Report on an announced inspection of

# HMP Guys Marsh

17, 18 December 2018, 7–11 January 2019

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# HMP Guys Marsh

by HM Chief Inspector of Prisons

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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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This publication is available for download at: http://www.justiceinspectorates.gov.uk/hmiprisons/

Printed and published by:
Her Majesty's Inspectorate of Prisons
3rd floor
10 South Colonnade
Canary Wharf
London
E14 4PU
England

# Contents

Introduction 5

Fact page 7

About this inspection and report 9

Summary 11

Section 1. Safety 21

Section 2. Respect 29

Section 3. Purposeful activity 41

Section 4. Rehabilitation and release planning 47

Section 5. Summary of recommendations and good practice 53

Section 6. Appendices 57

- Appendix I: Inspection team 57
- Appendix II: Progress on recommendations from the last report 59
- Appendix III: Prison population profile 67
- Appendix IV: Photographs 71
- Appendix V: Prisoner survey methodology and results 73

**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

Guys Marsh is a category C training and resettlement prison located near Shaftesbury in Dorset. Taking men from much of the South West, the prison held at the time of the inspection up to 396 prisoners. This was a reduction of about 60 compared to the last inspection, and was to facilitate a rolling programme of refurbishment. The prison held men subject to a full range of sentences but there was a preponderance of longer-term prisoners, with nearly half serving between four and 10 years, and a further 15% serving over 10 years. About 50 men were serving indeterminate sentences.

Guys Marsh is a prison the Inspectorate has considered to be high risk for a number of years. When we inspected in 2014 we found a prison we described as being out of control. Our subsequent inspection in 2016 saw only marginal improvements, when we found progress to be slow and judged outcomes for prisoners as insufficient or worse across all our assessments. It is therefore pleasing to report that, following this inspection, we found a prison where improvement was both substantial and significant.

While considerable concerns about safety remained, Guys Marsh was a safer prison and our overall impression was of a calmer, more settled institution. About a quarter of the prisoners we surveyed still suggested to us they felt unsafe, although this figure was now more consistent with findings at similar prisons. Levels of violence, driven by drug use and debt, were higher than at similar prisons. The prison had been slow to formulate strategies to improve the situation, but more recently had established a firmer grip, and we saw evidence of several useful initiatives to better understand and confront violence as well as improve support for more isolated individuals.

Force had been used frequently but we were not assured that supervision and accountability concerning its use were adequate. We referred three incidents to the governor for further enquiry. The use of segregation was also up, but stays were not excessive and reintegration arrangements were satisfactory. Security was applied proportionately and considerable attention had been given to combating illicit drug use. However, many initiatives were new and untested and with the mandatory positive drug testing rate at 27%, the evidence suggested a still considerable problem.

There had been one self-inflicted death since we last inspected and a further four where evidence pointed to a connection to the use of illegal drugs. Recommendations following Prisons and Probation Ombudsman (PPO) investigations had been implemented but there remained a problem with increased self-harm among prisoners. There was a significant amount of work being done to try to improve the situation and support for those in crisis seemed good.

Staff supervision and visibility were reasonable. Staff-prisoner relationships were mostly good and the key worker scheme seemed to be helping greatly. The fabric of the prison needed renewal but this work had begun. The prison was cleaner than before and access to facilities and amenities was much improved. There was, however, still some overcrowding in cramped cells.

Consultation with prisoners was adequate and complaints were dealt with reasonably well. The management of general applications, however, needed to be better. The promotion of equality remained weak but the prison had recently begun to refocus on this work. The newly appointed equality officer was greatly valued by prisoners so it was a disappointment that he was often transferred to other duties. Four prisoner equality representatives showed great commitment and seemed to exercise a positive influence. Health service provision was very good overall.

Daily routines in the prison were no longer as restricted as we have seen previously and were now far more predictable. Despite this, we still found a quarter of prisoners locked in cell during the working day. Progress in developing learning and skills provision had been slow and, despite there being sufficient activity places, punctuality and attendance were poor. Achievements for those who

attended training and education were mixed and teaching was inconsistent. Our colleagues in Ofsted assessed the overall effectiveness of education, skills and work as 'requires improvement'. In contrast, the management of rehabilitation was much improved and robust. There had been a useful assessment of need and the offender management unit functioned well. Public protection work was similarly effective and resettlement work was reasonable.

This inspection of Guys Marsh evidenced tangible progress for the first time in many years. There was still much to correct and improve but managers were visible and there was good leadership, as well as commitment and enthusiasm among those who worked there. The prison was far more settled and there was an underpinning commitment to promoting well-being among all those held.

**Peter Clarke CVO OBE QPM** March 2019
HM Chief Inspector of Prisons

# Fact page

**Task of the establishment**
HMP Guys Marsh is a category C training and resettlement prison for male adults. The resettlement catchment area encompasses Bristol, Gloucestershire, Somerset and Wiltshire.

**Certified normal accommodation and operational capacity**[1]
Prisoners held at the time of inspection: 390
Baseline certified normal capacity: 454
In-use certified normal capacity: 396
Operational capacity: 396*
*A revised operational capacity during a two-year improvement programme

**Notable features from this inspection**

*148 assaults were reported in the previous six months, 45 of which were against staff.*

*246 incidents had involved force in the previous six months.*

*211 incidents of self-harm had occurred in the previous six months.*

*70 men (18%) were on the mental health team caseload at the time of our inspection.*

*27% of prisoners tested positive in random mandatory drug tests over the previous six months.*

*202 prisoners had required medical intervention due to suspected new psychoactive substance use in the previous six months.*

*159 prisoners were released into the community in the previous six months.*

**Prison status (public or private) and key providers**
Public

Physical health provider: Care UK Health and Rehabilitation Services Ltd
Mental health provider: Care UK Health and Rehabilitation Services Ltd
Substance misuse provider: EDP Drug and Alcohol Services
Learning and skills provider: Weston College
Community rehabilitation company: Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company
Escort contractor: GeoAmey

**Prison group**
Devon and North Dorset

[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.

**Brief history**
Opened in 1960 as a borstal, HMP Guys Marsh became a young offender's institution in 1984. In 1992, it started also to accommodate adults. In 2008, the young offenders were moved out and the establishment became an adult male category C prison, holding both determinate and indeterminate sentenced men.

**Short description of residential units**
Anglia wing is currently closed for fire improvement and refurbishment. It will hold up to 70 men when it reopens and will hold the induction function and first night centre for the prison.
Cambria wing holds up to 66 residents. The population serves men on long term sentences, as well as men who may be vulnerable residing in the wider population of the prison.
Dorset wing is currently closed for refurbishment (end of January 2019). It will hold up to 66 men, and act as a progressive wing for those men engaging in education and work.
Fontmell is an enhanced wing, holding 40 men.
Jubilee holds up to 60 men, is a progressive wing for those that are enhanced and men that are working towards enhanced status.
Gwent is a main population wing and holds 75 men.
Mercia holds 80 men. C Spur on Mercia is currently acting as the induction and first night centre while Anglia is being refurbished.
Saxon is a main population wing and holds 75 men.
Tarrant is the segregation unit, with 12 standard cells and two special accommodation cells

**Name of governor and date in post**
James Lucas, February 2017

**Independent Monitoring Board chair**
Leslie Simms

**Date of last inspection**
5 – 9 December 2016

# About this inspection and report

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

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

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

| | |
|---|---|
| **Safety** | Prisoners, particularly the most vulnerable, are held safely. |
| **Respect** | Prisoners are treated with respect for their human dignity. |
| **Purposeful activity** | Prisoners are able, and expected, to engage in activity that is likely to benefit them. |
| **Rehabilitation and release planning** | Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community. |

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

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

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

- **Outcomes for prisoners are not sufficiently good.**
  There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **Outcomes for prisoners are poor.**
  There is evidence that the outcomes for prisoners are seriously affected by current

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

A5 Our assessments might result in one of the following:

- **recommendations**: will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections

- **examples of good practice**: impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

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

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

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

## This report

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

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

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

[2] Available at https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/

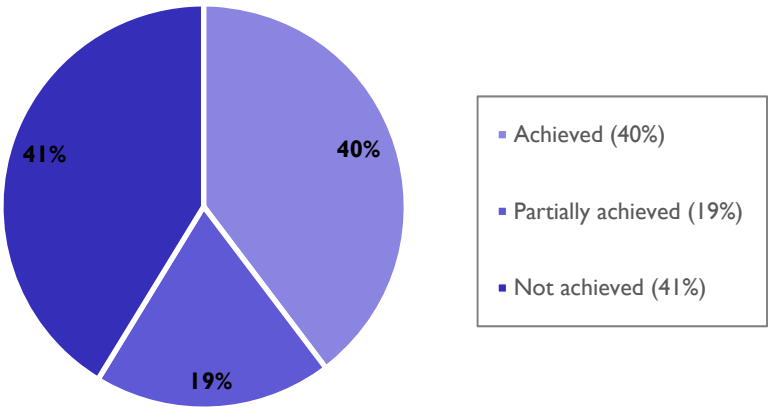
[3] The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

# Summary

S1 We last inspected HMP Guys Marsh in 2016 and made 63 recommendations overall. The prison fully accepted 60 of the recommendations and partially (or subject to resources) accepted two. It rejected one of the recommendations.

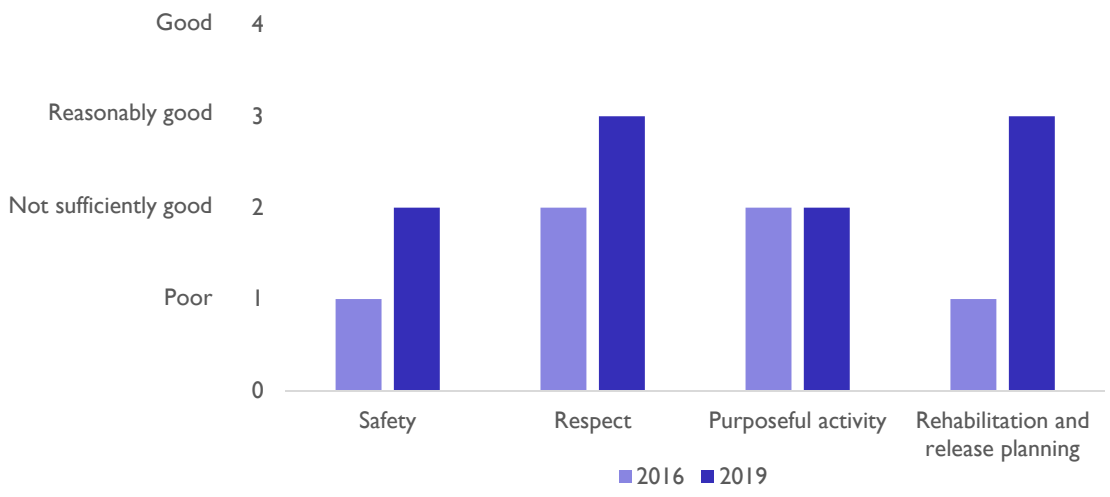
S2 At this follow-up inspection we found that the prison had achieved 25 of those recommendations, partially achieved 12 recommendations and not achieved 26 recommendations.

Figure 1: HMP Guys Marsh progress on recommendations from last inspection (n=63)




S3 Since our last inspection outcomes for prisoners improved in all healthy prison areas apart from purposeful activity which stayed the same. Outcomes were reasonably good in respect and rehabilitation and release planning and not sufficiently good in safety and purposeful activity.

Figure 2: HMP Guys Marsh healthy prison outcomes 2016 and 2019[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* *Arrival and early days procedures were good. The prison appeared relatively calm, but levels of violence were high. Good work was in progress to understand and address violence, but it had taken too long to develop effective responses. Work to support self-isolating prisoners had improved. Use of force was high, management scrutiny was poor, and some incidents were very concerning. The segregation unit was managed reasonably well. Improvements had been made to security, in particular to reduce the supply of illicit drugs. However, the prison still had a serious drug problem and some good initiatives were not yet sufficiently embedded. Self-harm was high and there had been a self-inflicted death since the previous inspection. Support for those at risk of self-harm was good. Recommendations from the Prisons and Probation Ombudsman reports so far published had been achieved.* ***Outcomes for prisoners were not sufficiently good against this healthy prison test.***

*S5* *At the last inspection in 2016, we found that outcomes for prisoners were poor against this healthy prison test. We made 16 recommendations in the area of safety. At this inspection we found that eight of the recommendations had been achieved, four had been partially achieved and four had not been achieved.*

S6 Prisoners spoke positively to us about treatment by escort staff. Many prisoners had property missing on arrival and not enough was being done to resolve the problem. Reception was bright and welcoming. Reception staff were friendly and treated prisoners well. First night interviews were robust and confidential. Prisoners on an open ACCT[5] had their immediate management needs discussed and agreed. First night cells were often dirty and ill equipped. The induction programme was well designed and comprehensive, and started the next working day.

S7 About a quarter of prisoners in our survey said that they felt unsafe, which was similar to other prisons. Levels of violence were high and were being driven by drug use and debt. The prison had taken too long to develop an effective strategic response to violence, although work was now developing well. Staff had a good understanding of the drivers of violence through initiatives such as a 'violence summit', which brought together a large number of prisoners and staff to discuss the causes of and solutions to high levels of violence. It was too early to assess the impact of this work. All reported violent incidents were now investigated, but some investigations lacked sufficient rigour, undermining the effective management of the prisoners concerned. There had been good work with the small number of prisoners of greatest concern through the challenge, support and intervention plan case management process. There had been significant improvements in the management of self-isolating prisoners. They were all now identified and given daily support and opportunities to engage in some activities.

S8 There were good incentives to encourage positive behaviour, but the management of the incentives and earned privileges scheme was poor, especially for basic level prisoners who were given little support to improve their behaviour. The adjudications system was not used effectively to tackle more serious poor behaviour and only about half were brought to a timely outcome.

S9 Use of force was much higher than we usually see and managerial oversight was inadequate. All use of force was now logged which was an improvement since the previous inspection. However, there was little scrutiny of incidents, documentation was poorly completed, and video footage was not routinely scrutinised at a senior level. Video footage of three incidents

[5] Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

that we looked at raised very serious concerns about staff behaviour. Our concerns had not initially been identified by managers or raised by the other staff present, indicating a degree of collusion. The use of batons had increased and not all incidents had been investigated. The use of special accommodation was now managed effectively and was justified.

S10 Use of segregation had increased since the previous inspection, but the average length of stay in segregation had continued to decrease. All prisoners had a reintegration plan, but additional care planning for longer-term prisoners was not always timely. Most segregation paperwork was reasonably good. Staff-prisoner relationships were very good and conditions on the unit were adequate.

S11 Security was proportionate and improvements included wider CCTV coverage and new fencing. There was a good flow of information into the security department, but it was not always processed promptly or analysed systematically. Suspicion testing was being carried out promptly but target searching in response to intelligence was often not taking place. The security department shared information well with others. The emphasis was on week-to-week operational priorities rather than structured action planning with clear objectives.

S12 Considerable attention had been given to reducing drug supply with appropriate use of dogs and technology, but too many of these initiatives were less than a year old and not yet sufficiently embedded. The mandatory drug testing positive rate was 27%, which was high, and far too many prisoners had developed a problem with drugs while at the prison. Drug testing was carried out thoroughly but was too predictable. Work to prevent staff corruption was good.

S13 There had been five deaths since the previous inspection, one of which had been self-inflicted. Three appeared to have a connection to the use of new psychoactive substances (NPS).[6] Recommendations from the Prisons and Probation Ombudsman reports so far published had been implemented and the necessary changes were embedded. The number of recorded self-harm incidents and of individuals self-harming had risen sharply since the previous inspection, with a marked increase through 2018, although this was partly due to more comprehensive recording. Intensive attention had rightly been given recently to the relationship between NPS use and self-harm, and several useful new initiatives had been put in place, including a dedicated case management process for identified NPS users. The safer communities team was creating and analysing data well, and coordinating case management in liaison with all relevant departments. Support for those at risk of self-harm was good, and the ACCT process was carried out thoroughly in almost all cases that we reviewed. At the time of this inspection there were too few Listeners[7] in post but more were in training and prisoners had good confidential access to the Samaritans through their in-cell phones.

S14 Safeguarding referrals had been made in relevant cases. A strategy and panel were giving a more solid structure to safeguarding work and there were reasonable links to statutory safeguarding bodies.

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6 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 vaporised and inhaled in e-cigarettes and other devices.

7 Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

# Respect

*S15* *Staff-prisoner relationships were good, and the keyworker scheme was working well for most prisoners. The prison was reasonably clean, but cells were cramped. Access to necessities such as clothing and showers had markedly improved and the food was above average. Consultation and the quality of complaint responses were reasonable. There was inadequate tracking of applications. Equality and diversity work had been neglected but was now improving. Faith provision was good. Health services were very good.* ***Outcomes for prisoners were reasonably good against this healthy prison test.***

*S16* *At the last inspection in 2016, we found that outcomes for prisoners were not sufficiently good against this healthy prison test. We made 20 recommendations in the area of respect. At this inspection, we found that eight of the recommendations had been achieved, three had been partially achieved and nine had not been achieved.*

S17 Staff supervision of prisoners and visibility were reasonable, and senior managers were particularly prominent around the establishment. In our survey, 74% of prisoners said that most staff treated them with respect. We heard many positive reports about helpful and decent staff and observed mostly positive and competent interactions. However, not all staff were proactive in engaging with prisoners, and in a small number of incidents staff behaved poorly without challenge from nearby colleagues. Prisoners usually knew their key workers[8] and some told us they had been motivated to change their attitudes by key work sessions. Case notes provided further evidence of positive key working engagements. Staff also spoke positively of the key worker role and the opportunity it gave them to develop constructive relationships with prisoners.

S18 The fabric of the prison was worn, but a programme of refurbishment was under way. Most communal areas were reasonably clean, but some others needed deep cleaning and redecoration. Many cells remained inadequately furnished with not enough privacy screening for toilets. Cells accommodating two prisoners were cramped. Some shower rooms had broken showers and insufficient screening and ventilation. The lack of hot water and heating was a recurrent problem, but these issues were being addressed. Access to basic items such as showers, clothes and clean bedding had improved substantially and was now reasonable. Prisoners had adequate access to their stored property.

S19 In our survey, 54% of prisoners said the food was good, more than the comparator, and we found it to be plentiful and appetising. Serveries were clean and adequately supervised, and prisoners were able to provide feedback on food. Positively, many menu items were made in-house and there was largely effective consultation with health care and the chaplaincy about dietary and cultural requirements. Canteen arrangements were reasonable and prisoners could order items from an adequate range of catalogues. Prisoners could undertake catering qualifications that allowed them to work outside the prison on temporary licence.

S20 Prisoner council meetings and wing forums were held monthly. They were usually well attended and led to some useful changes, although a few actions were not resolved in a timely way. Complaint forms were not freely available on all wings. Responses were polite and generally addressed the issues raised, and there was an effective quality assurance process. There was not enough analysis of complaints data to establish trends and learning

[8] Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management and the introduction of prison offender managers (POMs), is being introduced gradually, from 2019.

points. In our survey, 74% of prisoners said it was easy to make an application, but the system to track timeliness of responses was not working, and return dates were rarely recorded. Legal visits provision was adequate, but they were held in the main visits hall, compromising confidentiality. There were not enough legal text books and resources in the library.

