 Do you feel unsafe now?	25%	7%	23%	2%
14.3 Not experienced bullying / victimisation by other prisoners	39%	41%	30%	58%
14.4 If you were being bullied / victimised by other prisoners here, would you report it?	55%	57%	54%	63%
14.5 Not experienced bullying / victimisation by members of staff	52%	62%	52%	68%
14.6 If you were being bullied / victimised by staff here, would you report it?	67%	71%	67%	73%
BEHAVIOUR MANAGEMENT				
15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	57%	56%	55%	61%
15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	43%	45%	42%	46%
15.3 Have you been physically restrained by staff in this prison, in the last 6 months?	9%	3%	7%	2%
15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	7%	7%	7%	7%
EDUCATION, SKILLS AND WORK				
16.3 Do staff encourage you to attend education, training or work?	73%	78%	73%	82%
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	27%	42%	36%	30%
For those who have a custody plan:				
17.3 Are staff helping you to achieve your objectives or targets?	71%	46%	65%	27%
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?	55%	65%	68%	36%
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?	56%	61%	55%	66%

HMP&YOI Bronzefield 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
- responses of non-heterosexual prisoners are compared with those of heterosexual prisoners
Please note that these analyses are based on summary data from selected survey questions only.

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

Green shading shows results that are significantly more positive than the comparator

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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*

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	29	111

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	17%	10%
	Are you 50 years of age or older?	7%	10%
1.3	Are you from a minority ethnic group?	10%	26%
7.1	Are you Muslim?	7%	11%
11.3	Do you have any mental health problems?	82%	66%
12.1	Do you consider yourself to have a disability?	62%	46%
19.2	Are you a foreign national?	10%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	24%	10%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	86%	87%
2.4	Overall, were you treated very / quite well in reception?	86%	89%
2.5	When you first arrived, did you have any problems?	86%	96%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	29%	50%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	64%	66%
3.5	Have you had an induction at this prison?	82%	89%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	48%	51%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	44%	52%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	82%	72%
	- Can you shower every day?	93%	98%
	- Do you have clean sheets every week?	82%	66%
	- Do you get cell cleaning materials every week?	61%	55%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	64%
	- Can you get your stored property if you need it?	25%	31%

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

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	29	111
FOOD AND CANTEEN		
5.2 Do you get enough to eat at meal-times always / most of the time?	32%	35%
5.3 Does the shop / canteen sell the things that you need?	54%	35%
RELATIONSHIPS WITH STAFF		
6.1 Do most staff here treat you with respect?	73%	84%
6.2 Are there any staff here you could turn to if you had a problem?	82%	85%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	59%	50%
6.6 Do you feel that you are treated as an individual in this prison?	44%	47%
FAITH		
For those who have a religion:		
7.2 Are your religious beliefs respected here?	82%	77%
7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	77%
CONTACT WITH FAMILY AND FRIENDS		
8.1 Have staff here encouraged you to keep in touch with your family / friends?	38%	36%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	61%	52%
8.3 Are you able to use a phone every day (if you have credit)?	100%	93%
For those who get visits:		
8.7 Are your visitors usually treated respectfully by staff?	92%	72%
TIME OUT OF CELL		
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	7%	17%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	9%
For those who use the library:		
9.9 Does the library have a wide enough range of materials to meet your needs?	53%	31%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS		
10.1 Is it easy for you to make an application?	75%	71%
For those who have made an application:		
10.2 Are applications usually dealt with fairly?	46%	61%
10.3 Is it easy for you to make a complaint?	83%	74%
For those who have made a complaint:		
10.4 Are complaints usually dealt with fairly?	18%	40%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	28%	22%

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

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	29	111

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	17%	22%
	- Nurse?	52%	57%
	- Dentist?	14%	13%
	- Mental health workers?	14%	21%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	46%	39%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	35%
OTHER SUPPORT NEEDS			
	For those who have a disability:		
12.2	Are you getting the support you need?	13%	46%
SAFETY			
14.1	Have you ever felt unsafe here?	59%	57%
14.2	Do you feel unsafe now?	24%	14%
14.3	Not experienced bullying / victimisation by other prisoners	38%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	54%
14.5	Not experienced bullying / victimisation by members of staff	52%	58%
14.6	If you were being bullied / victimised by staff here, would you report it?	70%	69%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	46%	61%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	7%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	72%	78%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	29%	36%
	For those who have a custody plan:		
17.3	Are staff helping you to achieve your objectives or targets?	63%	56%
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?	38%	66%
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?	48%	62%

HMP & YOI Bronzefield 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
- responses of prisoners aged 25 and under are compared with those of prisoners over 25
Please note that these analyses are based on summary data from selected survey questions only.