S21 The management of equality was underdeveloped but there had recently been a renewed focus on this area. The equality officer was valued by prisoners but was cross-deployed on occasions. Data monitoring was limited and reactive, and managers were unaware of issues and trends across all protected characteristics. A limited number of ad hoc forums had recently been held. There was some support for older prisoners from 'RECOOP'[9] but there were no paid carer roles for prisoners. The four equality prisoner representatives were knowledgeable and committed, and there was evidence that they had a positive impact in supporting prisoners. Discrimination incident report responses were not always timely and the quality was often inadequate. The chaplaincy was effective and faith needs were met well. The chapel provided a welcoming environment, but this contrasted with the multi-faith room, which was in need of decoration.

S22 Health services remained very good overall. There was a wide range of primary care services and waiting times were acceptable. Prisoners with long-term conditions were well cared for. No prisoners were receiving social care at the time of the inspection. Records indicated good care of prisoners with social care needs in the past and the prison had effective links with Dorset County Council. Medicines management had improved; treatment queues were well managed since the introduction of a dedicated health care officer. The integrated mental health team provided a very good and accessible service that delivered a wide range of evidence-based therapies. The service focus on primary mental health care met the needs of the population effectively. All prisoners suspected of using NPS were routinely offered good emergency and continuing support. There was a good range of psychosocial support with 50% of the population actively engaging with services. The clinical management of substance use was reasonable but could have been strengthened by more specialist nurse input. Dental services had improved and waiting times were now in line with the community.

# Purposeful activity

*S23 Time out of cell had improved but too many prisoners were still locked up during the working day. The library was underused. Gym provision was good. Despite energetic leadership, progress in learning and skills had been slow. There were enough activity places, but attendance and punctuality were poor. When they attended, prisoners behaved and engaged well. The quality of teaching and learning was not consistently good. Achievements in most vocational training and personal, social and development courses were high. Achievements in functional skills English were very low.* ***Outcomes for prisoners were not sufficiently good against this healthy prison test.***

*S24 At the last inspection in 2016, we found that outcomes for prisoners were not sufficiently good against this healthy prison test. We made 15 recommendations in the area of purposeful activity. At this inspection we found that four of the recommendations had been achieved, two had been partially achieved and nine had not been achieved.*

S25 The regime had improved, with no cancellations of association, and evening association had been introduced on four weekdays. However, in our roll checks during work hours, about a quarter of prisoners were locked in their cells. A range of creative activities, including a

[9] Resettlement and Care for Older ex-Offenders and Prisoners.

drama project, engaged a considerable number of prisoners. Fewer prisoners than in other category C prisons used the library regularly. The environment was good, but there was little active promotion of reading. The spacious and well-equipped gym facilities were used well, with a variety of training and education opportunities.

S26 Senior leaders demonstrated commitment to the improvement of purposeful activities. However, despite much extensive and careful planning, most goals for improvement had yet to be achieved and progress had been slow. Quality improvement arrangements had been reinstated but were not yet providing the critical management oversight and closely-targeted actions needed for sustained improvement.

S27 Around a quarter of current prisoners had not attended their education induction and a third had not had an initial assessment of their English and mathematics skills. The activity allocations process required extensive improvement.

S28 Too few prisoners engaged in activities despite the availability of more than enough places. Attendance across all activities had been low for much of the previous year at around 65%, although more recent data indicated a slightly improving picture. Despite the low numbers regularly attending functional skills classes, waiting lists were very long and poorly managed. Out-reach provision had improved markedly. The number of prisoners following distance learning courses had reduced by about two-thirds, but they received good study support from teachers.

S29 Several courses had not run for a long period, such as the accredited ICT programmes, although they were due to restart imminently. A new multi-skills construction course and an HGV course were popular and effective. Prisoners' opportunities for accredited learning were good in the very well-equipped prison kitchen. The industry workshops were spacious, well-resourced, safe working environments, but much of the work was still uninspiring and lacked planned skills development. Too many prisoners were allocated to undemanding and often menial wing work.

S30 There were still not enough programmes to develop all prisoners' employability or self-employment skills. Prisoners nearing release had access to a thorough two-week 'resettlement academy' which included mock interviews, CV production, online job search and access to work coaches. However, this resource was under-promoted; over the previous four months only about a third of eligible prisoners had chosen to attend. The virtual campus[10] did not work, meaning that prisoners did not have access to wider resources or activities for learning and employment-related skills development.

S31 The quality of teaching and learning was not consistently good and too much required improvement. While teachers were generally very supportive and experienced, they did not all plan well enough to meet the needs of prisoners in mixed ability sessions. Most teachers' written feedback gave encouragement, but often lacked constructive comment about how prisoners could improve their work.

S32 Prisoners' behaviour in education, vocational training and work was uniformly good. A high level of mutual respect was evident in most learning sessions. Prisoners' attendance was low in almost every session and punctuality universally poor.

S33 Prisoners' achievement in most vocational training and personal, social and development courses was high but low in horticulture and customer service. Achievement in functional skills mathematics showed some improvement but remained very low in English.

[10] Prisoner access to community education, training and employment opportunities via the internet.

# Rehabilitation and release planning

*S34* *Prisoners benefited from an increased number of popular family days. The visits environment had improved but visits regularly started late. There was not enough family support work. Management of rehabilitation work was much improved and robust. Offender supervisors had time to maintain reasonable levels of contact with prisoners, and management of cases was generally good. Public protection procedures were robust. Categorisation and home detention curfew were generally managed well. Resettlement services were reasonable but too many men were released without stable accommodation.* ***Outcomes for prisoners were reasonably good against this healthy prison test.***

*S35* *At the last inspection in 2016, we found that outcomes for prisoners were poor against this healthy prison test. We made 12 recommendations in the area of resettlement. At this inspection we found that five of the recommendations had been achieved, three had been partially achieved and four had not been achieved.*

S36 The furniture and décor in the visits complex had improved and were good. Despite the introduction of better systems, the timeliness of visits was still a problem. Barnardo's provided good support to families. There were more family days, which offered a lively experience to increasing numbers of people. Better help was now available to visitors before and after visits. The Barnardo's worker contributed to a 'family links' course and the resettlement course, and families could easily make email enquiries. However, there was less support for family ties than in a number of similar prisons. In-cell telephones were a major improvement to prisoners' ability to maintain contact with families and friends.

S37 The strategic management of rehabilitation work had improved greatly and was now reasonably good. The reducing reoffending strategy and policy were informed by a helpful survey of men's needs but not by an analysis of OASys (offender assessment system). Most men had an up-to-date OASys and sentence plan but more work was required to identify missing and incomplete records. The offender management unit (OMU) functioned well. Offender supervisors had reasonably sized workloads and were supported by an experienced senior probation officer. Cases were allocated according to risk, with probation officers appropriately managing the high-risk cases. Levels of contact between offender supervisors and prisoners were generally good. Some key workers augmented offender supervisors' work well.

S38 Categorisation reviews took place face to face and involved in-depth discussion with the prisoner. They were attended by OMU managers, offender supervisors and sometimes key workers. Facilities for offender supervision work were poor with a lack of private interview rooms and no video-link. Home detention curfew was managed reasonably effectively, and most prisoners were assessed and released in a timely fashion. The innovative 'Growth Project'[11] appeared to have a positive impact on the motivation and progression of some prisoners and had delivered training to some staff, but it had yet to be independently evaluated. We saw some good support to assist care leavers.

S39 About 40% of prisoners were assessed as posing a high risk of harm. Work to protect the public was good. The interdepartmental risk management meeting was well attended and effective. Multi-agency public protection work was sound. Restrictions to protect children and victims through mail and phone monitoring were robustly implemented.

[11] A locally developed project focusing on promoting change in attitudes and behaviours. See https://www.penalreformsolutions.com/the-growth-project.

S40 Prisoners could refer themselves to the two offending behaviour programmes: the thinking skills programme and Resolve.[12] However, the 20 places available on the Resolve programme in 2019 were insufficient to meet the population's needs. The use of release on temporary licence had improved slightly since the last inspection. Men could receive finance, benefit and debt support. Catch 22 had helped 132 men open bank accounts in the previous six months.[13] During the same period, 15% of men had been released without stable accommodation despite good efforts by Catch 22.

S41 Catch 22 assessed prisoners' resettlement needs 12 weeks before release, but a lack of private interview rooms meant the assessments were not always fully confidential. A two-week 'resettlement academy' was a positive initiative but was underused and under-promoted. It included a session on understanding licence conditions and avoiding recall, which was good practice.

## Main concerns and recommendations

S42 Concern: Use of force was much higher than we usually see. Use of force documentation was missing and the quality of staff reporting was not good enough. Use of force footage was not routinely scrutinised by senior managers. Video footage of three incidents that we looked at raised very serious concerns about staff behaviour. Not all use of batons was investigated.

**Recommendation: Managers should ensure that all use of force is justified and that poor accountability and oversight in relation to the use of force is rigorously addressed.**

S43 Concern: There had been many incidents, and sadly some deaths, relating to use of illicit drugs, and to the issues of debt and intimidation arising from the trade in those drugs. A wide range of security measures had been taken to cut the supply of drugs, but more work was needed in light of continuing poor outcomes. In particular, the response to the drugs problem was undermined by the fact that intelligence was not always processed promptly or analysed systematically to identify trends and patterns, and target searching was often not taking place.

**Recommendation: The security department should consider trends and patterns in information received, identify specific objectives and actions based on this analysis, and measure the impact of these actions, particularly on reducing the supply of illicit drugs and associated debt and intimidation.**

S44 Concern: Equality work was under development and had had little focus until very recently. Data collection and analysis were limited, and managers were unaware of any patterns or trends across the protected characteristics. Ad hoc forums for minority groups had been held, but only very recently, and some prisoners felt they were not represented in equality meetings.

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[12] The thinking skills programme is designed for men and women with a medium or high risk of reoffending. It supports prisoners to develop cognitive skills, manage risk factors, develop protective factors, and achieve pro-social goals. Resolve is designed for adult men with a medium to high risk of reoffending with convictions for violent offences. Resolve aims to support prisoners with histories of violence to reduce the use of aggression and violence by developing insight in to their behaviour and achieving pro-social goals.

[13] Catch 22 is a social business that builds resilience in people and communities. Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company (operated by Working Links) commissioned Catch 22 to provide resettlement services in the prison.

**Recommendation: There should be a co-ordinated approach to equality, underpinned by thorough data analysis and prisoner consultation, to ensure the needs of all prisoners with protected characteristics are recognised and potential or actual discrimination is identified and managed robustly.**

S45 Concern: Despite sufficient activity places for the population, too many prisoners (around 30% at any one time) chose not to engage in learning, skills and work activities. Wing-based work was undemanding and failed to keep prisoners fully occupied.

**Recommendation**: **Leaders and managers should encourage and expect all prisoners to engage in education, skills and work and willingly attend the sessions they are allocated to. Work areas should provide prisoners with the opportunity to gain skills which employers value.**

S46 Concern: Quality improvement arrangements of learning and skills activity had only recently been reinstated but what was in place was not rigorous enough to identify exactly how improvements should be tackled and how progress should be monitored and measured.

**Recommendation**: **Leaders and managers should ensure that quality improvement arrangements provide critical and evaluative oversight which leads to closely-targeted, measurable actions and sustained improvement in the provision of learning and skills.**

# Section 1. Safety

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

## Early days in custody

**Expected outcomes:**
**Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.**

**1.1** Prisoners told us that escort staff treated them with respect. Vans were clean and well equipped, and there was little evidence of prolonged waits before prisoners alighted. Person escort records handed by escort to reception staff were generally well completed.

**1.2** In our survey, lost or delayed property was a problem for a quarter of new arrivals, and we received many individual complaints from prisoners about this issue. Reception staff sometimes contacted the originating prison, but a recently introduced log to record and track such work was not being completed.

**1.3** The reception area was clean, bright and welcoming. Holding rooms had soft furnishings and displayed helpful information. In our survey, 88% of respondents said they were treated well or quite well in reception. We observed reception staff who were friendly and respectful, and prisoners did not spend long periods in reception. New arrivals were offered a hot drink and toast as soon as they arrived.

**1.4** There had been significant improvements in the consistency with which the basic needs of newly arrived prisoners were met. In our survey, first night access to showers, a free phone call, food and Listeners[14] or the Samaritans were better than at the previous inspection. Prisoners could buy grocery and vaping packs to use during their first few days, but depending on the day they arrived, they could not access the full range of canteen items for up to a week. There were advanced plans to remedy this by creating a reception shop.

**1.5** A reception 'Insider'[15] helped new arrivals by collecting and distributing information such as menu choices. The reception manager quality assured the work of Insiders and made spot checks. However, we observed the Insider requesting the incentives and earned privileges status of prisoners in a group setting, which was not appropriate.

**1.6** The needs and vulnerability of new arrivals were assessed at a confidential first night interview with induction unit staff. The interview that we observed was comprehensive and conducted sensitively. The immediate needs of prisoners who arrived on an open ACCT[16] were assessed and agreed. We witnessed one such prisoner who was dealt with sensitively. A range of useful information about the regime was provided to prisoners.

**1.7** Most new arrivals were allocated a cell on the first night and induction unit, which was located on C-spur of Mercia unit. Occasionally prisoners had to go elsewhere because the spur was full. First night cells were often dirty and poorly equipped. Our survey showed that only 18% thought their first night cell was clean or quite clean, against the comparator of 36%.

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14 Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.
15 Prisoners who introduce new arrivals to prison life.
16 Assessment, care in custody and teamwork case management of prisoners at risk of suicide or self-harm.

**1.8** The induction programme was comprehensive and started the working day after arrival. In our survey, 90% of respondents said they had received an induction. We witnessed good delivery of induction modules, including activities allocation interviews and an overview of behaviour programmes. Overall, induction was a strength and gave prisoners a good introduction to life at Guys Marsh.

### Recommendation

**1.9 Reception staff should systematically follow up lost or delayed property and log their progress.**

## Managing behaviour

**Expected outcomes:**
**Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.**

### Encouraging positive behaviour

**1.10** About a quarter of prisoners in our survey said that they currently felt unsafe and more than half said they had felt unsafe in the prison at some time, similar to comparable prisons.

**1.11** Levels of violence were higher than in similar prisons and driven by drug use and debt. The recording of violent incidents had improved and was now good. During the previous six months, there had been 148 assaults, 45 of which were against staff. Twelve per-cent of assaults had been serious, which was a concern.

**1.12** The management of violence reduction had improved since the last inspection. The safer communities team was better resourced and staff in the team were enthusiastic and committed. Links with the security team were improving.

**1.13** However, the safer communities meeting did not always take place as scheduled and was not always well attended. The development of an effective strategic response to violence had taken too long, but work was now developing well. Staff had a good understanding of the drivers of violence through initiatives such as the violence summit, which had been initiated by the 'Growth project'[17] and brought together a large number of prisoners and staff to discuss the causes of and solutions to high levels of violence. Further work had been undertaken on debt and new psychoactive substance (NPS)[18] misuse, but it was too early to assess the impact. Initiatives were supported by some good collaborative work with an academic and a voluntary organisation, the Money Charity.

**1.14** The management of perpetrators of violence had improved since the last inspection. A new violence reduction model had been implemented in December 2017, which most staff had been trained to use. All violent incidents were now investigated, although some investigations took too long and lacked sufficient rigour, which undermined the effective

[17] A locally developed project focusing on promoting change in attitudes and behaviours. See https://www.penalreformsolutions.com/the-growth-project.
[18] 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 vaporised and inhaled in e-cigarettes and other devices.

management of the prisoners concerned. Good work had been done with the small number of prisoners of greatest concern through the challenge, support and intervention plan (CSIP)[19] case management process.

**1.15** Despite high levels of violence, the prison felt calm and well ordered, although much lower-level victimisation and bullying was not formally recorded. Although our survey showed that bullying was widespread, only eight instances had been logged in 2018 and four victim support plans opened. In our survey, only 32% of prisoners said they would report victimisation and bullying by other prisoners.

**1.16** The weekly complex needs meeting was well attended and provided an effective review of violent incidents during the previous week and prisoners who were self-isolating, although few actions were documented in relation to prisoners of concern (see paragraph 1.47).

**1.17** Nine prisoners were self-isolating in their cells at the time of the inspection. There had been significant improvements in the management of such prisoners and they were all now identified. Self-isolating prisoners only had access to a limited regime and reintegration planning was not well documented. However, a member of staff visited them daily to provide support, ensure that their regime was being delivered, and give them the opportunity to associate together in a supportive environment, which was good practice.

**1.18** There were some good incentives to encourage positive behaviour for those on the enhanced level of the incentives and earned privileges (IEP) scheme. For example, they were located in some of the better accommodation in the prison and were entitled to four clothes parcels a year. However, there was no effective oversight of the IEP scheme and those on the lowest level of the scheme were given little support to improve their behaviour. Few were given targets and many reviews did not take place on time, or at all.

## Recommendation

**1.19 Co-ordinated action should be taken to make the prison safer, in particular developing effective responses to drug misuse and debt.**

## Good practice

**1.20** *A member of staff visited self-isolating prisoners each day to provide support, ensure that they were receiving their regime, and give them opportunities to associate together in a supportive environment.*

## Adjudications

**1.21** There had been 1,490 adjudications in the previous six months, which was high, although it reflected the levels of reported violence. Many adjudications related to drug use, assaults and violence.

**1.22** We were not satisfied that the adjudication system was used effectively to tackle more serious poor behaviour or that adjudications were brought to an appropriate, timely conclusion. Data presented to the last two adjudication meetings showed that only about

[19] Challenge, Support and Intervention Plan (CSIP) is a system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

half had been completed. At the time of the inspection, 124 adjudications were outstanding. There were procedural deficiencies in the adjudication records that we examined and many conduct reports were missing.

**1.23** The prison collated a good range of data on adjudications, but there was not enough substantive discussion at management meetings, some of which were poorly attended. Although many adjudications were for men who said they were suffering from mental illness, there was no consideration of the handling and final determination of these cases. Similarly, there were limited records of the high number of cases which were remanded or not proceeded with.

**1.24** The independent adjudicator attended monthly to hear some of the more serious charges. However, up to 66 cases were scheduled for any one session which was unmanageable.

**1.25** It was a concern that in the last six months 96 referrals to the police following the most serious offences were outstanding. In the same period, no prisoner had been charged or convicted of an offence.

## Recommendation

**1.26 Managerial oversight of disciplinary procedures should be effective and ensure that all hearings are completed within a reasonable time.**

## Use of force

**1.27** Force had been used on 246 occasions in the last six months which was much higher than we usually see. Despite improvements, management oversight of use of force was still inadequate.

**1.28** All use of force was now logged and there was a monthly use of force meeting. A range of data were presented to the meeting, but there was little analysis to identify trends. Review of specific incidents was limited and the use of batons was not reviewed.

**1.29** There had been some improvements in the collation of use of force records, but it was still poor overall. Many supervisors' reports and some reports from staff involved in incidents were missing. There was no F213[20] paperwork and the quality of staff reporting was not good enough. For example, attempts to de-escalate incidents were not described adequately.

**1.30** Not all planned interventions were filmed and those that were recorded were not routinely scrutinised by senior managers.

**1.31** Video footage of three incidents that we looked at raised very serious concerns about staff behaviour. The most serious showed reckless disregard for the prisoner's safety and two involved persistent foul and abusive language directed at the prisoner by staff. These cases had not initially been identified by managers or raised by other staff present, indicating a degree of collusion. In some cases, documentation submitted by staff involved was at significant variance to the video footage of events that we saw.

**1.32** Batons had been drawn by staff on 10 occasions in the last six months, a continuing increase since previous inspections. Only five incidents had been investigated. Investigation reports lacked detail and did not indicate that incidents had been investigated properly or the use of force explained to the prisoner.

[20] Form used to report injuries to prisoners.

**1.33** Special accommodation had been used nine times in the last six months. This was high, but the use of such accommodation was now justified and managed effectively. The average time prisoners spent in special accommodation was two hours 46 minutes which was much less than in similar prisons.

### Segregation

**1.34** Segregation had been used 142 times in the previous six months, an increase from 107 at the previous inspection and higher than we see at similar prisons. However, the average length of segregation, now 9.25 days, had continued to decrease.

**1.35** Few prisoners were officially held on the unit for their own protection, although some prisoners who were segregated for poor behaviour refused to return to normal location because of debt and the availability of drugs on the main wings.

**1.36** Most segregation paperwork was completed to a reasonably good standard. Segregation reviews were well organised and timely. All prisoners now had a reintegration plan and were discussed at the weekly complex needs meeting. Care planning had taken place for two prisoners segregated for longer periods, but it was not timely.

**1.37** Staff-prisoner relationships were very good. Conditions on the unit were adequate and it was safe and well managed. All prisoners had access to showers, exercise and the telephone. The unit was bright with a reasonable selection of library books and an exercise bike. Cells that we looked at were adequate, but some toilets were dirty and all but one lacked a toilet seat.

**1.38** Unlocking arrangements on the unit were proportionate. We were told that appropriately risk-assessed prisoners could exercise together, but this very rarely happened. The exercise yard was bare apart from some seating.

## Security

**Expected outcomes:**
**Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse and effective drug supply reduction measures are in place.**

**1.39** The level of security was proportionate, with freedom of movement appropriate for a category C prison. Physical security had been improved in response to violence and to drugs conveyed into the perimeter, with much improved CCTV cover in and outside residential areas and more fencing.

**1.40** Over 500 information reports were received each month, a much higher number than similar prisons in proportion to the population. A backlog of more than 200 reports awaited processing at the time of the inspection, although urgent actions were carried out promptly. There was no capacity to carry out more sophisticated analysis to inform more focused action to improve security (see main recommendation S43). Effective action had been taken in relation to potential staff corruption.

**1.41** Targeted searches necessitated by security information were too often not carried out. The weekly and monthly security meetings generated appropriate actions in the short term, but operational planning towards measurable objectives was inadequate (see main

recommendation S43). In contrast, the security team shared information very well with other departments, especially the safer custody and substance misuse teams, and played a full part in multidisciplinary case management of prisoners with complex needs. The prison was working well with other agencies to identify organised crime groups and gang affiliations.

**1.42** Drug dogs and technological solutions were well used in attempts to reduce the flow of drugs into the establishment. Drug testing had improved with better staffing levels, and all security requests for testing were actioned within the required timescale. However, the spread of testing across each month was too predictable and, despite all the efforts, evidence showed that illicit drugs were still far too easily available in the prison (see main recommendation S43). Positive results from random drug testing stood at the very high level of 27.6% for the last six months, compared with 11.7% at the previous inspection. In our survey, 28% of respondents against the comparator of 17% said that they had developed a problem with illicit drugs while at the prison and 63% said it was easy to get drugs.

**1.43** There was a strong focus on the major problem of NPS which had been increasing throughout 2018. A new 'persistent psychoactive substances intervention plan' had been implemented to strengthen individual case management. In combination with other risk management processes, this was working well in making specific and proactive the management of prisoners known to be regular users of NPS. The safer custody team analysed evidence of NPS use and worked with the security team to disrupt and intercept supply and to support those at risk. Staff were seeking input from prisoners on NPS in many ways, including exit surveys.

# Safeguarding

**Expected outcomes:**
**The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.**

## Suicide and self-harm prevention

**1.44** There had been 211 incidents of self-harm in the previous six months compared with 117 at the last inspection, and the number had risen substantially during 2018. During this time, 109 prisoners had self-harmed, double the number at the previous inspection. This was in the context of an improvement in records of less severe acts of self-harm and some prisoners harming themselves frequently: one prisoner had done so 96 times in two months.

**1.45** There had been five deaths since the last inspection, only one from natural causes and one confirmed as self-inflicted. Three of the deaths had been associated with NPS, some too recent for investigations to have been concluded. Recommendations which had been made by the Prisons and Probation Ombudsman had been implemented effectively, and staff were well versed in emergency procedures where the investigations had made specific recommendations. The cluster of deaths in summer 2018 had led to a renewed focus on suicide prevention, and on the clear link between self-harm, the use of NPS and associated debt. The safer communities team had done a great deal of collection and analysis of data, and played a central role in coordinating care.

**1.46** The number of ACCT documents opened (174 in six months) was similar to the previous inspection, but the quality of care evident from these records had improved and was of an acceptable standard. A considerable amount of training had been delivered, and quality

checking was well embedded. A duty mental health or psychology staff member was now on call seven days a week, and clinical attendance at case reviews had increased greatly. All self-harm incidents were now investigated and actions identified in response. Family members had been involved in case reviews on some occasions.

**1.47** The weekly complex needs meeting was attended by an exceptionally wide range of departments, all of which contributed to the discussion of risk factors and identification of actions. Twenty to twenty-five of the highest-risk prisoners were discussed in detail each week, in addition to all segregated or self-isolating prisoners.

**1.48** There was a Listener scheme, but at the time of inspection only two prisoners were fulfilling this role. A further group was in training and numbers were set to rise to double figures. The facility to call the Samaritans without charge on the in-cell phones was being well used. There was no dedicated facility for constant supervision, but a flexible and positive approach was taken to one-to-one care for those at highest risk.

## Protection of adults at risk[21]

**1.49** A safeguarding panel had been set up of senior managers from relevant departments, and a new strategy took a suitably holistic perspective on safeguarding throughout the prison. There were appropriate links with local safeguarding governance bodies and several safeguarding referrals had been made.

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

# Section 2. Respect

**Prisoners are treated with respect for their human dignity.**

## Staff-prisoner relationships

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

**2.1** Staff visibility and supervision of prisoners were reasonable, and the atmosphere was calm, orderly and relaxed. In our survey, 18% of prisoners against the comparator of 9% said they regularly saw senior managers talking to prisoners.

**2.2** In our survey, 74% of prisoners said that most staff treated them with respect and 75% that they had a member of staff they could turn to if they had a problem. We heard many positive reports of helpful and decent staff and observed mostly positive, respectful and appropriate interactions. Our conversations with staff on the units indicated that they knew their prisoners well and staff responded well when prisoners approached them.

**2.3** We observed a lack of confidence in some staff to engage proactively with prisoners. In a very small number of cases, staff behaved poorly with no challenge from their colleagues (see paragraph 1.31).

**2.4** Staff had been trained as key workers[22] and spoke positively of the role and the opportunity it gave them to develop and enhance relationships with prisoners. Although the key worker scheme had only been implemented in August 2018 and was not yet fully embedded, prisoners knew their key workers and case notes that we examined demonstrated regular, positive sessions, interactions and outcomes.

## Daily life

**Expected outcomes:**
**Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.**

### Living conditions

**2.5** The fabric of the prison was worn. Three wings were closed: Dorset and Anglia for refurbishment as part of a phased programme of restoration and Wessex because of extensive fire damage. Wings varied in layout and design (see photos A and B) and most external areas were reasonably clean, but some communal areas were grubby and in need of deep clean and redecoration, especially in Saxon, Gwent and Mercia.

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[22] Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management and the introduction of prison offender managers (POMs), is being introduced gradually, from 2019.

**2.6** Most cells were reasonably clean, with little evidence of graffiti, but they were inadequately furnished with chairs, tables and lockable cabinets frequently missing. All toilets that we viewed had seats, although toilet screening was inconsistent and in many cases lacking (see photo C). The majority of cells accommodating two prisoners did not have enough furniture and were cramped (see photo D). Most observation panels in cell doors remained free from obstruction. All cells had in-cell telephones which was viewed positively by prisoners.

**2.7** Laundry facilities were available on all wings. Access to cleaning items, clothes and bedding was reasonable, but some prisoners commented on lack of access to toilet brushes, bins and new mattresses. Prisoners had adequate access to their stored property.

**2.8** In our survey, 91% of prisoners said they could shower each day compared with 78% at the previous inspection. Two wings had in-cell facilities. Communal showering areas varied in quality, but most were not adequately screened or ventilated. There were also problems with water pressure and temperature, which were being addressed.

**2.9** In our survey, 36% of prisoners said cell call bells were answered within five minutes. We found the timeliness of responses to be reasonable in our spot checks, but there was no systematic monitoring.

## Recommendations

**2.10 All toilets and showers should be screened to ensure privacy.**

**2.11 A standard monitoring system should be implemented to monitor the timeliness of responses to cell call bells.**

## Residential services

**2.12** A rolling four-week menu provided a reasonable choice of meals. In our survey, 54% of prisoners against the comparator of 37% said food was good or very good. The food that we sampled was appetising. There was an option of two hot meals a day, and many items on the menu were freshly made on site. Serveries were clean, orderly and adequately supervised, and servery workers were appropriately dressed.

**2.13** Effective consultations and feedback from health care staff and the chaplaincy ensured that prisoners' dietary and cultural requirements were met. Halal, vegan and vegetarian options were well catered for. Prisoners had the opportunity each week to provide feedback on the food.

**2.14** Breakfast packs were distributed the evening before they were to be eaten, apart from Fontmell and Jubilee wings which were piloting morning deliveries. Prisoners could eat together, although the availability of communal seating on the wings varied. Communal cooking facilities were adequate.

**2.15** Prisoners who worked in the kitchens had level 1 food hygiene certificates, with the ability to progress to level 2. A few prisoners had the opportunity to use these qualifications working outside the prison on temporary licence.

**2.16** In our survey, 63% of prisoners said the range of prison shop goods was sufficient to meet their needs. Arrangements were reasonable with prisoners being able to purchase and receive a small choice of reception canteen packs within the first 24 hours of arrival, but only

if they had their own funds. Prisoners could order items from a wide variety of catalogues, although a 50p process fee was still being charged.

## Recommendation

**2.17 Breakfast should be provided on the day it is to be eaten.**

## Good practice

**2.18** *Prisoners had the opportunity to undertake a progressive route towards food hygiene, catering and hospitality qualifications and to use these qualifications to work outside the prison on temporary licence.*

## Prisoner consultation, applications and redress

**2.19** Monthly prisoner council meetings were chaired by the governor and well attended by prisoner representatives. Some useful changes were made as a result, although some concerns, particularly physical maintenance and double occupancy of cells, arose at successive meetings without timely resolution.

**2.20** Wing forums took place consistently each month. The agenda was set by staff and prisoner representatives and records of dialogue, actions and progress were comprehensive. Minutes were not displayed on wings, and word of mouth was relied on to inform other prisoners of the outcome of meetings.

**2.21** In our survey, 74% of prisoners said it was easy to make an application. Wing logging systems recorded prisoner applications but in nearly all cases failed to log the response. The business hub tracked receipt of applications and responses, but not the date that the prisoner received the response, which made the system ineffectual.

**2.22** The number of complaints over the previous six months was lower than at our last inspection and lower than similar prisons. Access to complaint forms on the wings was inadequate. We found few or no forms in most complaint boxes. Night orderly officers' duties included emptying the complaint boxes, leading to a potential lack of independence as some complaints might have been about fellow residential staff.

**2.23** We looked at a sample of complaints which were polite and focused on the issues raised. Most complaints were responded to in a timely manner. A quality assurance system had been put in place, which sampled 10% of responses each month.

**2.24** Analysis of complaints was inadequate. There was no evidence of how the analysis was used to establish trends and learning points and to amend practice. Complaints about staff were not reviewed or answered by a sufficiently senior member of staff.

**2.25** In our survey, 43% of prisoners said it was easy to communicate with a legal representative. Legal visits took place one day a week, and there were no concerns about the availability of sessions. However, legal visits took place in the main visit hall, potentially compromising confidentiality. Access to Justice laptops were available but there was a poor supply of legal text books and resources in the library and no video link facility.

### Recommendations

**2.26 Robust tracking processes should be implemented to monitor the timeliness of responses to applications.**

**2.27 A systematic approach to the analysis of complaints should be implemented to establish trends and learning points and amend practice.**

**2.28 Complaints made by prisoners about staff should be reviewed and answered by a senior member of staff.**

### Good practice

**2.29** *Responses to complaints were given in sealed envelopes and included 'easy read' information on how and when prisoners could submit an appeal to a response.*

## Equality, diversity and faith

**Expected outcomes:**
**There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics[23] and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.**

### Strategic management

**2.30** The management of equality was underdeveloped but there had recently been a renewed focus on this area. The equality and diversity policy had recently been revised and was reasonable. This was underpinned by a detailed improvement plan, although many of the objectives in the plan were yet to be actioned. There was an equality officer, although on occasions he was cross-deployed which had affected his capacity to carry out some of the equality work. He was knowledgeable and had undertaken innovative measures such as moving round the prison from the perspective of a wheelchair user to identify potential structural improvements and adjustments. Our survey results showed that those from minority groups had broadly similar views to others.

**2.31** The equality action team met monthly. New terms of reference had been drafted in December 2018 with the aim of refreshing the meeting and promoting responsibility for equality at a senior level, including the deputy governor chairing the meeting.

**2.32** Data monitoring had been limited and reactive. Managers looked at issues raised by prisoners and fed back to them. However, managers were unaware of trends across all protected characteristics. Performance hub data were not used. For example, we examined the data which identified a period in 2018 when Traveller prisoners were significantly over-represented in proven adjudications; this had not been identified by the prison. New monitoring and reporting systems had yet to be implemented.

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

**2.33** There were four equality prisoner representatives who were knowledgeable and committed to the role. There was evidence that they had had a positive impact on supporting prisoners, such as the development of specific forums.

**2.34** During the previous six months, 30 discrimination incident report forms (DIRFs) had been submitted. Most were investigated by the equality officer and were signed off by a manager. However, responses were not always timely, the quality often inadequate and there was little evidence of a robust quality assurance process. There were inconsistencies in decisions of what constituted a DIRF and what constituted a general complaint.

## Recommendation

**2.35 All discrimination incidents reported should be investigated promptly and thoroughly, supported by robust quality assurance.**

## Protected characteristics

**2.36** About 22% of the population were from a black and minority ethnic background. Occasional forums had been held with groups of these prisoners, at which managers discussed the perceptions held by prisoners and shared with them the limited data to dispel some of these perceptions. About 4% of the population identified as Gypsy or Traveller. All those whom we spoke to said they felt staff did not understand their culture, and a number of staff agreed with this. This was compounded by the absence of a Traveller equality representative.

**2.37** There were 45 foreign national prisoners at the time of the inspection, and one man was held under immigration powers. Prisoners could apply to see Home Office immigration staff at a monthly surgery, but no independent legal advice was freely available. If they had not received a visit in the last month, foreign national prisoners were given five minutes of telephone PIN credit to help them maintain contact with family and friends. We met a very small number of prisoners who spoke little English and records indicated that professional interpreting had been used seven times in the last six months. Staff also used officers or other prisoners to interpret.

**2.38** There was good identification of new arrivals with disabilities. In our survey, 34% of prisoners declared a disability which reflected the 137 prisoners in prison records. Personal emergency evacuation plans that we looked at were up to date but not all were sufficiently detailed. There were no paid carer roles, although managers were considering introducing them to assist a prisoner with dementia. There was no designated accommodation for prisoners with disabilities, but they were located on the ground floor. Disabled prisoners we spoke to felt that they were well cared for.

**2.39** At the time of the inspection, 50 prisoners were aged over 50 years, with the oldest being 73. RECOOP (Resettlement and Care for Older ex-Offenders and Prisoners) ran a day centre for older prisoners each week, which included visiting speakers and activities such as cooking. In contrast, there was no specific provision for young prisoners. There were several actions in the improvement plan to develop such services, but they had not yet been implemented.

**2.40** Two forums had recently been held for gay, bisexual and transgender prisoners, and links had been made with a community organisation to raise awareness and provide support. One gay prisoner told us he had received very good support from staff when coming out. No transgender prisoners had been held for some time but there was an up-to-date policy on managing these prisoners.

### Recommendation

**2.41** **A paid carer scheme to assist prisoners with disabilities should be developed and implemented.** (Repeated recommendation 2.27)

### Faith and religion

**2.42** The chaplaincy was effective and faith needs were met well. The three main faiths were Roman Catholic (18.5%), Muslim (16.2%) and Anglican (14.1%). About a third of prisoners followed no religion. A good range of chaplains included sessional chaplains who covered Sikh, Hindu, Quaker, Jehovah's Witness, Rastafarian and Buddhist faiths. A good range of services and classes were held, and recreational activities such as a chess club and music sessions were facilitated. The chaplaincy saw all new arrivals, visited men on the segregation unit each day, attended ACCT[24] reviews, gave bereavement support and were linked to local community faith organisations.

**2.43** The large chapel was a pleasant environment and well equipped, but the multi-faith room was worn, bare and in need of decoration. There were sufficient ablution facilities for approximately 25 Muslim prisoners who attended prayers. The chaplaincy promoted a variety of well-advertised religious festivals, including Eid, Diwali and Christmas.

## Health, well-being and social care

**Expected outcomes:**
**Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.**

**2.44** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)[25] and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found that there were no breaches of the relevant regulations.

### Strategy, clinical governance and partnerships

**2.45** Health services were now provided by Care UK and remained very good overall. Partnership working with the prison was good and governance arrangements were comprehensive. The health needs assessment was out of date but a new one was planned to reflect the increase in population when refurbished wings were opened.

**2.46** Lessons were learnt from incidents, complaints, prisoner forums and reflections on positive feedback. Recent deaths at the prison had informed developments in practice, including resuscitation training for senior prison officers. More emergency equipment had been purchased following attendance at incidents involving NPS.

**2.47** The enthusiastic health team was well led and continued to provide a broad range of skills. Staff were easily identified and we saw caring and professional interactions with patients.

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[24] Assessment, care in custody and teamwork case management of prisoners at risk of suicide and self-harm.

[25] 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.

**2.48** Staffing levels were good and the team told us they felt supported. The health care team was well trained and further relevant training opportunities were available. Clinical supervision was available to all staff and recent supervisor training for primary care staff had prompted further development, which was good.

**2.49** Record keeping was good and an appropriate information-sharing agreement was offered to prisoners on reception. Information was shared appropriately with prison staff when justified.

**2.50** All prisoners had access to health care services. Prisoners who were self-isolating were brought to health care separately and visited on the wing once a week by a member of health care staff to check on their well-being and identify health care needs.

**2.51** The health care centre was clean and well equipped. Infection prevention control measures were in place and regular audits were undertaken.

**2.52** Staff were well trained in emergency response. Senior prison officers had recently undertaken the custody officer intermediate life support training and were well supported by health care staff. They responded to emergencies and debriefed together to promote shared learning. The quantity and type of emergency equipment had recently been reviewed following emergency call outs to multiple NPS victims and further equipment had been purchased. Regular and appropriate checks were routinely carried out and recorded.

**2.53** The confidential complaints process was well managed. An average of five complaints a month were submitted which were dealt with in a timely fashion. Patients were routinely seen in person which ensured they felt listened to and minor issues quickly resolved. All complaints received a typed response summarising the issues and action taken. Patients were advised on how to escalate their complaint if necessary. Complaints were analysed and trends reported through robust governance procedures.