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

		25 and under	Over 25
	Number of completed questionnaires returned	21	128
	DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION		
1.2	Are you under 21 years of age?	38%	
	Are you 50 years of age or older?		11%
1.3	Are you from a minority ethnic group?	14%	27%
7.1	Are you Muslim?	17%	10%
11.3	Do you have any mental health problems?	80%	69%
12.1	Do you consider yourself to have a disability?	41%	49%
19.2	Are you a foreign national?	6%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	38%	9%
	ARRIVAL AND RECEPTION		
2.3	When you were searched in reception, was this done in a respectful way?	79%	89%
2.4	Overall, were you treated very / quite well in reception?	84%	89%
2.5	When you first arrived, did you have any problems?	91%	95%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	33%	47%
	FIRST NIGHT AND INDUCTION		
3.3	Did you feel safe on your first night here?	47%	68%
3.5	Have you had an induction at this prison?	100%	87%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	50%	49%
	ON THE WING		
4.2	Is your cell call bell normally answered within 5 minutes?	40%	51%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	56%	74%
	- Can you shower every day?	100%	98%
	- Do you have clean sheets every week?	61%	70%
	- Do you get cell cleaning materials every week?	61%	57%
	- Is it normally quiet enough for you to relax or sleep at night?	44%	66%
	- Can you get your stored property if you need it?	17%	32%

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

	25 and under	Over 25
Number of completed questionnaires returned	21	128

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	22%	35%
5.3	Does the shop / canteen sell the things that you need?	39%	40%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	84%
6.2	Are there any staff here you could turn to if you had a problem?	82%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	53%
6.6	Do you feel that you are treated as an individual in this prison?	35%	46%
FAITH			
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	64%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	70%	75%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	28%	35%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	54%
8.3	Are you able to use a phone every day (if you have credit)?	94%	94%
	For those who get visits:		
8.7	Are your visitors usually treated respectfully by staff?	73%	75%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	17%	15%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	8%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	43%	35%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	56%	74%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	46%	56%
10.3	Is it easy for you to make a complaint?	78%	75%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	27%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	25%

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

	25 and under	Over 25
Number of completed questionnaires returned	21	128

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	17%	21%
	- Nurse?	56%	58%
	- Dentist?	0%	14%
	- Mental health workers?	22%	20%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	14%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	25%	38%
OTHER SUPPORT NEEDS			
	For those who have a disability:		
12.2	Are you getting the support you need?	20%	40%
SAFETY			
14.1	Have you ever felt unsafe here?	67%	58%
14.2	Do you feel unsafe now?	13%	17%
14.3	Not experienced bullying / victimisation by other prisoners	50%	38%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	20%	60%
14.5	Not experienced bullying / victimisation by members of staff	64%	57%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	72%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	25%	48%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	6%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	7%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	60%	78%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	13%	39%
	For those who have a custody plan:		
17.3	Are staff helping you to achieve your objectives or targets?	0%	57%
PREPARATION FOR RELEASE			
	For those who expect to be released in the next 3 months:		
18.3	Is anybody helping you to prepare for your release?	40%	62%
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?	56%	59%

HMP & YOI Bronzefield 2018

Comparison of survey responses from different residential locations

In this table responses from women on the longer serving prisoners unit (houseblock 4) are compared with those from houseblocks 1, 2 and 3.

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*

		Houseblock 4 (longer serving prisoners unit)	Houseblocks 1, 2 and 3
	Number of completed questionnaires returned	27	117
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	4%	6%
	Are you 25 years of age or younger?	4%	17%
	Are you 50 years of age or older?	22%	7%
	Are you 70 years of age or older?	11%	1%
1.3	Are you from a minority ethnic group?	26%	27%
1.4	Have you been in this prison for less than 6 months?	16%	74%
1.5	Are you currently serving a sentence?	85%	63%
	Are you on recall?	0%	14%
1.6	Is your sentence less than 12 months?	0%	30%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	1%
7.1	Are you Muslim?	4%	13%
11.3	Do you have any mental health problems?	58%	72%
12.1	Do you consider yourself to have a disability?	35%	53%
19.1	Do you have any children under the age of 18?	46%	65%
19.2	Are you a foreign national?	16%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	17%
19.4	Have you ever been in the armed services?	0%	3%
19.5	Is your gender male or non-binary?	0%	2%
19.6	Are you homosexual, bisexual or other sexual orientation?	8%	24%
19.7	Do you identify as transgender or transsexual?	0%	3%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	22%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	35%	35%
2.3	When you were searched in reception, was this done in a respectful way?	89%	87%
2.4	Overall, were you treated very / quite well in reception?	85%	89%