## Recommendation

**2.54 Health care services should be informed by an up-to-date health needs analysis.**

## Good practice

**2.55** *The care of prisoners who were self-isolating ensured that current and emerging health needs were quickly identified and managed.*

## Promoting health and well-being

**2.56** Health care services were well embedded with the developing a rehabilitative culture project (see paragraph 4.27). Health care staff had supported well-being initiatives as part of this work.

**2.57** Health information was available across the prison, and health promotion material was widely displayed. We noted innovative, imaginative initiatives which included a mental health and well-being calendar and identification of monthly health promotion themes.

**2.58** There were plans to introduce dedicated trained peer health care workers. A prisoner health forum took place quarterly and actions from it were published.

**2.59** Prisoners could easily access NHS health checks and screening and immunisation programmes, and there was no waiting list for smoking cessation support. Since our last inspection, there had been an increase in the provision of external[26] sexual health clinics and staff trained in sexual health, which ensured prompt treatment.

**2.60** Condoms were well advertised and readily available.

**2.61** Robust systems were in place to prevent and manage communicable diseases.

**2.62** A release and well-being coordinator had recently been employed, which was a good initiative. The role included oversight of peer workers, further development of health promotion and provision of pre-release support.

## Primary care and inpatient services

**2.63** All prisoners were seen by health care staff in reception on arrival. An initial health care screen was undertaken and appropriate referrals made. Rates of attendance for a timely secondary health screen were very poor. An initiative to address low uptake had recently been implemented but it was too early to assess its impact.

**2.64** A wide range of primary care services was available seven days a week between 7.30am and 6pm. Access to services was reasonable and waiting times were within acceptable time frames. Prisoners usually accessed services through a written application, although discussions had started to enable prisoners to use in-cell telephones to contact health care directly. Prison officers used NHS 111 for out-of-hours health care when needed.

**2.65** Some prisoners complained that they did not always find out about their appointments because they did not receive a movement slip. The very recent introduction of a health box on each wing and the use of a prison orderly to collect applications and deliver movement slips was intended to minimise the time taken for receipt of an application and the delivery of movement slips. It was too soon to determine the effectiveness of this initiative.

**2.66** GP provision met the need of patients. Prisoners waited four days for a routine GP appointment and could see a nurse the same day if necessary. The optician visited monthly and waits were reasonable. Physiotherapy was available every six weeks and telemedicine had been used to support provision on site.

**2.67** Patients with long-term conditions received good care. We saw examples of high-quality personalised care plans which were given to the patient. Those with more complex needs were discussed at the weekly multi-professional complex care meeting and care planned accordingly.

**2.68** Appointments with community health care services were well managed. Two prisoners could attend hospital appointments on weekdays, and appointments were rarely cancelled because there were no escort staff. Prisoners returning from escort out of hours were identified and followed up by health care staff.

**2.69** Prisoners made a booking to see the release and well-being co-ordinator who ensured that seven days' medication was available when necessary, and that any outstanding appointments were passed on to the patient. Patients were also offered the opportunity to register with Socrates, the health care smart phone software application.

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[26] A community agency visited the prison to provide this service.

## Recommendations

**2.70 All prisoners should receive secondary health screening within seven days of arrival at the prison.**

**2.71 All patients should receive advance notification of their health care appointment.**

## Social care

**2.72** Prisoners with social care needs were identified promptly by health care and prison staff and referred to Dorset County Council for assessment. A memorandum of understanding was in place and a local operating policy guided health care staff.

**2.73** Good links between the prison, the health care team and the Council meant that assessments were timely and access was good. Four prisoners had been referred for assessment in the previous six months, none of whom met the criteria for support. At the time of inspection, no prisoners were receiving social care. A prisoner receiving social care who had recently been released was referred and supported appropriately. Effective communication with social services to support release to a nursing home was evident.

## Mental health care

**2.74** There was a high level of mental health need. In our survey, 57% of men said they had a mental health problem against the comparator of 43% and 58% said they had been helped with their mental health.

**2.75** The integrated mental health team offered a very good service to men seven days a week from 7.30am to 6pm. The team consisted of a psychiatrist, mental health nurses, mental health practitioners, a psychologist and assistant psychologist.

**2.76** A wide range of evidence-based therapies were delivered to patients with mental health need. The service model focused on supporting those with primary mental health conditions. Care plans and risk assessments were of a high standard and reviewed regularly.

**2.77** At the time of the inspection, 70 men were on the mental health team caseload, most of them with referrals from reception. Men could self-refer and referrals were received from prison staff. Access to services and waiting times were good with urgent cases seen within 24 hours and non-urgent cases waiting one to two weeks. Five patients were being managed under the care programme approach.[27] We saw evidence of regular prescribing reviews and the completion of annual physical health assessments.

**2.78** A daily duty worker screened referrals, responded to urgent cases and participated in ACCT reviews when appropriate. Standard templates were used to support mental health triage and reviews.

**2.79** No specific mental health awareness training was delivered by the mental health team to custody staff. Officers we spoke to demonstrated a good awareness of mental health and how to refer to services. Twenty-six per cent of prison officers had completed the mental health awareness module as part of the national suicide and self-harm training.

[27] Mental health services for individuals diagnosed with a mental illness.

**2.80** The mental health team had strong links with the prison, and particularly with safer custody. Liaison with the integrated substance misuse service (ISMS) was effective. The mental health team participated in weekly ISMS reviews and joint assessments were undertaken.

**2.81** During the previous six months, only one patient had been transferred out of prison under the Mental Health Act. Despite the best efforts of the service, this took too long at 57 days, which was unacceptable.

**2.82** Effective discharge arrangements were in place, with onward mental health referrals where necessary to ensure continuity of care.

## Recommendation

**2.83** **Patients requiring mental health inpatient care should be transferred without delay.** (Repeated recommendation 2.7)

## Substance use treatment[28]

**2.84** Integrated substance misuse services were delivered by Care UK in partnership with EDP Drug and Alcohol Services. In our survey, 73% of respondents said they had received help with their drug problem against the comparator of 46%. Wing-based drop-in sessions facilitated access to psychosocial support, and 195 prisoners, almost half the population, were engaging with the service.

**2.85** New referrals were seen within 72 hours, and prisoners suspected of NPS or polydrug use within 24 hours. Welfare checks and a persistent psychoactive substance intervention plan (see paragraph 1.43) had been introduced for prisoners at high risk of NPS use who were unwilling to engage. During the previous six months, 202 prisoners had required medical intervention after suspected NPS use. The availability of paramedics and the training undertaken by health care staff and officers had reduced the need for hospital admissions.

**2.86** Effective multi-agency working between the ISMS, health care team and safer custody services was evident. Security information was appropriately shared, and rehabilitative adjudications encouraged prisoners to engage with the ISMS.

**2.87** The range of psychosocial interventions included one-to-one work, theme-based workshops and more intensive interventions such as alcohol and violence and alcohol treatment modules, and 'First Steps' (an introduction to the 12-step abstinence-based programme). A peer support scheme, wing-based self-management and recovery training groups, Alcoholics Anonymous meetings and recovery gym sessions provided additional support. However, there was no designated recovery unit to provide a supportive environment for prisoners.

**2.88** Care UK had recently increased prescribing clinics for prisoners requiring opiate substitution treatment, but specialist nurse input was still limited, which affected the consistency of the service. Treatment regimens for the 58 prisoners prescribed methadone or Espranor (a form of buprenorphine) were flexible and reviews took place according to need. The busy corridor of Saxon/Gwent units was unsuitable for the safe management of medicine queues, and we welcomed plans to move controlled drug administration to the health care unit.

**2.89** There was evidence of good release planning and good links with community drug and alcohol services to ensure consistency of treatment. Harm reduction advice was delivered

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

consistently, and we welcomed the recent introduction of naloxone training and provision to treat opiate overdose in the community on release.

## Recommendation

**2.90 The clinical management of substance dependent prisoners should be strengthened by consistent specialist nurse input.**

## Medicines optimisation and pharmacy services

**2.91** Medicines management had improved since the last inspection.

**2.92** An off-site pharmacy dispensed medicines on a named patient basis and stock medicines were obtained from a pharmaceutical wholesaler. Critical medicines were available from a stock of on-site emergency medicines.

**2.93** The ordering, storage and disposal of controlled drugs reflected current legislation and best practice. Medicines were stored securely, with processes in place to maintain medicines within their recommended temperature ranges.

**2.94** Patients received most medicines through prescriptions. Health services staff administered or supplied an appropriate range of medicines without a prescription. However, records were not kept of staff who were trained and authorised to administer medicines under the homely remedy policy.

**2.95** Opiate substitution treatment was administered from a dedicated treatment room on Saxon/Gwent units, and other controlled drugs were administered from the health care department.

**2.96** All other administered medicines were available three times a day from two medicine administration points in the health care centre, one of which was in the health care waiting area. This resulted in medicines being administered among prisoners waiting for appointments. When we raised this, the appointments were rescheduled and the problem of prisoners crowding around the hatch was resolved. Supervision of medicines queues by prison officers had improved since our last inspection, with the allocation to health care of a dedicated prison officer.

**2.97** Prisoners identified as diverting medicines or taking illegal substances were reviewed by health care staff and their care plans updated. Staff told us that missed doses were followed up after three incidents, but more quickly for critical medicines.

**2.98** Staff who administered medicines had received the appropriate training and had completed competency assessments. However, there was no current system in place to reassess and ensure staff maintained their competency.

**2.99** At the time of the inspection, 70% of prescribed medicines were supplied in possession, including a few tradable medicines. Some highly tradable medicines were appropriately administered only as supervised doses. Most prisoners had signed a compact agreement at reception and had an in-possession risk assessment. However, not all risk assessments were reviewed regularly. Processes to monitor in-possession medicines were only reactive and intelligence driven. Prisoners with in-possession medicines still had no lockable storage for their medicines (see paragraph 2.6).

**2.100** Prescribing activity was monitored through a dashboard and discussed at the medicines management meeting every two months. The service was unable to provide data or analysis to indicate the appropriateness and effectiveness of the medicines used.

## Recommendations

**2.101 All prisoners should have lockable cabinets in which to store their prescribed medicines.** (Repeated recommendation 2.64)

**2.102 Staff training and competency assessments relating to medicines administration should be reviewed to help ensure all staff administering medicines maintain their competency.**

**2.103 The governance of in-possession risk assessments should be reviewed to ensure that the assessments reflect the current risks for the prisoner.**

## Dental services and oral health

**2.104** Time for Teeth delivered NHS-equivalent dental services. Following the previous inspection, the number of dental sessions had increased and waiting times were now within acceptable limits. In our survey, 24% of respondents said it was easy to access the dentist against the comparator of 14%.

**2.105** At the time of the inspection, four dental and two dental therapist sessions were being held each week. A further dental session was added when required to aid management of the waiting list. In our survey, 46% of respondents said that the quality of the dental service was good against the comparator of 33%.

**2.106** There was good provision of oral health advice and information. Dental records were detailed, with good patient treatment plans. Audits of antimicrobial prescribing and the quality of X-rays were satisfactory.

**2.107** The dental facility was of a decent size and clean, although staff told us they had to encourage the cleaner to clean the room on occasions. We saw that dust had accumulated on top of the wall cupboards and the floor had not been deep cleaned recently. Decontamination was undertaken between patient appointments. All equipment was maintained appropriately. Sterile supplies and waste management arrangements were sound.

# Section 3. Purposeful activity

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

## Time out of cell

**Expected outcomes:**
**All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.**

**3.1** The regime had improved since the last inspection and was no longer restricted. The regime ran predictably, with no ad hoc shutdowns through lack of staff. Prisoners in full-time employment had more than nine hours unlocked on weekdays while those not in employment had less than five hours. Additional association periods had been introduced for all prisoners on four weekday evenings. At weekends, prisoners were out of their cells for five and a half hours. In our survey, only 8% said that they had less than two hours of unlock at weekends against the comparator of 24%. However, in our roll checks during work periods, 26% of prisoners were locked in their cells.

**3.2** The library was spacious and bright, with a reasonable selection of books. There was no qualified librarian at the time of the inspection and an experienced education tutor was running the facility. There were some striking displays and changing displays of books, and a new 'business zone'. There were 11 computer terminals for offline use. Some exhibitions and reading promotion events had taken place, but there was limited out-reach at the time of inspection. In our survey, only 35% of prisoners said that they went to the library every week against the comparator of 50%. Storybook Dads[29] was being delivered by an enthusiastic worker, who had plans to expand through out-reach on the wings.

**3.3** The gymnasium was spacious and well equipped. Full staffing enabled a wide variety of activities, including special provision for older prisoners and prisoners isolating themselves or in segregation. A programme of temporary release for an outdoor course on Dartmoor had started. Staff had carried out a survey in response to a limited proportion of the population using the gym facilities, and arrangements for gym attendance had been improved to ensure fairness.

**3.4** A number of creative initiatives had been started by Penal Reform Solutions. These included a community fair and a play written, directed and acted by prisoners which articulated the human consequences of drugs, debt and bullying in prison, which was presented during the inspection.

### Recommendations

**3.5 Prisoners should not be locked in their cells during main work periods except for justifiable reasons specific to the individuals concerned.**

**3.6 Arrangements for access to the library should be effective and the number of prisoners using the facility should be increased through effective out-reach and reading promotion.**

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[29] An independent, registered charity that helps prisoners to record a story for their children to listen to at home.

## Good practice

**3.7** *A number of creative initiatives had been put in place by Penal Reform Solutions, including a community fair and a play written, directed and acted by prisoners which articulated the human impact of drugs, debt and bullying in prison.*

# Education, skills and work activities (Ofsted)[30]

**Expected outcomes:**
**All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.[31]**

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

| | |
|---|---|
| ***Overall effectiveness of education, skills and work:*** | ***Requires improvement*** |
| *Achievements of prisoners engaged in education, skills and work:* | *Requires improvement* |
| *Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment:* | *Requires improvement* |
| *Personal development and behaviour:* | *Requires improvement* |
| *Leadership and management of education, skills and work:* | *Requires improvement* |

## Management of education, skills and work

**3.9** Senior leaders demonstrated a consistent passion for and commitment to the improvement of purposeful activities. Nevertheless, progress had been slow. Senior leaders and managers recognised that, despite extensive and careful planning which had led to some improvements, too many of the goals for improving purposeful activity had yet to be fully achieved. The education and vocational training provision delivered by Weston College required improvement.

**3.10** Prison managers had reviewed quality improvement arrangements and had recently reinstated the quality improvement group. The group focused closely on areas for improvement but was not yet providing the critical management oversight and closely-targeted, measurable actions needed to achieve sustained improvement. Prison managers used available data effectively to monitor and report aspects such as prisoners' overall attendance and classroom efficiency. Nevertheless, prison managers recognised that they lacked a wider range of reliable data for efficient performance management or to monitor and measure the impact and progress of quality improvement actions. Education and prison managers' records of recent observations of the quality of teaching, learning and purposeful activities were often perceptive, leading to helpful professional development initiatives. The

[30] This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

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

most recent self-assessments by the prison and education provider were more evaluative and accurate than at the last inspection, but still did not identify all the key strengths and weaknesses of the provision.

**3.11** Too few prisoners willingly engaged in activities despite the availability of more than enough activity places. Managers had not ensured that the expected sanctions for prisoners' non-attendance at daily activities were applied strictly enough and prisoners could too easily flout the system without penalty. Prisoners' average attendance across all activities in the past six months had been nine percentage points lower than the full year average at the last inspection (74%). However, prison data indicated a slightly improving picture during the last two months of 2018. Prisoners' attendance at the classroom-based sessions that we observed only averaged around 50% (45 out of 94 prisoners). Too many prisoners arrived at a session and then left to attend other activities, such as health care appointments.

**3.12** Weston College managers had developed an extensive programme of popular events which helped to increase prisoners' understanding of cultural, moral, equality and diversity themes. Individual out-reach support on the wings had been introduced since the last inspection and was effective. There was still no accredited provision for non-English speaking prisoners or enough programmes to develop all prisoners' employability or self-employment skills. The number of prisoners following distance learning courses had reduced by about two-thirds since the last inspection, but they received useful support in their studies.

**3.13** Despite the low number of prisoners regularly attending functional skills classes, the waiting lists for these sessions were long and not well managed. Too many prisoners were being allocated as wing workers, up to 12 in each of the six wings. These prisoners completed their mostly unproductive work quickly and were back in their cells after two or three hours. Wing cleaners usually had no formal practical training for their role.

**3.14** The activity allocations process required extensive improvement, not least because managers lacked a clear understanding of what prisoners were waiting to do and were not allocating them appropriately. Too many prisoners (10%) were unemployed, even though there were vacancies in education and workshops.

**3.15** Too few prisoners wanted to work in the spacious industry workshops which were a largely underused resource in which very few prisoners gained the employability skills valued by employers. The lack of skills development was a disincentive for many prisoners. A minority of the prisoners attending the workshops had discovered latent talents, notably in woodwork, but these were not developed systematically by staff. The governor had halved the pay rate in the workshops and switched to motivating prisoners financially to gain functional skills in English and mathematics at levels 1 or 2. It was not evident that this was increasing the number willingly participating in functional skills. The virtual campus[32] was not operating and prisoners did not have access to wider resources or activities for learning and employment-related skills development.

**3.16** Weston College managers had not maintained the broad range of education and training available at the last inspection. Several courses had not run for a long period, for example more than a year in the case of accredited information and communication technology (ICT) programmes. However, managers had appointed new teaching staff and ICT, customer service and manufacturing operations courses were restarting imminently. The recently reintroduced multi-skills construction course was already a vibrant, popular and highly-engaging learning environment. A level 2 fitness course was now available in the gym. A new large goods vehicle (LGV) course used computer-based virtual reality to deliver effective training in LGV driving to prisoners. Two prisoners who had completed this course had been offered work in the transportation sector. Prisoners had very good opportunities to gain

[32] Prisoner access to community education, training and employment opportunities via the internet.

high-level accredited learning in the very well-equipped prison kitchen. Prison managers had well-considered plans to offer a national vocational qualification in the laundry. Managers had given a prisoner good practical support to use his experience and communication skills to devise and deliver a course for prisoners to learn how to plan a business start-up.

**3.17** In our focus groups, prisoners did not all understand what release on temporary licence (ROTL) involved or whether they might be eligible. Only five prisoners were subject to ROTL, four were in the Jailhouse Café next to the prison and one ground works in the community. Prison managers received notification of eight additional ROTL placements during the inspection.

**3.18** Prisoners nearing release had access to a thorough two-week 'resettlement academy' programme (see paragraph 4.27) which included basic careers guidance, mock job interviews, CV production, online job search and access to work coaches. Over the past four months, only about a third of eligible prisoners had chosen to attend.

**3.19** Prison managers worked with a large group of partner organisations to provide practical support for prisoners when they were released. However, managers did not routinely assess the impact of this support. A few case studies had been documented of ex-offenders gaining secure employment, but this was not being done systematically.

## Recommendations

**3.20 The activity allocations process should be efficient, fair and match prisoners' needs.**

**3.21 Leaders and managers should collate and analyse routinely a wide range of reliable data to inform fully performance monitoring and management of the provision.**

**3.22 Leaders and managers should ensure that appropriate learning and skills provision for non-English speakers and for longer-term prisoners is developed and implemented.**

**3.23 Leaders and managers should ensure that self-assessment identifies all strengths and weaknesses in the provision.**

## Quality of provision

**3.24** The quality of teaching and learning was not consistently good and too much required improvement. About a quarter of prisoners had not attended induction to education and a third had not had an initial assessment of their English and mathematics skills.

**3.25** Prisoners were producing work to an expected standard in most sessions that we observed. Teachers were experienced and generally very supportive of prisoners. Even so, not all teachers planned well enough to meet prisoners' needs, particularly in sessions with prisoners at different stages of learning. Most teachers' written feedback praised prisoners' efforts, but too often lacked constructive comment about how they could improve their work further.

**3.26** Trained peer mentors gave useful assistance to prisoners during education and training sessions, but teachers did not plan mentors' interventions well enough. Induction staff did

not share with teachers the outcomes of prisoners' initial assessment in English and mathematics routinely before a course started so that they could plan appropriately.

**3.27** A learning support practitioner provided direct and useful support to only a very small number of the many prisoners who had self-declared a learning difficulty or disability. Teachers' support for such prisoners in class was otherwise scant.

**3.28** Not all teachers routinely corrected prisoners' spelling and grammar. Teachers' handouts distributed to prisoners in classes frequently contained spelling and grammar errors.

## Recommendations

**3.29 Leaders and managers should focus strongly on improving teaching, learning and assessment so that they are consistently good and meet the needs of all prisoners.**

**3.30 Leaders and managers should ensure that all prisoners attend and are involved in their education induction and initial assessment sessions.**

**3.31 All prisoners with a learning difficulty or disability should receive appropriate specialist support in their classroom or workshop training sessions.**

## Personal development and behaviour

**3.32** The behaviour of prisoners who attended education or vocational training sessions was uniformly good. A high level of mutual respect was evident in almost all sessions between teachers, prisoners and their peers.

**3.33** Prisoners' attendance was too low in almost every session that we observed. Their punctuality was universally poor, arriving up to half an hour after the official start of class in too many cases. Too few prisoners valued or took part in the learning opportunities available to them and consequently experienced little that might reduce reoffending or improve their employability skills.

## Recommendation

**3.34 Prisoners' attendance and punctuality at activities should improve significantly.**

## Outcomes and achievements

**3.35** Far too many prisoners did not engage in or attend purposeful activities.

**3.36** No data were available to identify if prisoners with learning difficulties or disabilities achieved as well as others or were able to become more independent and make progress towards employment.

**3.37** The achievement of the prisoners who completed an accredited course was high on most vocational training and personal, social and development courses, but low on the horticulture and customer service courses.

**3.38** Prisoners' achievement in functional skills mathematics showed some improvement since the last inspection but remained very low in English.

## Recommendation

**3.39 Leaders and managers should ensure that prisoners' achievement of qualifications in functional skills English, horticulture and customer service improves considerably.**

# Section 4. Rehabilitation and release planning

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

## Children and families and contact with the outside world

**Expected outcomes:**
**The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.**

**4.1** The visits hall was large, clean and in a good state of decoration with appropriate displays. The furniture had been upgraded from fixed plastic seating to softer movable chairs. The small play area was well equipped, and activity material for older children had been added. The outside area used in summer had been improved. Expia (Expia Ltd is a charitable company which aims to reduce re-offending) provided a range of refreshments from the café located in visits.

**4.2** Visits took place on Friday, Saturday and Sunday only, which appeared adequate to meet the need. Measures had been taken to improve the system for bringing visitors in to the establishment, but there were still problems with visits starting late. In our survey, only 56% of prisoners against the comparator of 76% said that their visitors were usually treated respectfully by staff.

**4.3** Barnardo's delivered a service to support families, which had been enhanced since the last inspection by the provision of additional support before and after visits. Barnardo's provided a play worker for most visits sessions. The programme of special family visits had improved in number and quality: there was now a cycle of 12 a year. Themed events had been organised, making imaginative use of items which prisoners had made in workshops or grown in the horticulture areas, and other prison facilities such as the new serenity garden near the chapel.

**4.4** Families had well-publicised access to information, but it was not clear if the comments box in the visits hall was emptied regularly. Overall there was very limited support for maintaining family ties. The Barnardo's lead worker contributed to a 'family links' course which had recently started in the education department and the 'resettlement academy' programme (see paragraph 4.27). Resources had not yet permitted the development of further initiatives, such as homework clubs or parenting courses, which were offered in similar establishments.

**4.5** The installation of a telephone in every cell had greatly improved prisoners' ability to stay in contact with family and friends at convenient times.

### Recommendation

**4.6 Prisoners should have access to a fuller range of services to support family ties, including parenting courses.**

## Reducing risk, rehabilitation and progression

**Expected outcomes:**
**Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.**

**4.7** The strategic management of rehabilitation work had improved significantly since the last inspection and was now reasonably good. The reducing reoffending strategy and policy were informed by a helpful survey of prisoners' needs but not by an analysis of offender assessment system (OASys) assessments or other data. The monthly activities, change and engagement meetings were well attended and reasonably productive.

**4.8** Most men had an up-to-date OASys and sentence plan. The number of overdue or missing assessments was much lower than we usually see in similar prisons (29 at the start of our inspection). The senior probation officer had given priority to clearing the OASys backlog and had been largely successful.

**4.9** The quality of OASys assessments and sentence plans was good. Those prepared by uniformed offender supervisors were good and better than we usually see. The quality of the probation officers' work was of a consistently high standard. Sentence plans were often generic, but some involved sequenced interventions, which improved prisoners' engagement. Some assessments, written at previous prisons, referred to sentence plan objectives which were not achievable at Guys Marsh. Others had been closed before completion and were of no practical use.

**4.10** The offender management unit (OMU) functioned well. The unit was jointly led by a prison manager and a senior probation officer and included four probation officers, six well-trained offender supervisors and an administration team. Offender supervisors were now rarely cross-deployed to other duties and were supported by the experienced senior probation officer. The population at Guys Marsh had reduced and caseloads were manageable, with about 40 cases for each worker. Facilities for offender supervision work were poor with a lack of private interview rooms and no video-link.

**4.11** The senior probation officer and representatives from the community rehabilitation company (CRC) and the treatment programmes team ran an induction session for all new arrivals every Monday. These interactive sessions explained the role of each department effectively.

**4.12** Cases were allocated within 24 hours of arrival according to risk, with probation officers appropriately managing the high-risk of harm cases. The level of contact between OMU staff and prisoners was good. High-risk of harm prisoners were generally seen at least once a month and low-risk prisoners at least once every two months. Each offender supervisor was allocated a wing which they were required to visit once a week.

**4.13** The first phase of the offender management in custody (OMIC)[33] model had been implemented. All prisoners had a key worker, a wing officer who helped the prisoners to engage in their progress through sentence and rehabilitation. Sentence plans were discussed and the levels of engagement by key workers with their prisoners were good and sustained. Key workers made effective use of P-NOMIS to document this work and complemented the work of offender supervisors well.

**4.14** Home detention curfew (HDC) processes were managed effectively and most prisoners were assessed and released in a timely way. During the previous six months, 41 prisoners had been considered for HDC, 33 of whom had been approved and eight rejected. The cases that we reviewed had been handled appropriately.

**4.15** At the time of the inspection, 17 men had indeterminate sentences for public protection and 32 had life sentences. A lifer forum had been established two months before our inspection and had met twice. The meetings were chaired by an offender supervisor and were constructive.

## Public protection

**4.16** About 40% of prisoners had been assessed as posing a high risk of harm to others. Public protection work was good. The interdepartmental risk management meetings (IRMT) were well attended and effective. Action from the meetings were systematically followed up.

**4.17** Multi-agency public protection work was sound. Men who were potentially subject to multi-agency public protection arrangements (MAPPA) were considered at the IRMT three months before release and again each month until their release. Appropriate MAPPA procedures had been used in all the cases that we examined. The senior probation officer reviewed all information reports (MAPPA Fs) about prisoners' behaviour in custody. The standard of the reports varied but, overall, they were reasonably good.

**4.18** Engagement with community offender managers was good and better than we usually see. Restrictions to protect victims and children by monitoring phone calls and mail were implemented robustly. The National Probation Service staff in the OMU had access to Delius which facilitated dialogue with community offender managers and gave access to Crown Prosecution Service records. This was useful in general, but particularly valuable in public protection work.

## Categorisation and transfers

**4.19** Prisoners attended their categorisation reviews with OMU managers, offender supervisors and sometimes key workers. The reviews went back to the prisoner's original offence and discussed his subsequent progress and behaviour in custody. Not all prisoners were notified personally of the outcome of the review. In the previous six months, 202 categorisation reviews had taken place, 25 of which were awarded category D status.

[33] Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management, and the introduction of prison offender managers (POMs) is being introduced gradually, from 2019.

### Good practice

**4.20** *All categorisation reviews were conducted face to face with the prisoner and involved offender management unit managers and offender supervisors. The reviews were detailed and analysed the prisoners' progress since committing their offence.*

## Interventions

**Expected outcomes:**
**Prisoners are able to access interventions designed to promote successful rehabilitation.**

**4.21** Prisoners could refer themselves to the two offending behaviour programmes: the thinking skills programme and Resolve. However, the 20 places that would be available on the Resolve programme in 2019 were insufficient to meet the population's needs. The treatment team already had a pool of 45 prisoners who were eligible to start Resolve.

**4.22** Two non-accredited programmes were delivered. The treatment team ran Timewise which helped men to avoid using violence and aggression in prison, but at the time of the inspection only four men had completed it. About 50 men had completed the Change Let Everyone Achieve programme run by the education department. The treatment team worked closely with the OMU and ran monthly accredited intervention meetings. Key workers were invited to graduation ceremonies.

**4.23** The use of ROTL had improved slightly since our last inspection. Five men were released each weekday: one to work in the grounds adjacent to the prison and four to work in the Jailhouse Café (see paragraph 3.17).

**4.24** There was adequate support from Catch 22 for prisoners needing help with finance, benefit and debt problems. Catch 22 had helped 132 men to open bank accounts in the previous year. During the last six months, 15% of men had been released without stable accommodation (24 out of 159 releases) despite sustained efforts by Catch 22. A shortage of suitable accommodation in the south-west contributed to this.

**4.25** There was a policy on the support to be given to care leavers under OMiC. Work to support some care leavers was good: those under the age of 25 received more support than other prisoners, for example with accommodation. We observed a social worker attending the prison to discuss release with a young prisoner and applying the policy to good effect. However, the policy was new and not yet fully embedded.

**4.26** The 'Growth project' appeared to have a positive impact on the motivation and progression of some prisoners and had delivered training to some staff.[34] However, it had not been independently evaluated and was not integrated with the work of the OMU.

[34] A locally developed project focusing on promoting change in attitudes and behaviours. See https://www.penalreformsolutions.com/the-growth-project.

# Release planning

**Expected outcomes:**
**The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.**

**4.27** During the previous six months, 159 prisoners had been released into the community. Catch 22 assessed prisoners' resettlement needs three months before release but a lack of private interview rooms affected the confidentiality of assessments. We observed an assessment taking place in a room in the bricklaying workshop which was continually interrupted by other prisoners. The two-week 'resettlement academy' was a good initiative which comprised a series of workshops involving prison departments and third sector providers to advise men who were about to leave the prison. One session explained licence conditions and how men could avoid being recalled to prison on licence. This was innovative. Attendance was by invitation, but promotion of the programme was poor and it was underused by prisoners.

**4.28** At the time of our inspection, the Catch 22 team consisted of only three members of staff but there were plans to recruit more staff shortly. Catch 22 could refer prisoners who were to be released locally to a through-the-gate mentoring service run by the Prison Advice and Care Trust (PACT). During the previous year, 55 men had been referred for mentoring by PACT.

## Good practice

**4.29** *Prisoners could attend a workshop before release explaining licence conditions and how to avoid recall.*

# 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 recommendations

**To the governor**

**5.1** Managers should ensure that all use of force is justified and that poor accountability and oversight in relation to the use of force is rigorously addressed. (S42)

**5.2** The security department should consider trends and patterns in information received, identify specific objectives and actions based on this analysis, and measure the impact of these actions, particularly on reducing the supply of illicit drugs and associated debt and intimidation. (S43)

**5.3** There should be a co-ordinated approach to equality, underpinned by thorough data analysis and prisoner consultation, to ensure the needs of all prisoners with protected characteristics are recognised and potential or actual discrimination is identified and managed robustly. (S44)

**5.4** Leaders and managers should encourage and expect all prisoners to engage in education, skills and work and willingly attend the sessions they are allocated to. Work areas should provide prisoners with the opportunity to gain skills which employers value. (S45)

**5.5** Leaders and managers should ensure that quality improvement arrangements provide critical and evaluative oversight which leads to closely-targeted, measurable actions and sustained improvement in the provision of learning and skills. (S46)

## Recommendations

### Early days in custody

**5.6** Reception staff should systematically follow up lost or delayed property and log their progress. (1.9)

### Managing behaviour

**5.7** Co-ordinated action should be taken to make the prison safer, in particular developing effective responses to drug misuse and debt. (1.19)

**5.8** Managerial oversight of disciplinary procedures should be effective and ensure that all hearings are completed within a reasonable time. (1.26)

### Daily life

**5.9** All toilets and showers should be screened to ensure privacy. (2.10)

**5.10** A standard monitoring system should be implemented to monitor the timeliness of responses to cell call bells. (2.11)

**5.11** Breakfast should be provided on the day it is to be eaten. (2.17)

**5.12** Robust tracking processes should be implemented to monitor the timeliness of responses to applications. (2.26)

**5.13** A systematic approach to the analysis of complaints should be implemented to establish trends and learning points and amend practice. (2.27)

**5.14** Complaints made by prisoners about staff should be reviewed and answered by a senior member of staff. (2.28)

### Equality, diversity and faith

**5.15** All discrimination incidents reported should be investigated promptly and thoroughly, supported by robust quality assurance. (2.35)

**5.16** A paid carer scheme to assist prisoners with disabilities should be developed and implemented. (2.41, repeated recommendation 2.27)

### Health, well-being and social care

**5.17** Health care services should be informed by an up-to-date health needs analysis. (2.54)

**5.18** All prisoners should receive secondary health screening within seven days of arrival at the prison. (2.70)

**5.19** All patients should receive advance notification of their health care appointment. (2.71)

**5.20** Patients requiring mental health inpatient care should be transferred without delay. (2.83, repeated recommendation 2.7)

**5.21** The clinical management of substance dependent prisoners should be strengthened by consistent specialist nurse input. (2.90)

**5.22** All prisoners should have lockable cabinets in which to store their prescribed medicines. (2.101, repeated recommendation 2.64)

**5.23** Staff training and competency assessments relating to medicines administration should be reviewed to help ensure all staff administering medicines maintain their competency. (2.102)

**5.24** The governance of in-possession risk assessments should be reviewed to ensure that the assessments reflect the current risks for the prisoner. (2.103)

### Time out of cell

**5.25** Prisoners should not be locked in their cells during main work periods except for justifiable reasons specific to the individuals concerned. (3.5)

**5.26** Arrangements for access to the library should be effective and the number of prisoners using the facility should be increased through effective out-reach and reading promotion. (3.6)

### Education, skills and work activities

**5.27** The activity allocations process should be efficient, fair and match prisoners' needs. (3.20)

**5.28** Leaders and managers should collate and analyse routinely a wide range of reliable data to inform fully performance monitoring and management of the provision. (3.21)

**5.29** Leaders and managers should ensure that appropriate learning and skills provision for non-English speakers and for longer-term prisoners is developed and implemented. (3.22)

**5.30** Leaders and managers should ensure that self-assessment identifies all strengths and weaknesses in the provision. (3.23)

**5.31** Leaders and managers should focus strongly on improving teaching, learning and assessment so that they are consistently good and meet the needs of all prisoners. (3.29)

**5.32** Leaders and managers should ensure that all prisoners attend and are involved in their education induction and initial assessment sessions. (3.30)

**5.33** All prisoners with a learning difficulty or disability should receive appropriate specialist support in their classroom or workshop training sessions. (3.31)

**5.34** Prisoners' attendance and punctuality at activities should improve significantly. (3.34)

**5.35** Leaders and managers should ensure that prisoners' achievement of qualifications in functional skills English, horticulture and customer service improves considerably. (3.39)

### Children and families and contact with the outside world

**5.36** Prisoners should have access to a fuller range of services to support family ties, including parenting courses. (4.6)

## Examples of good practice

**5.37** A member of staff visited self-isolating prisoners each day to provide support, ensure that they were receiving their regime, and give them opportunities to associate together in a supportive environment. (1.20)

**5.38** Prisoners had the opportunity to undertake a progressive route towards food hygiene, catering and hospitality qualifications and to use these qualifications to work outside the prison on temporary licence. (2.18)

**5.39** Responses to complaints were given in sealed envelopes, included 'easy read' information on how and when prisoners could submit an appeal to a response. (2.29)

**5.40** The care of prisoners who were self-isolating ensured that current and emerging health needs were quickly identified and managed. (2.55)

**5.41** A number of creative initiatives had been put in place by Penal Reform Solutions, including a community fair and a play written, directed and acted by prisoners which articulated the human impact of drugs, debt and bullying in prison. (3.7)

**5.42** All categorisation reviews were conducted face to face with the prisoner and involved offender management unit managers and offender supervisors. The reviews were detailed and analysed the prisoners' progress since committing their offence. (4.20)

**5.43** Prisoners could attend a workshop before release explaining licence conditions and how to avoid recall. (4.29)

# Section 6. Appendices

## Appendix I: Inspection team

| | |
|---|---|
| Martin Lomas | Deputy Chief Inspector |
| Hindpal Singh Bhui | Team leader |
| Bev Alden | Inspector |
| Colin Carroll | Inspector |
| Michael Dunkley | Inspector |
| Martyn Griffiths | Inspector |
| Natalie Heeks | Inspector |
| Deri Hughes-Roberts | Inspector |
| Martin Kettle | Inspector |
| Jade Richards | Inspector |
| Kam Sarai | Inspector |
| Elizabeth Walsh | Lead health and social care inspector |
| Sigrid Engelen | Health and social care inspector |
| Shaun Thomson | Health and social care inspector |
| Malcolm Irons | Care Quality Commission inspector |
| Nick Crombie | Ofsted inspector |
| Tracey Zimmerman | Ofsted inspector |
| Diane Koppit | Ofsted inspector |
| Charli Bradley | Researcher |
| Patricia Taflan | Researcher |
| Sharlene Andrew | Researcher |
| Rachel Duncan | Researcher |
| Chris Rush | Observer |
| Louise Hopper | Observer |

# Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

## Safety

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

*At the last inspection in 2016, reception was welcoming, but there was too little focus on the safety and vulnerability of new arrivals. Too many prisoners felt unsafe. Levels of violence were high, had increased since the previous inspection and were mostly driven by drugs and debt. Arrangements to support prisoners at risk of self-harm were not sufficiently robust. Drugs were readily available and many prisoners had developed a drug problem while at the prison. Spice use was widespread and particularly problematic. Not enough was being done to reduce drug supply and make the prison safer. The managerial oversight of force was inadequate. The use of segregation was high. Support for prisoners with substance misuse issues had improved and was reasonably good. Outcomes for prisoners were poor against this healthy prison test.*