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*

		Houseblock 4 (longer serving prisoners unit)	Houseblocks 1, 2 and 3
	Number of completed questionnaires returned	**27**	**117**
2.5	When you first arrived, did you have any problems?	**89%**	**95%**
2.5	Did you have problems with:		
	- Getting phone numbers?	**30%**	**33%**
	- Contacting family?	**41%**	**38%**
	- Arranging care for children or other dependents?	**4%**	**4%**
	- Contacting employers?	**0%**	**9%**
	- Money worries?	**30%**	**44%**
	- Housing worries?	**15%**	**39%**
	- Feeling depressed?	**56%**	**56%**
	- Feeling suicidal?	**33%**	**25%**
	- Other mental health problems?	**37%**	**45%**
	- Physical health problems?	**37%**	**27%**
	- Drugs or alcohol (e.g. withdrawal)?	**11%**	**45%**
	- Getting medication?	**37%**	**32%**
	- Needing protection from other prisoners?	**11%**	**9%**
	- Lost or delayed property?	**7%**	**22%**
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	**70%**	**38%**
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	**58%**	**70%**
	- Toiletries / other basic items?	**81%**	**77%**
	- A shower?	**19%**	**29%**
	- A free phone call?	**69%**	**67%**
	- Something to eat?	**77%**	**84%**
	- The chance to see someone from health care?	**65%**	**66%**
	- The chance to talk to a Listener or Samaritans?	**39%**	**36%**
	- Support from another prisoner (e.g. Insider or buddy)?	**23%**	**35%**
	- None of these?	**4%**	**3%**
3.2	On your first night in this prison, was your cell very / quite clean?	**59%**	**51%**
3.3	Did you feel safe on your first night here?	**52%**	**68%**
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	**64%**	**67%**
	- Free PIN phone credit?	**42%**	**51%**
	- Numbers put on your PIN phone?	**52%**	**49%**
3.5	Have you had an induction at this prison?	**81%**	**91%**
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	**48%**	**49%**

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ON THE WING			
4.1	Are you in a cell on your own?	85%	62%
4.2	Is your cell call bell normally answered within 5 minutes?	69%	44%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	92%	68%
	- Can you shower every day?	100%	96%
	- Do you have clean sheets every week?	89%	65%
	- Do you get cell cleaning materials every week?	83%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	100%	55%
	- Can you get your stored property if you need it?	44%	26%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	92%	72%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	15%	42%
5.2	Do you get enough to eat at meal-times always / most of the time?	39%	31%
5.3	Does the shop / canteen sell the things that you need?	31%	42%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	91%	81%
6.2	Are there any staff here you could turn to if you had a problem?	92%	82%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	58%	48%
6.4	Do you have a personal officer?	87%	62%
	For those who have a personal officer:		
6.4	Is your personal or named officer very / quite helpful?	75%	56%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	24%	12%
6.6	Do you feel that you are treated as an individual in this prison?	57%	44%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	71%	55%
	If so, do things sometimes change?	18%	37%
FAITH			
7.1	Do you have a religion?	73%	78%
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	84%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	84%	71%
7.4	Are you able to attend religious services, if you want to?	100%	93%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	42%	34%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	72%	47%
8.3	Are you able to use a phone every day (if you have credit)?	100%	94%
8.4	Is it very / quite easy for your family and friends to get here?	44%	25%
8.5	Do you get visits from family/friends once a week or more?	29%	20%
	For those who get visits:		
8.6	Do visits usually start and finish on time?	79%	60%
8.7	Are your visitors usually treated respectfully by staff?	79%	76%

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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	96%	93%
	For those who know what the unlock and lock-up times are supposed to be:		
9.1	Are these times usually kept to?	46%	53%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	17%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	4%	17%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	4%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	63%	41%
9.5	Do you get association more than 5 days in a typical week, if you want it?	88%	41%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	77%	41%
9.7	Do you typically go to the gym twice a week or more?	27%	16%
9.8	Do you typically go to the library once a week or more?	35%	53%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	39%	36%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	76%	71%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	63%	57%
	Are applications usually dealt with within 7 days?	45%	65%
10.3	Is it easy for you to make a complaint?	69%	77%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	39%	35%
	Are complaints usually dealt with within 7 days?	29%	40%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	21%