### Main recommendations

All violent incidents should be analysed, to understand the causes and identify patterns and trends. Coordinated action should be taken to make the prison safer. Perpetrators should be identified and challenged, and victims should be supported. (S53)
**Partially achieved**

The full extent of drug availability should be monitored, and a strategy and action plan put in place to reduce drug supply. (S54)
**Partially achieved**

### Recommendations

All prisoners' property should arrive with them at the prison. (1.3)
**Not achieved**

Initial welfare checks of all new arrivals should be carried out by trained staff in private. (1.11)
**Achieved**

Insiders should be properly supervised by prison staff in reception and on the first night unit. (1.12)
**Partially achieved**

First night cells for new arrivals should be identified before their arrival on the unit and contain all basic items such as a kettle, television and adequate bedding. (1.13)
**Not achieved**

Self-isolating prisoners should be monitored, to understand the extent and nature of the problem, and this analysis should inform the local strategy to help these prisoners, including reintegration planning. (1.20)
**Achieved**

Incidents of self-harm and trends over time should be analysed fully, to identify the major causes and take action to address them. (1.28)
**Achieved**

Assessment, care in custody and teamwork (ACCT) management, planning and recording should be of a consistent quality, so that all concerns about prisoners are addressed effectively. (1.29)
**Achieved**

All serious acts of self-harm which could have resulted in the loss of life should be investigated, with lessons learned identified and shared to improve practice. (1.30)
**Achieved**

Action plans developed from Prisons and Probation Ombudsman death in custody investigations should be closely monitored and reviewed, to ensure that recommended actions are embedded in practice. (1.31)
**Achieved**

Security-related data analysis should consider trends and measure whether actions are having an impact over time. (1.42)
**Not achieved**

The mandatory drug testing programme should be sufficiently resourced to ensure a robust suspicion testing programme. (1.43)
**Achieved**

Incidents involving the use of force should be reduced, and its governance and accountability, including documentation, should be improved, including uses of special accommodation, planned interventions and batons. (1.54)
**Not achieved**

Prisoners segregated for longer than four weeks should have additional care planning, to promote their continued well-being. (1.60)
**Partially achieved**

Copies of the secondary detoxification policy and pathway leaflet should be made readily available to all prisoners and discipline staff. (1.67)
**Achieved**

# Respect

**Prisoners are treated with respect for their human dignity.**

*At the last inspection in 2016, most residential units and cells were dirty and poorly maintained. Prisoners were frustrated by the poor living conditions and their struggle to get things done. Too often, staff failed to challenge poor behaviour or set effective boundaries. Equality provision had recently improved but the needs of prisoners with protected characteristics were often not met or monitored effectively. Faith provision was reasonable. Responses to prisoner complaints were good but not always timely. Health services were very good. The quality of the food provided was reasonably good. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

## Main recommendations

Living conditions should be improved. Cells and communal areas should be maintained to an acceptable and decent standard. The showers should be fully refurbished and have an adequate hot water supply. Heating should be reliable. (S55)
**Partially achieved**

The culture of the prison should be improved through the exploration of staff confidence, training and leadership. Consistent and confident staff–prisoner relationships should be embedded which set clear expectations on behaviour and provide a model for positive citizenship. (S56)
**Achieved**

## Recommendations

The cleanliness of communal areas and cells should be improved and kept to a high standard, and prisoners should have good access to all basic items, such as clean bedding, clothes and cell cleaning materials. (2.7)
**Partially achieved**

The applications process should be improved, to ensure that it is effective and that prisoners receive timely responses. (2.8)
**Not achieved**

The prison should carry out regular consultation with prisoners from minority groups and address the issues raised. (2.16)
**Not achieved**

Equality monitoring data should be analysed and investigated robustly. Findings should be used directly to inform practice. (2.17)
**Not achieved**

All discrimination incidents reported should be investigated promptly. (2.18)
**Not achieved**

The prison should consult with prisoners from black and minority ethnic groups to understand and address perceptions of victimisation and negative perceptions about staff. (2.25)
**Partially achieved**

Personal emergency evacuation plans should be reviewed regularly and kept up to date, and all wing staff should be familiar with them. (2.26)
**Achieved**

A paid carer scheme to assist prisoners with disabilities should be developed and implemented. (2.27)
**Not achieved** (Recommendation repeated, 2.41)

Analysis of complaints should be used to inform and amend practice, including improving the timeliness of responses. (2.33)
**Not achieved**

Access to sexual health services should be improved, to ensure that prisoners are treated promptly. (2.49)
**Achieved**

The escort arrangements for external hospital appointments should avoid unnecessary cancellations. (2.57)
**Achieved**

All medication should be administered with sufficient officer supervision and privacy, and prisoners should be challenged about their behaviour around the hatches, to prevent diversion and violent incidents and ensure confidentiality. (2.62)
**Achieved**

Medicines should be stored and administered in line with professional standards underpinned by in-date protocols. (2.63)
**Achieved**

All prisoners should have lockable cabinets in which to store their prescribed medicines. (2.64)
**Not achieved** (Recommendation repeated, 2.101)

Waiting times for the dentist should not exceed clinically acceptable waiting times in the community. (2.68)
**Achieved**

Patients requiring mental health inpatient care should be transferred without delay. (2.77)
**Not achieved** (Recommendation repeated, 2.83)

All servery areas and equipment, including communal microwaves and toasters, should be kept clean and hygienic. (2.84)
**Achieved**

Prisoners should not be charged a processing fee on catalogue orders. (2.89)
**Not achieved**

# Purposeful activity

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

*At the last inspection in 2016, the amount of time out of cell was reasonable for most, but prisoners were locked up too early for the night. The management of learning and skills was improving but the pace of improvements was slow. There were sufficient activities for all prisoners to be engaged but too many chose not to do so. The substantial numbers of learners with entry-level skills in mathematics and/or English were not supported to improve. The quality of teaching and learning required improvement. Peer mentors were used well. Prisoners achieved well, except on some English and mathematics courses. Library and PE facilities were good but usage had reduced, primarily because of staff shortages. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

## Main recommendation

All prisoners should be encouraged and expected to engage in learning and work, and all work areas should provide suitable work which encourages a strong work ethic. (S57)
**Not achieved**

## Recommendations

Prisoners should have access to evening association on weekdays, so that they can maintain family and social ties. (3.4)
**Achieved**

The self-assessment should identify strengths and all weaknesses in the provision. (3.12)
**Partially achieved**

All wing staff should support and encourage prisoners to develop their learning and skills. (3.13)
**Not achieved**

Learners' historic and current low achievement in English and/or mathematics functional skills should be raised considerably. (3.14)
**Partially achieved**

The provision of activities should include strategies and options which meet the needs of prisoners with entry-level English and mathematics skills. (3.15)
**Not achieved**

Appropriate learning and skills provision for non-English speakers and for longer-term prisoners should be developed and implemented. (3.20)
**Not achieved**

Business development and self-employment courses which reflect the skills and knowledge that prisoners will need on release should be delivered routinely. (3.21)
**Not achieved**

The more able learners in functional skills classes should be given work that helps them to achieve their full potential. (3.31)
**Not achieved**

Out-reach provision for prisoners should be reinstated and further developed. (3.32)
**Achieved**

All prisoners with a specific learning difficulty or disability should be identified and supported so they can make progress in their skills and learning. (3.33)
**Not achieved**

The initial assessment of prisoners' functional skills should be accurate, so that learners are placed on the right level and type of programme. (3.34)
**Not achieved**

All staff in learning, skills and work should be provided with unambiguous guidance about the functional skill levels that prisoners are expected to work towards or achieve, and why, in order to encourage prisoners to value and participate fully in their learning. (3.41)
**Achieved**

Access arrangements to the library should be effective and the number of prisoners using the facility should be increased. (3.48)
**Not achieved**

The reasons for low numbers of prisoners using the PE facilities should be explored and addressed. (3.52)
**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 2016, offender management was poor and adversely affected by the cross-deployment of offender supervisors and a backlog of offender assessment system (OASys) assessments and sentence plans. Around half of the population was without an up-to-date OASys assessment and this directly affected their ability to progress. Meaningful contact between offender supervisors and prisoners, even in high-risk cases, was limited. Public protection measures were not sufficiently robust. Reintegration planning and practical help to support prisoners on release were reasonably good, although more needed to be done to assist prisoners in finding work or training on release. Offending behaviour interventions were not based on a meaningful assessment of need. Outcomes for prisoners were poor against this healthy prison test.*

## Main recommendation

All prisoners' risks and needs should be assessed and managed. Offender supervisors should have meaningful engagement with prisoners and focus on reducing risk, promoting progression and contributing to multi-agency release planning. (S58)
**Achieved**

## Recommendations

Offender management and resettlement should be fully informed by a comprehensive and robust analysis of needs, including evidence gathered from offender assessment system (OASys) assessments and evidence of the specific needs of different types of prisoners. (4.5)
**Partially achieved**

Offender management should be at the centre of the work with prisoners, and information exchange between wider prison staff and offender supervisors should be improved. (4.6)
**Achieved**

All relevant cases should be referred to the interdepartmental risk management team in the few months before release, and comprehensive risk management plans should be developed and reviewed each month to monitor the progress made. (4.20)
**Achieved**

The management of multi-agency public protection arrangements (MAPPA) should be robust, and all relevant prisoners should be correctly identified, have their MAPPA level set in good time, and have robust release plans and arrangements in place. (4.21)
**Achieved**

All recategorisation reviews should be informed by an up-to-date OASys assessment. (4.24)
**Not achieved**

Resettlement outcomes in relation to accommodation, and employment, training and education following release should be gathered and analysed to evidence the effectiveness of the resettlement services. (4.32)
**Not achieved**

All prisoners should be interviewed and skills action plans, addressing employment and training needs for release, produced before they are allocated to learning, skills or work. (4.40)
**Not achieved**

Prisoners should be supported in CV writing, job search and securing employment or training on release. (4.41)
**Partially achieved**

The facilities in the visitors' centre should be improved and it should be staffed before and after visiting times. (4.53)
**Achieved**

Family support provision should be increased, to meet the demands of the population, and should include more family day spaces. (4.54)
**Partially achieved**

A comprehensive needs analysis should inform the type and number of offending behaviour interventions delivered. (4.58)
**Not 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-year-olds | 21 and over | % |
|---|---|---|---|
| Sentenced | 0 | 304 | 77.9% |
| Recall | 0 | 44 | 11.3% |
| Convicted unsentenced | 0 | 0 | 0.0% |
| Indeterminate Sentence | 0 | 41 | 10.5% |
| Remand | 0 | 0 | 0.0% |
| Civil prisoners | 0 | 0 | 0.0% |
| Detainees/ Immigration | 0 | 1 | 0.3% |
| **Total** | **0** | **390** | **100%** |

| Sentence | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| Unsentenced | 0 | 1 | 0.3% |
| Less than six months | 0 | 1 | 0.3% |
| six months to less than 12 months | 0 | 3 | 0.8% |
| 12 months to less than 2 years | 0 | 16 | 4.1% |
| 2 years to less than 4 years | 0 | 112 | 28.7% |
| 4 years to less than 10 years | 0 | 190 | 48.7% |
| 10 years and over (not life) | 0 | 18 | 4.6% |
| ISPP (indeterminate sentence for public protection) | 0 | 17 | 4.3% |
| Life | 0 | 32 | 8.2% |
| **Total** | **0** | **390** | **100%** |

| Age | Number of prisoners | % |
|---|---|---|
| Please state minimum age here: | 21 | |
| Under 21 years | 0 | 0.0% |
| 21 years to 29 years | 133 | 34.1% |
| 30 years to 39 years | 132 | 33.8% |
| 40 years to 49 years | 75 | 19.2% |
| 50 years to 59 years | 43 | 11.0% |
| 60 years to 69 years | 5 | 1.3% |
| 70 plus years | 2 | 0.5% |
| Please state maximum age here: | 73 | |
| **Total** | **390** | **100%** |

| Nationality | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| British | 0 | 345 | 88.5% |
| Foreign nationals | 0 | 45 | 11.5% |
| **Total** | **0** | **390** | **100%** |

| Security category | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| Uncategorised unsentenced | 0 | 0 | 0.0% |
| Uncategorised sentenced | 0 | 0 | 0.0% |
| Category A | 0 | 0 | 0.0% |
| Category B | 0 | 0 | 0.0% |
| Category C | 0 | 369 | 94.6% |
| Category D | 0 | 21 | 5.4% |
| Other | 0 | 0 | 0.0% |
| **Total** | **0** | **390** | **100%** |

| Ethnicity | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| White | | | |
| British | 0 | 249 | 63.8% |
| Irish | 0 | 8 | 2.1% |
| Gypsy/Irish Traveller | 0 | 16 | 4.1% |
| Other white | 0 | 29 | 7.4% |
| | | | |
| Mixed | | | |
| White and black Caribbean | 0 | 12 | 3.1% |
| White and black African | 0 | 2 | 0.5% |
| White and Asian | 0 | 2 | 0.5% |
| Other mixed | 0 | 4 | 1.0% |
| | | | |
| Asian or Asian British | | | |
| Indian | 0 | 3 | 0.8% |
| Pakistani | 0 | 2 | 0.5% |
| Bangladeshi | 0 | 1 | 0.3% |
| Chinese | 0 | 0 | 0.0% |
| Other Asian | 0 | 8 | 2.1% |
| | | | |
| Black or black British | | | |
| Caribbean | 0 | 19 | 4.9% |
| African | 0 | 19 | 4.9% |
| Other black | 0 | 10 | 2.6% |
| | | | |
| Other ethnic group | | | |
| Arab | 0 | 1 | 0.3% |
| Other ethnic group | 0 | 3 | 0.8% |
| | | | |
| Not stated | 0 | 2 | 0.5% |
| **Total** | **0** | **390** | **100%** |

| Religion | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| Baptist | 0 | 1 | 0.3% |
| Church of England | 0 | 55 | 14.1% |
| Roman Catholic | 0 | 72 | 18.5% |
| Other Christian denominations | 0 | 44 | 11.3% |
| Muslim | 0 | 63 | 16.2% |
| Sikh | 0 | 2 | 0.5% |
| Hindu | 0 | 5 | 1.3% |
| Buddhist | 0 | 10 | 2.6% |
| Jewish | 0 | 0 | 0.0% |
| Other | 0 | 5 | 1.3% |
| No religion | 0 | 133 | 34.1% |
| **Total** | **0** | **390** | **100%** |

| Other demographics | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| **Veteran (ex-armed services)** | 0 | 6 | 1.5% |
| | 0 | 0 | 0.0% |
| **Total** | **0** | **0** | **1.5%** |

**Sentenced prisoners only**

| Length of stay | 18–20-year-olds | | 21 and over | |
|---|---|---|---|---|
| | **Number** | **%** | **Number** | **%** |
| Less than 1 month | 0 | 0.0% | 24 | 6.2% |
| 1 month to 3 months | 0 | 0.0% | 81 | 20.8% |
| 3 months to 6 months | 0 | 0.0% | 16 | 4.1% |
| 6 months to 1 year | 0 | 0.0% | 104 | 26.7% |
| 1 year to 2 years | 0 | 0.0% | 59 | 15.1% |
| 2 years to 4 years | 0 | 0.0% | 18 | 4.6% |
| 4 years or more | 0 | 0.0% | 16 | 4.1% |
| **Total** | **0** | **0.0%** | **390** | **100%** |

**Sentenced prisoners only**

| | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| Foreign nationals detained post sentence expiry | 0 | 1 | 0.3 |
| 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-year-olds | | 21 and over | |
|---|---|---|---|---|
| | **Number** | **%** | **Number** | **%** |
| Less than 1 month | 0 | 0.0% | 0 | 0.0% |
| 1 month to 3 months | 0 | 0.0% | 0 | 0.0% |
| 3 months to six months | 0 | 0.0% | 0 | 0.0% |
| six months to 1 year | 0 | 0.0% | 0 | 0.0% |
| 1 year to 2 years | 0 | 0.0% | 0 | 0.0% |
| 2 years to 4 years | 0 | 0.0% | 0 | 0.0% |
| 4 years or more | 0 | 0.0% | 0 | 0.0% |
| **Total** | **0** | **0.0%** | **0** | **0.0%** |

| Main offence | 18–20-year-olds | 21 and over | % |
|---|---|---|---|
| Violence against the person | | Unable to gather information due to report not working on NOMIS. | |
| Sexual offences | | | |
| Burglary | | | |
| Robbery | | | |
| Theft and handling | | | |
| Fraud and forgery | | | |
| Drugs offences | | | |
| Other offences | | | |
| Civil offences | | | |
| Offence not recorded /holding warrant | | | |
| **Total** | | | |

# Appendix IV: Photographs

Photograph A. Cambria unit




Photograph B. Saxon unit



Photograph C. Standard cell on Cambria unit with unscreened toilet




Photograph D. Temporarily shared cell on Jubilee unit



# Appendix V: Prisoner survey methodology and results

## Prisoner survey methodology

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

HMIP researchers have developed a self-completion questionnaire to support HMIP 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.[35]

The questionnaire is available in 14 languages and can also be administered via a telephone interpreting service if necessary.

The questionnaire was revised during 2016-2017, 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 HMIP researchers from a P-NOMIS prisoner population print-out ordered by cell location. Using a power calculation, HMIP researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.[36]

### Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent[37] to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

### Survey response

At the time of the survey on 17 December 2018 the prisoner population at HMP Guys Marsh was 394. Using the sampling method described above, questionnaires were distributed to 176 prisoners. We received a total of 123 completed questionnaires, a response rate of 70%. This included two questionnaires completed via face-to-face interview. Twenty-three prisoners declined to participate in the survey and 30 questionnaires were either not returned at all, or returned blank.

### Survey results and analyses

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35 Qualitative analysis of these written comments is undertaken by HMIP researchers and used by inspectors.

36 95% confidence interval with a 7% margin of error. The formula assumes a 75% response rate (65% in open establishments).

37 For further information about the ethical principles which underpin our survey methodology, please see 'Ethical principles for research activities' which can be downloaded from HMIP's website http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/

Over the following pages we present the full survey results followed by various comparative analyses for HMP Guys Marsh. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.[38] Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

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

**Responses from HMP Guys Marsh 2018 compared with those from other HMIP surveys[39]**
- Survey responses from HMP Guys Marsh in 2018 compared with survey responses from other category C training prisons inspected since September 2017.
- Survey responses from HMP Guys Marsh in 2018 compared with survey responses from HMP Guys Marsh in 2016.

**Comparisons between different residential locations within HMP Guys Marsh 2018**
- responses of prisoners on Fontmell wing (enhanced wing) compared with those from the rest of the establishment.
- responses of prisoners on Cambria wing (vulnerable prisoner and over-50 wing) compared with those from the rest of the establishment.

**Comparisons between sub-populations of prisoners within HMP Guys Marsh 2018[40]**
- responses of prisoners aged 25 and under compared with those over 25.
- responses of prisoners aged 50 and over compared with those under 50.
- white prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners' responses compared with those of non-Muslim prisoners.
- responses of prisoners who reported that they had a disability compared to those who did not.
- responses of prisoners who reported that they had mental health problems compared with those who did not.
- British nationals' responses compared with those of foreign nationals.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.[41]

In the comparator analyses, statistically significant[42] differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of

38 Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).
39 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.
40 These analyses are carried out on summary data from selected survey questions only.
41 A minimum of 10 responses which must also represent at least 10% of the total response.
42 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.

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?**

| | |
|---|---|
| Cambria Wing | 23 (19%) |
| Fontmell Wing | 13 (11%) |
| Gwent Wing | 26 (21%) |
| Jubilee Wing | 16 (13%) |
| Mercia Wing | 22 (18%) |
| Saxon Wing | 21 (17%) |
| Tarrant/Segregation unit | 2 (2%) |

**1.2 How old are you?**

| | |
|---|---|
| Under 21 | 0 (0%) |
| 21 - 25 | 32 (26%) |
| 26 - 29 | 21 (17%) |
| 30 - 39 | 33 (27%) |
| 40 - 49 | 18 (15%) |
| 50 - 59 | 17 (14%) |
| 60 - 69 | 1 (1%) |
| 70 or over | 1 (1%) |

**1.3 What is your ethnic group?**

| | |
|---|---|
| White - English/ Welsh/ Scottish/ Northern Irish/ British | 77 (63%) |
| White - Irish | 1 (1%) |
| White - Gypsy or Irish Traveller | 3 (2%) |
| White - any other White background | 10 (8%) |
| Mixed - White and Black Caribbean | 7 (6%) |
| Mixed - White and Black African | 3 (2%) |
| Mixed - White and Asian | 1 (1%) |
| Mixed - any other Mixed ethnic background | 2 (2%) |
| Asian/ Asian British - Indian | 0 (0%) |
| Asian/ Asian British - Pakistani | 1 (1%) |
| Asian/ Asian British - Bangladeshi | 1 (1%) |
| Asian/ Asian British - Chinese | 0 (0%) |
| Asian - any other Asian Background | 0 (0%) |
| Black/ Black British - Caribbean | 7 (6%) |
| Black/ Black British - African | 5 (4%) |
| Black - any other Black/ African/ Caribbean background | 3 (2%) |
| Arab | 0 (0%) |
| Any other ethnic group | 2 (2%) |

**1.4 How long have you been in this prison?**

| | |
|---|---|
| Less than 6 months | 45 (37%) |
| 6 months or more | 77 (63%) |

**1.5 Are you currently serving a sentence?**

| | |
|---|---|
| Yes | 107 (88%) |
| Yes - on recall | 13 (11%) |
| No - on remand or awaiting sentence | 0 (0%) |
| No - immigration detainee | 1 (1%) |

**1.6 How long is your sentence?**

| | |
|---|---|
| Less than 6 months | 3 (2%) |
| 6 months to less than 1 year | 3 (2%) |
| 1 year to less than 4 years | 45 (37%) |
| 4 years to less than 10 years | 52 (43%) |
| 10 years or more | 5 (4%) |
| IPP (indeterminate sentence for public protection) | 5 (4%) |
| Life | 8 (7%) |
| Not currently serving a sentence | 1 (1%) |

## Arrival and reception

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

| | |
|---|---|
| Yes | 13 (11%) |
| No | 90 (75%) |
| Don't remember | 17 (14%) |

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

| | |
|---|---|
| Less than 2 hours | 60 (50%) |
| 2 hours or more | 50 (42%) |
| Don't remember | 10 (8%) |

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

| | |
|---|---|
| Yes | 99 (83%) |
| No | 13 (11%) |
| Don't remember | 7 (6%) |

**2.4 Overall, how were you treated in reception?**

| | |
|---|---|
| Very well | 48 (40%) |
| Quite well | 57 (48%) |
| Quite badly | 4 (3%) |
| Very badly | 5 (4%) |
| Don't remember | 5 (4%) |

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

| | |
|---|---|
| Problems getting phone numbers | 28 (24%) |
| Contacting family | 21 (18%) |
| Arranging care for children or other dependants | 0 (0%) |
| Contacting employers | 3 (3%) |
| Money worries | 17 (15%) |
| Housing worries | 13 (11%) |
| Feeling depressed | 33 (28%) |
| Feeling suicidal | 10 (9%) |
| Other mental health problems | 24 (21%) |
| Physical health problems | 6 (5%) |
| Drug or alcohol problems (e.g. withdrawal) | 20 (17%) |
| Problems getting medication | 15 (13%) |
| Needing protection from other prisoners | 7 (6%) |
| Lost or delayed property | 28 (24%) |
| Other problems | 9 (8%) |
| Did not have any problems | 33 (28%) |

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

| | |
|---|---|
| Yes | 29 (25%) |
| No | 53 (46%) |
| Did not have any problems when I first arrived | 33 (29%) |

## 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 | 66 (55%) |
| Toiletries / other basic items | 54 (45%) |
| A shower | 70 (58%) |
| A free phone call | 71 (59%) |
| Something to eat | 89 (74%) |
| The chance to see someone from health care | 88 (73%) |
| The chance to talk to a Listener or Samaritans | 64 (53%) |
| Support from another prisoner (e.g. Insider or buddy) | 32 (26%) |
| Wasn't offered any of these things | 12 (10%) |

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

| | |
|---|---|
| Very clean | 2 (2%) |
| Quite clean | 19 (16%) |
| Quite dirty | 38 (32%) |
| Very dirty | 56 (47%) |
| Don't remember | 3 (3%) |

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

| | |
|---|---|
| Yes | 81 (68%) |
| No | 32 (27%) |
| Don't remember | 6 (5%) |

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

| | Yes | No | Don't remember |
|---|---|---|---|
| Access to the prison shop / canteen? | 42 (38%) | 62 (55%) | 8 (7%) |
| Free PIN phone credit? | 52 (47%) | 52 (47%) | 7 (6%) |
| Numbers put on your PIN phone? | 46 (42%) | 48 (44%) | 15 (14%) |

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

| | |
|---|---|
| Yes | 55 (47%) |
| No | 49 (42%) |
| Have not had an induction | 12 (10%) |

## On the wing

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

| | |
|---|---|
| Yes | 75 (63%) |
| No, I'm in a shared cell or dormitory | 45 (38%) |

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

| | |
|---|---|
| Yes | 43 (36%) |
| No | 57 (48%) |
| Don't know | 9 (8%) |
| Don't have a cell call bell | 10 (8%) |

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

| | Yes | No | Don't know |
|---|---|---|---|
| Do you normally have enough clean, suitable clothes for the week? | 89 (77%) | 22 (19%) | 4 (3%) |
| Can you shower every day? | 109 (91%) | 11 (9%) | 0 (0%) |
| Do you have clean sheets every week? | 87 (74%) | 30 (25%) | 1 (1%) |
| Do you get cell cleaning materials every week? | 74 (65%) | 38 (33%) | 2 (2%) |
| Is it normally quiet enough for you to relax or sleep at night? | 79 (66%) | 38 (32%) | 2 (2%) |
| Can you get your stored property if you need it? | 39 (33%) | 53 (45%) | 26 (22%) |

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

| | |
|---|---|
| Very clean | 14 (12%) |
| Quite clean | 59 (49%) |
| Quite dirty | 33 (28%) |
| Very dirty | 14 (12%) |

## Food and canteen

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

| | |
|---|---|
| Very good | 12 (10%) |
| Quite good | 51 (44%) |
| Quite bad | 43 (37%) |
| Very bad | 11 (9%) |

**5.2 Do you get enough to eat at mealtimes?**

| | |
|---|---|
| Always | 17 (14%) |
| Most of the time | 44 (37%) |
| Some of the time | 41 (34%) |
| Never | 18 (15%) |

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

| | |
|---|---|
| Yes | 76 (63%) |
| No | 43 (36%) |
| Don't know | 1 (1%) |

## Relationships with staff

**6.1 Do most staff here treat you with respect?**

| | |
|---|---|
| Yes | 84 (74%) |
| No | 29 (26%) |

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

| | |
|---|---|
| Yes | 88 (75%) |
| No | 29 (25%) |

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

| | |
|---|---|
| Yes | 56 (47%) |
| No | 62 (53%) |

**6.4 How helpful is your personal or named officer?**

| | |
|---|---|
| Very helpful | 22 (19%) |
| Quite helpful | 31 (27%) |
| Not very helpful | 12 (10%) |
| Not at all helpful | 14 (12%) |
| Don't know | 16 (14%) |
| Don't have a personal / named officer | 20 (17%) |

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

| | |
|---|---|
| Regularly | 21 (18%) |
| Sometimes | 52 (45%) |
| Hardly ever | 40 (34%) |
| Don't know | 3 (3%) |

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

| | |
|---|---|
| Yes | 54 (48%) |
| No | 58 (52%) |

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

| | |
|---|---|
| Yes, and things sometimes change | 23 (20%) |
| Yes, but things don't change | 47 (41%) |
| No | 35 (30%) |
| Don't know | 10 (9%) |

## Faith

**7.1 What is your religion?**

| | |
|---|---|
| No religion | 52 (45%) |
| Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | 41 (36%) |
| Buddhist | 3 (3%) |
| Hindu | 0 (0%) |
| Jewish | 0 (0%) |
| Muslim | 16 (14%) |
| Sikh | 0 (0%) |
| Other | 3 (3%) |

**7.2 Are your religious beliefs respected here?**

| | |
|---|---|
| Yes | 47 (41%) |
| No | 12 (10%) |
| Don't know | 5 (4%) |
| Not applicable (no religion) | 52 (45%) |

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

| | |
|---|---|
| Yes | 42 (37%) |
| No | 6 (5%) |
| Don't know | 15 (13%) |
| Not applicable (no religion) | 52 (45%) |

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

| | |
|---|---|
| Yes | 56 (49%) |
| No | 6 (5%) |
| Don't know | 1 (1%) |
| Not applicable (no religion) | 52 (45%) |

## Contact with family and friends

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

| | |
|---|---|
| Yes | 40 (35%) |
| No | 75 (65%) |

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

| | |
|---|---|
| Yes | 65 (58%) |
| No | 48 (42%) |

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

| | |
|---|---|
| Yes | 113 (100%) |
| No | 0 (0%) |

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

| | |
|---|---|
| Very easy | 5 (5%) |
| Quite easy | 25 (23%) |
| Quite difficult | 34 (31%) |
| Very difficult | 43 (39%) |
| Don't know | 4 (4%) |

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

| | |
|---|---|
| More than once a week | 2 (2%) |
| About once a week | 14 (12%) |
| Less than once a week | 54 (47%) |
| Not applicable (don't get visits) | 44 (39%) |

**8.6 Do visits usually start and finish on time?**

| | |
|---|---|
| Yes | 24 (36%) |
| No | 42 (64%) |

**8.7 Are your visitors usually treated respectfully by staff?**

| | |
|---|---|
| Yes | 36 (56%) |
| No | 28 (44%) |

## 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 | 46 (40%) |
| Yes, but these times are not usually kept to | 59 (51%) |
| No | 11 (9%) |

**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 | 14 (13%) |
| 2 to 6 hours | 56 (50%) |
| 6 to 10 hours | 23 (21%) |
| 10 hours or more | 12 (11%) |
| Don't know | 7 (6%) |

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

| | |
|---|---|
| Less than 2 hours | 9 (8%) |
| 2 to 6 hours | 78 (68%) |
| 6 to 10 hours | 16 (14%) |
| 10 hours or more | 5 (4%) |
| Don't know | 6 (5%) |

**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 | 5 (4%) |
| 1 or 2 | 19 (17%) |
| 3 to 5 | 22 (19%) |
| More than 5 | 62 (54%) |
| Don't know | 6 (5%) |

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

| | |
|---|---|
| None | 3 (3%) |
| 1 or 2 | 28 (24%) |
| 3 to 5 | 44 (38%) |
| More than 5 | 35 (30%) |
| Don't know | 5 (4%) |

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

| | |
|---|---|
| None | 5 (4%) |
| 1 or 2 | 4 (4%) |
| 3 to 5 | 22 (20%) |
| More than 5 | 76 (68%) |
| Don't know | 5 (4%) |

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

| | |
|---|---|
| Twice a week or more | 54 (49%) |
| About once a week | 7 (6%) |
| Less than once a week | 4 (4%) |
| Never | 45 (41%) |

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

| | |
|---|---|
| Twice a week or more | 13 (12%) |
| About once a week | 26 (23%) |
| Less than once a week | 26 (23%) |
| Never | 46 (41%) |

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

| | |
|---|---|
| Yes | 28 (25%) |
| No | 36 (33%) |
| Don't use the library | 46 (42%) |

## Applications, complaints and legal rights

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

| | |
|---|---|
| Yes | 84 (74%) |
| No | 23 (20%) |
| Don't know | 6 (5%) |

**10.2 If you have made any applications here, please answer the questions below:**

| | Yes | No | Not made any applications |
|---|---|---|---|
| Are applications usually dealt with fairly? | 43 (41%) | 51 (49%) | 11 (10%) |
| Are applications usually dealt with within 7 days? | 30 (28%) | 66 (62%) | 11 (10%) |

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

| | |
|---|---|
| Yes | 67 (59%) |
| No | 30 (27%) |
| Don't know | 16 (14%) |

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

| | Yes | No | Not made any complaints |
|---|---|---|---|
| Are complaints usually dealt with fairly? | 24 (23%) | 51 (48%) | 31 (29%) |
| Are complaints usually dealt with within 7 days? | 16 (15%) | 57 (55%) | 31 (30%) |

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

| | |
|---|---|
| Yes | 27 (24%) |
| No | 62 (56%) |
| Not wanted to make a complaint | 22 (20%) |

**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? | 36 (33%) | 29 (27%) | 18 (17%) | 26 (24%) |
| Attend legal visits? | 41 (39%) | 19 (18%) | 20 (19%) | 25 (24%) |
| Get bail information? | 9 (9%) | 19 (18%) | 28 (27%) | 48 (46%) |

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

| | |
|---|---|
| Yes | 59 (53%) |
| No | 32 (29%) |
| Not had any legal letters | 20 (18%) |

## 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 (5%) | 49 (43%) | 36 (32%) | 15 (13%) | 7 (6%) |
| Nurse | 13 (12%) | 56 (50%) | 31 (27%) | 8 (7%) | 5 (4%) |
| Dentist | 3 (3%) | 24 (21%) | 28 (25%) | 45 (40%) | 12 (11%) |
| Mental health workers | 7 (6%) | 30 (27%) | 24 (22%) | 18 (16%) | 32 (29%) |

**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 | 20 (18%) | 50 (45%) | 15 (13%) | 12 (11%) | 15 (13%) |
| Nurse | 22 (20%) | 52 (47%) | 17 (15%) | 10 (9%) | 10 (9%) |
| Dentist | 15 (14%) | 35 (32%) | 14 (13%) | 15 (14%) | 30 (28%) |
| Mental health workers | 16 (15%) | 32 (30%) | 9 (8%) | 11 (10%) | 40 (37%) |

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

| | |
|---|---|
| Yes | 64 (57%) |
| No | 48 (43%) |

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

| | |
|---|---|
| Yes | 37 (33%) |
| No | 27 (24%) |
| Don't have any mental health problems | 48 (43%) |

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

| | |
|---|---|
| Very good | 12 (11%) |
| Quite good | 47 (43%) |
| Quite bad | 23 (21%) |
| Very bad | 12 (11%) |
| Don't know | 16 (15%) |

## 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 | 38 (34%) |
| No | 74 (66%) |

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

| | |
|---|---|
| Yes | 9 (8%) |
| No | 25 (23%) |
| Don't have a disability | 74 (69%) |

**12.3 Have you been on an ACCT in this prison?**

| | |
|---|---|
| Yes | 24 (21%) |
| No | 88 (79%) |

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

| | |
|---|---|
| Yes | 13 (12%) |
| No | 10 (9%) |
| Have not been on an ACCT in this prison | 88 (79%) |

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

| | |
|---|---|
| Very easy | 16 (14%) |
| Quite easy | 22 (20%) |
| Quite difficult | 8 (7%) |
| Very difficult | 4 (4%) |
| Don't know | 59 (53%) |
| No Listeners at this prison | 2 (2%) |

## Alcohol and drugs

**13.1 Did you have an alcohol problem when you came into this prison?**

| | |
|---|---|
| Yes | 9 (8%) |
| No | 104 (92%) |

**13.2 Have you been helped with your alcohol problem in this prison?**

| | |
|---|---|
| Yes | 5 (4%) |
| No | 4 (4%) |
| Did not / do not have an alcohol problem | 104 (92%) |

**13.3 Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?**

| | |
|---|---|
| Yes | 40 (35%) |
| No | 73 (65%) |

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

| | |
|---|---|
| Yes | 31 (28%) |
| No | 81 (72%) |

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

| | |
|---|---|
| Yes | 11 (10%) |
| No | 100 (90%) |

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

| | |
|---|---|
| Yes | 33 (31%) |
| No | 12 (11%) |
| Did not / do not have a drug problem | 61 (58%) |

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

| | |
|---|---|
| Very easy | 56 (51%) |
| Quite easy | 13 (12%) |
| Quite difficult | 6 (5%) |
| Very difficult | 1 (1%) |
| Don't know | 34 (31%) |

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

| | |
|---|---|
| Very easy | 22 (20%) |
| Quite easy | 29 (26%) |
| Quite difficult | 2 (2%) |
| Very difficult | 7 (6%) |
| Don't know | 50 (45%) |

## Safety

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

| | |
|---|---|
| Yes | 59 (53%) |
| No | 53 (47%) |

**14.2 Do you feel unsafe now?**

| | |
|---|---|
| Yes | 26 (24%) |
| No | 84 (76%) |

**14.3 Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)**

| | |
|---|---|
| Verbal abuse | 42 (39%) |
| Threats or intimidation | 40 (37%) |
| Physical assault | 29 (27%) |
| Sexual assault | 4 (4%) |
| Theft of canteen or property | 37 (35%) |
| Other bullying / victimisation | 29 (27%) |
| Not experienced any of these from prisoners here | 45 (42%) |

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

| | |
|---|---|
| Yes | 34 (31%) |
| No | 74 (69%) |

**14.5 Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)**

| | |
|---|---|
| Verbal abuse | 36 (34%) |
| Threats or intimidation | 31 (29%) |
| Physical assault | 15 (14%) |
| Sexual assault | 3 (3%) |
| Theft of canteen or property | 13 (12%) |
| Other bullying / victimisation | 33 (31%) |
| Not experienced any of these from staff here | 52 (49%) |

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

| | |
|---|---|
| Yes | 51 (49%) |
| No | 53 (51%) |

## Behaviour management

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

| | |
|---|---|
| Yes | 36 (32%) |
| No | 58 (52%) |
| Don't know what the incentives / rewards are | 17 (15%) |

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

| | |
|---|---|
| Yes | 40 (36%) |
| No | 51 (46%) |
| Don't know | 13 (12%) |
| Don't know what this is | 7 (6%) |

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

| | |
|---|---|
| Yes | 20 (18%) |
| No | 92 (82%) |

**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 | 3 (3%) |
| No | 16 (14%) |
| Don't remember | 0 (0%) |
| Not been restrained here in last 6 months | 92 (83%) |

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

| | |
|---|---|
| Yes | 10 (9%) |
| No | 101 (91%) |

**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? | 7 (78%) | 2 (22%) |
| Could you shower every day? | 8 (89%) | 1 (11%) |
| Could you go outside for exercise every day? | 8 (89%) | 1 (11%) |
| Could you use the phone every day (if you had credit)? | 8 (89%) | 1 (11%) |