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	For those who need it, is it easy to:		
10.6	Communicate with your solicitor or legal representative?	**76%**	**48%**
	Attend legal visits?	**82%**	**53%**
	Get bail information?	**27%**	**17%**
	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?	**46%**	**49%**
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	**12%**	**21%**
	- Nurse?	**54%**	**59%**
	- Dentist?	**12%**	**13%**
	- Mental health workers?	**12%**	**20%**
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	**31%**	**47%**
	- Nurse?	**65%**	**60%**
	- Dentist?	**46%**	**31%**
	- Mental health workers?	**38%**	**27%**
11.3	Do you have any mental health problems?	**58%**	**72%**
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	**53%**	**41%**
11.5	Do you think the overall quality of the health services here is very / quite good?	**27%**	**38%**
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	**35%**	**53%**
	For those who have a disability:		
12.2	Are you getting the support you need?	**56%**	**36%**
12.3	Have you been on an ACCT in this prison?	**48%**	**29%**
	For those who have been on an ACCT:		
12.4	Did you feel cared for by staff?	**83%**	**52%**
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	**65%**	**34%**
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	**27%**	**32%**
	For those who had / have an alcohol problem:		
13.2	Have you been helped with your alcohol problem in this prison?	**67%**	**73%**
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	**12%**	**52%**
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	**12%**	**11%**
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	**12%**	**12%**
	For those who had / have a drug problem:		
13.6	Have you been helped with your drug problem in this prison?	**80%**	**69%**
13.7	Is it very / quite easy to get illicit drugs in this prison?	**39%**	**39%**
13.8	Is it very / quite easy to get alcohol in this prison?	**0%**	**2%**

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SAFETY			
14.1	Have you ever felt unsafe here?	63%	58%
14.2	Do you feel unsafe now?	12%	17%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	42%	47%
	- Threats or intimidation?	27%	34%
	- Physical assault?	12%	18%
	- Sexual assault?	4%	2%
	- Theft of canteen or property?	15%	32%
	- Other bullying / victimisation?	19%	26%
	- Not experienced any of these from prisoners here	42%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	80%	49%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	16%	30%
	- Threats or intimidation?	24%	20%
	- Physical assault?	8%	9%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	4%	9%
	- Other bullying / victimisation?	20%	15%
	- Not experienced any of these from staff here	60%	58%
14.6	If you were being bullied / victimised by staff here, would you report it?	84%	66%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	81%	51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	58%	41%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	6%
	For those who have been restrained in the last 6 months:		
15.4	Did anyone come and talk to you about it afterwards?		17%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	7%
	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?		29%
	Could you shower every day?		29%
	Could you go outside for exercise every day?		13%
	Could you use the phone every day (if you had credit)?		43%

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	61%	61%
	- Vocational or skills training?	32%	37%
	- Prison job?	78%	57%
	- Voluntary work outside of the prison?	4%	7%
	- Paid work outside of the prison?	0%	7%
16.2	In this prison, have you done the following activities:		
	- Education?	80%	78%
	- Vocational or skills training?	72%	53%
	- Prison job?	86%	81%
	- Voluntary work outside of the prison?	22%	29%
	- Paid work outside of the prison?	22%	29%
	For those who have done the following activities, do you think they will help you on release:		
	- Education?	69%	70%
	- Vocational or skills training?	77%	73%
	- Prison job?	67%	58%
	- Voluntary work outside of the prison?	75%	67%
	- Paid work outside of the prison?	75%	63%
16.3	Do staff encourage you to attend education, training or work?	85%	74%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	58%	28%
	For those who have a custody plan:		
17.2	Do you understand what you need to do to achieve your objectives or targets?	93%	72%
17.3	Are staff helping you to achieve your objectives or targets?	62%	50%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	33%	45%
	- Other programmes?	54%	54%
	- One to one work?	33%	61%
	- Been on a specialist unit?	0%	27%
	- ROTL - day or overnight release?	0%	23%
	For those who have done the following, did they help you to achieve your objectives or targets:		
	- Offending behaviour programmes?	25%	69%
	- Other programmes?	71%	73%
	- One to one work?	75%	77%
	- Being on a specialist unit?		14%
	- ROTL - day or overnight release?		17%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	8%	37%
	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?	0%	24%
18.3	Is anybody helping you to prepare for your release?	0%	65%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	0%	74%
	- Getting employment?	0%	69%
	- Setting up education or training?	0%	63%
	- Arranging benefits?	0%	89%
	- Sorting out finances?	0%	73%
	- Support for drug or alcohol problems?	0%	69%
	- Health / mental Health support?	0%	79%
	- Social care support?	0%	56%
	- Getting back in touch with family or friends?	100%	47%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?		48%
	- Getting employment?		21%
	- Setting up education or training?		25%
	- Arranging benefits?		41%
	- Sorting out finances?		38%
	- Support for drug or alcohol problems?		54%
	- Health / mental Health support?		22%
	- Social care support?		28%
	- Getting back in touch with family or friends?	0%	50%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	70%	55%



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