## 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 | 77 (72%) | 14 (13%) | 16 (15%) | 0 (0%) |
| Vocational or skills training | 48 (46%) | 25 (24%) | 31 (30%) | 0 (0%) |
| Prison job | 70 (64%) | 27 (25%) | 12 (11%) | 0 (0%) |
| Voluntary work outside of the prison | 8 (8%) | 36 (34%) | 53 (50%) | 9 (8%) |
| Paid work outside of the prison | 5 (5%) | 35 (33%) | 56 (53%) | 10 (9%) |

**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 | 49 (48%) | 32 (31%) | 22 (21%) |
| Vocational or skills training | 46 (46%) | 25 (25%) | 30 (30%) |
| Prison job | 30 (29%) | 57 (55%) | 17 (16%) |
| Voluntary work outside of the prison | 16 (16%) | 17 (18%) | 64 (66%) |
| Paid work outside of the prison | 19 (19%) | 15 (15%) | 65 (66%) |

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

| | |
|---|---|
| Yes | 75 (71%) |
| No | 27 (25%) |
| Not applicable (e.g. if you are retired, sick or on remand) | 4 (4%) |

## Planning and progression

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

| | |
|---|---|
| Yes | 66 (61%) |
| No | 43 (39%) |

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

| | |
|---|---|
| Yes | 55 (85%) |
| No | 6 (9%) |
| Don't know what my objectives or targets are | 4 (6%) |

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

| | |
|---|---|
| Yes | 33 (55%) |
| No | 23 (38%) |
| Don't know what my objectives or targets are | 4 (7%) |

**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 | 20 (31%) | 11 (17%) | 34 (52%) |
| Other programmes | 18 (29%) | 11 (18%) | 33 (53%) |
| One to one work | 17 (27%) | 6 (10%) | 40 (63%) |
| Being on a specialist unit | 6 (10%) | 7 (11%) | 48 (79%) |
| ROTL - day or overnight release | 2 (3%) | 5 (8%) | 53 (88%) |

## Preparation for release

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

| | |
|---|---|
| Yes | 27 (25%) |
| No | 75 (69%) |
| Don't know | 7 (6%) |

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

| | |
|---|---|
| Very near | 2 (8%) |
| Quite near | 6 (23%) |
| Quite far | 10 (38%) |
| Very far | 8 (31%) |

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

| | |
|---|---|
| Yes | 12 (48%) |
| No | 13 (52%) |

**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 | 9 (33%) | 10 (37%) | 8 (30%) |
| Getting employment | 3 (12%) | 12 (48%) | 10 (40%) |
| Setting up education or training | 3 (13%) | 9 (38%) | 12 (50%) |
| Arranging benefits | 9 (33%) | 11 (41%) | 7 (26%) |
| Sorting out finances | 2 (9%) | 12 (52%) | 9 (39%) |
| Support for drug or alcohol problems | 11 (42%) | 4 (15%) | 11 (42%) |
| Health / mental health support | 7 (29%) | 8 (33%) | 9 (38%) |
| Social care support | 3 (13%) | 7 (30%) | 13 (57%) |
| Getting back in touch with family or friends | 3 (12%) | 7 (28%) | 15 (60%) |

**19.1 Do you have children under the age of 18?**

| | |
|---|---|
| Yes | 58 (53%) |
| No | 51 (47%) |

**19.2 Are you a UK / British citizen?**

| | |
|---|---|
| Yes | 98 (90%) |
| No | 11 (10%) |

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

| | |
|---|---|
| Yes | 4 (4%) |
| No | 104 (96%) |

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

| | |
|---|---|
| Yes | 9 (8%) |
| No | 101 (92%) |

**19.5 What is your gender?**

| | |
|---|---|
| Male | 110 (100%) |
| Female | 0 (0%) |
| Non-binary | 0 (0%) |
| Other | 0 (0%) |

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

| | |
|---|---|
| Straight / heterosexual | 106 (97%) |
| Gay / lesbian / homosexual | 1 (1%) |
| Bisexual | 1 (1%) |
| Other | 1 (1%) |

**19.7 Do you identify as transgender or transsexual?**

| | |
|---|---|
| Yes | 0 (0%) |
| No | 106 (100%) |

## Final questions about this prison

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

| | |
|---|---|
| More likely to offend | 9 (7%) |
| Less likely to offend | 50 (41%) |
| Made no difference | 50 (41%) |

# HMP Guys Marsh 2018

## Survey responses compared with those from other HMIP surveys of category C training prisons and with those from the previous survey

**In this table summary statistics from HMP Guys Marsh 2018 are compared with the following HMIP survey data:**

**- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (16 prisons).** Please note that this does not include all category C training prisons.

**- Summary statistics from HMP Guys Marsh in 2018 are compared with those from HMP Guys Marsh in 2016.** Please note that we do not have comparable data for the new questions introduced in September 2017.

**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*

| | | | HMP Guys Marsh 2018 | All other category C training prisons surveyed since September 2017 | HMP Guys Marsh 2018 | HMP Guys Marsh 2016 |
|---|---|---|---|---|---|---|
| | **Number of completed questionnaires returned** | | **123** | **2,782** | **123** | **145** |
| | | *n=number of valid responses to question (HMP Guys Marsh 2018)* | | | | |
| **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | | | | |
| **1.2** | Are you under 21 years of age? | *n=123* | **0%** | **7%** | **0%** | **1%** |
| | Are you 25 years of age or younger? | *n=123* | **26%** | **29%** | **26%** | |
| | Are you 50 years of age or older? | *n=123* | **15%** | **11%** | **15%** | **10%** |
| | Are you 70 years of age or older? | *n=123* | **1%** | **1%** | **1%** | **0%** |
| **1.3** | Are you from a minority ethnic group? | *n=123* | **26%** | **32%** | **26%** | **19%** |
| **1.4** | Have you been in this prison for less than 6 months? | *n=122* | **37%** | **35%** | **37%** | |
| **1.5** | Are you currently serving a sentence? | *n=121* | **99%** | **100%** | **99%** | **100%** |
| | Are you on recall? | *n=121* | **11%** | **9%** | **11%** | **8%** |
| **1.6** | Is your sentence less than 12 months? | *n=122* | **5%** | **8%** | **5%** | **10%** |
| | Are you here under an indeterminate sentence for public protection (IPP prisoner)? | *n=122* | **4%** | **3%** | **4%** | **4%** |
| **7.1** | Are you Muslim? | *n=115* | **14%** | **18%** | **14%** | **6%** |
| **11.3** | Do you have any mental health problems? | *n=112* | **57%** | **43%** | **57%** | |
| **12.1** | Do you consider yourself to have a disability? | *n=112* | **34%** | **33%** | **34%** | **28%** |
| **19.1** | Do you have any children under the age of 18? | *n=109* | **53%** | **50%** | **53%** | **56%** |
| **19.2** | Are you a foreign national? | *n=109* | **10%** | **10%** | **10%** | **7%** |
| **19.3** | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | *n=108* | **4%** | **5%** | **4%** | **4%** |
| **19.4** | Have you ever been in the armed services? | *n=110* | **8%** | **5%** | **8%** | **4%** |
| **19.5** | Is your gender female or non-binary? | *n=110* | **0%** | **1%** | **0%** | |
| **19.6** | Are you homosexual, bisexual or other sexual orientation? | *n=109* | **3%** | **4%** | **3%** | **2%** |
| **19.7** | Do you identify as transgender or transsexual? | *n=106* | **0%** | **2%** | **0%** | |

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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 Guys Marsh 2018 | All other category C training prisons surveyed since September 2017 | HMP Guys Marsh 2018 | HMP Guys Marsh 2016 |
|---|---|---|---|---|---|
| | **Number of completed questionnaires returned** | 123 | 2,782 | 123 | 145 |
| | *n=number of valid responses to question (HMP Guys Marsh 2018)* | | | | |
| **ARRIVAL AND RECEPTION** | | | | | |
| 2.1 | Were you given up-to-date information about this prison before you came here? *n=120* | 11% | 16% | 11% | |
| 2.2 | When you arrived at this prison, did you spend less than 2 hours in reception? *n=120* | 50% | 48% | 50% | 60% |
| 2.3 | When you were searched in reception, was this done in a respectful way? *n=119* | 83% | 83% | 83% | 84% |
| 2.4 | Overall, were you treated very / quite well in reception? *n=119* | 88% | 86% | 88% | |
| 2.5 | When you first arrived, did you have any problems? *n=117* | 72% | 72% | 72% | 61% |
| 2.5 | Did you have problems with: | | | | |
| | - Getting phone numbers? *n=117* | 24% | 25% | 24% | 13% |
| | - Contacting family? *n=117* | 18% | 27% | 18% | 18% |
| | - Arranging care for children or other dependents? *n=117* | 0% | 2% | 0% | |
| | - Contacting employers? *n=117* | 3% | 2% | 3% | 2% |
| | - Money worries? *n=117* | 15% | 17% | 15% | 12% |
| | - Housing worries? *n=117* | 11% | 13% | 11% | 16% |
| | - Feeling depressed? *n=117* | 28% | 29% | 28% | |
| | - Feeling suicidal? *n=117* | 9% | 9% | 9% | |
| | - Other mental health problems? *n=117* | 21% | 20% | 21% | |
| | - Physical health problems? *n=117* | 5% | 13% | 5% | 13% |
| | - Drugs or alcohol (e.g. withdrawal)? *n=117* | 17% | 11% | 17% | |
| | - Getting medication? *n=117* | 13% | 20% | 13% | |
| | - Needing protection from other prisoners? *n=117* | 6% | 6% | 6% | 7% |
| | - Lost or delayed property? *n=117* | 24% | 22% | 24% | 29% |
| | *For those who had any problems when they first arrived:* | | | | |
| 2.6 | Did staff help you to deal with these problems? *n=82* | 35% | 32% | 35% | 32% |
| **FIRST NIGHT AND INDUCTION** | | | | | |
| 3.1 | Before you were locked up on your first night, were you offered: | | | | |
| | - Tobacco or nicotine replacement? *n=121* | 55% | 66% | 55% | 82% |
| | - Toiletries / other basic items? *n=121* | 45% | 50% | 45% | 45% |
| | - A shower? *n=121* | 58% | 43% | 58% | 25% |
| | - A free phone call? *n=121* | 59% | 45% | 59% | 30% |
| | - Something to eat? *n=121* | 74% | 75% | 74% | 50% |
| | - The chance to see someone from health care? *n=121* | 73% | 59% | 73% | 68% |
| | - The chance to talk to a Listener or Samaritans? *n=121* | 53% | 26% | 53% | 26% |
| | - Support from another prisoner (e.g. Insider or buddy)? *n=121* | 26% | 23% | 26% | |
| | - None of these? *n=121* | 10% | 7% | 10% | |

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

| | | HMP Guys Marsh 2018 | All other category C training prisons surveyed since September 2017 | HMP Guys Marsh 2018 | HMP Guys Marsh 2016 |
|---|---|---|---|---|---|
| **Number of completed questionnaires returned** | | 123 | 2,782 | 123 | 145 |
| | *n=number of valid responses to question (HMP Guys Marsh 2018)* | | | | |
| **3.2** | On your first night in this prison, was your cell very / quite clean? *n=118* | **18%** | **36%** | **18%** | |
| **3.3** | Did you feel safe on your first night here? *n=119* | **68%** | **72%** | **68%** | **70%** |

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- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
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** less than 1% probability that the difference is due to chance*

| | | | HMP Guys Marsh 2018 | All other category C training prisons surveyed since September 2017 | HMP Guys Marsh 2018 | HMP Guys Marsh 2016 |
|---|---|---|---|---|---|---|
| | **Number of completed questionnaires returned** | | 123 | 2,782 | 123 | 145 |
| | | *n=number of valid responses to question (HMP Guys Marsh 2018)* | | | | |
| 3.4 | In your first few days here, did you get: | | | | | |
| | - Access to the prison shop / canteen? | *n=112* | 38% | 39% | 38% | 22% |
| | - Free PIN phone credit? | *n=111* | 47% | 46% | 47% | |
| | - Numbers put on your PIN phone? | *n=109* | 42% | 47% | 42% | |
| 3.5 | Have you had an induction at this prison? | *n=116* | 90% | 94% | 90% | 88% |
| | *For those who have had an induction:* | | | | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | *n=104* | 53% | 55% | 53% | |
| **ON THE WING** | | | | | | |
| 4.1 | Are you in a cell on your own? | *n=120* | 63% | 64% | 63% | |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | *n=119* | 36% | 29% | 36% | 31% |
| 4.3 | On the wing or houseblock you currently live on: | | | | | |
| | - Do you normally have enough clean, suitable clothes for the week? | *n=115* | 77% | 66% | 77% | 44% |
| | - Can you shower every day? | *n=120* | 91% | 88% | 91% | 78% |
| | - Do you have clean sheets every week? | *n=118* | 74% | 62% | 74% | 39% |
| | - Do you get cell cleaning materials every week? | *n=114* | 65% | 57% | 65% | 50% |
| | - Is it normally quiet enough for you to relax or sleep at night? | *n=119* | 66% | 68% | 66% | 71% |
| | - Can you get your stored property if you need it? | *n=118* | 33% | 25% | 33% | 17% |
| 4.4 | Are the communal / shared areas of your wing or houseblook normally very / quite clean? | *n=120* | 61% | 60% | 61% | |
| **FOOD AND CANTEEN** | | | | | | |
| 5.1 | Is the quality of the food in this prison very / quite good? | *n=117* | 54% | 37% | 54% | |
| 5.2 | Do you get enough to eat at meal-times always / most of the time? | *n=120* | 51% | 32% | 51% | |
| 5.3 | Does the shop / canteen sell the things that you need? | *n=120* | 63% | 60% | 63% | 49% |
| **RELATIONSHIPS WITH STAFF** | | | | | | |
| 6.1 | Do most staff here treat you with respect? | *n=113* | 74% | 69% | 74% | 78% |
| 6.2 | Are there any staff here you could turn to if you had a problem? | *n=117* | 75% | 70% | 75% | 73% |
| 6.3 | In the last week, has any member of staff talked to you about how you are getting on? | *n=118* | 48% | 28% | 48% | 24% |
| 6.4 | Do you have a personal officer? | *n=115* | 83% | 82% | 83% | |
| | *For those who have a personal officer:* | | | | | |
| 6.4 | Is your personal or named officer very / quite helpful? | *n=95* | 56% | 44% | 56% | |
| 6.5 | Do you regularly see prison governors, directors or senior managers talking to prisoners? | *n=116* | 18% | 9% | 18% | |
| 6.6 | Do you feel that you are treated as an individual in this prison? | *n=112* | 48% | 42% | 48% | |
| 6.7 | Are prisoners here consulted about things like food, canteen, health care or wing issues? | *n=115* | 61% | 50% | 61% | |
| | If so, do things sometimes change? | *n=70* | 33% | 30% | 33% | |
| **FAITH** | | | | | | |
| 7.1 | Do you have a religion? | *n=115* | 55% | 69% | 55% | 52% |

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*n=number of valid responses to question (HMP Guys Marsh 2018)*

| | | | | | | |
|---|---|---|---|---|---|---|
| | *For those who have a religion:* | | | | | |
| **7.2** | Are your religious beliefs respected here? | *n=64* | **73%** | **69%** | **73%** | |

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| 7.3 | Are you able to speak to a Chaplain of your faith in private, if you want to? | *n=63* | 67% | 70% | 67% | |
| 7.4 | Are you able to attend religious services, if you want to? | *n=63* | 89% | 88% | 89% | |
| **CONTACT WITH FAMILY AND FRIENDS** | | | | | | |
| 8.1 | Have staff here encouraged you to keep in touch with your family / friends? | *n=115* | 35% | 26% | 35% | |
| 8.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | *n=113* | 58% | 57% | 58% | 43% |
| 8.3 | Are you able to use a phone every day (if you have credit)? | *n=113* | 100% | 87% | 100% | |
| 8.4 | Is it very / quite easy for your family and friends to get here? | *n=111* | 27% | 35% | 27% | |
| 8.5 | Do you get visits from family/friends once a week or more? | *n=114* | 14% | 16% | 14% | |
| | *For those who get visits:* | | | | | |
| 8.6 | Do visits usually start and finish on time? | *n=66* | 36% | 49% | 36% | |
| 8.7 | Are your visitors usually treated respectfully by staff? | *n=64* | 56% | 76% | 56% | |
| **TIME OUT OF CELL** | | | | | | |
| 9.1 | Do you know what the unlock and lock-up times are supposed to be here? | *n=116* | 91% | 91% | 91% | |
| | *For those who know what the unlock and lock-up times are supposed to be.* | | | | | |
| 9.1 | Are these times usually kept to? | *n=105* | 44% | 56% | 44% | |
| 9.2 | Do you usually spend less than 2 hours out of your cell on a typical weekday? | *n=112* | 13% | 18% | 13% | 9% |
| | Do you usually spend 10 hours or more out of your cell on a typical weekday? | *n=112* | 11% | 8% | 11% | 14% |
| 9.3 | Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday? | *n=114* | 8% | 24% | 8% | |
| | Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday? | *n=114* | 4% | 3% | 4% | |
| 9.4 | Do you have time to do domestics more than 5 days in a typical week? | *n=114* | 54% | 55% | 54% | |
| 9.5 | Do you get association more than 5 days in a typical week, if you want it? | *n=115* | 30% | 64% | 30% | |
| 9.6 | Could you go outside for exercise more than 5 days in a typical week, if you wanted to? | *n=112* | 68% | 64% | 68% | |
| 9.7 | Do you typically go to the gym twice a week or more? | *n=110* | 49% | 52% | 49% | |
| 9.8 | Do you typically go to the library once a week or more? | *n=111* | 35% | 50% | 35% | 22% |
| | *For those who use the library:* | | | | | |
| 9.9 | Does the library have a wide enough range of materials to meet your needs? | *n=64* | 44% | 56% | 44% | 70% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | | | | |
| 10.1 | Is it easy for you to make an application? | *n=113* | 74% | 73% | 74% | 83% |
| | *For those who have made an application:* | | | | | |
| 10.2 | Are applications usually dealt with fairly? | *n=94* | 46% | 50% | 46% | 54% |
| | Are applications usually dealt with within 7 days? | *n=96* | 31% | 36% | 31% | 32% |
| 10.3 | Is it easy for you to make a complaint? | *n=113* | 59% | 62% | 59% | 55% |
| | *For those who have made a complaint:* | | | | | |
| 10.4 | Are complaints usually dealt with fairly? | *n=75* | 32% | 30% | 32% | 27% |
| | Are complaints usually dealt with within 7 days? | *n=73* | 22% | 25% | 22% | 16% |

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| **10.5** | Have you ever been prevented from making a complaint here when you wanted to? *n=89* | **30%** | **27%** | **30%** | |

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| | *For those who need it, is it easy to:* | | | | | |
| 10.6 | Communicate with your solicitor or legal representative? | *n=83* | 43% | 38% | 43% | |
| | Attend legal visits? | *n=80* | 51% | 46% | 51% | |
| | Get bail information? | *n=56* | 16% | 16% | 16% | |
| | *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=91* | 65% | 57% | 65% | 50% |
| **HEALTH CARE** | | | | | | |
| 11.1 | Is it very / quite easy to see: | | | | | |
| | - Doctor? | *n=113* | 49% | 31% | 49% | |
| | - Nurse? | *n=113* | 61% | 52% | 61% | |
| | - Dentist? | *n=112* | 24% | 14% | 24% | |
| | - Mental health workers? | *n=111* | 33% | 23% | 33% | |
| 11.2 | Do you think the quality of the health service is very / quite good from: | | | | | |
| | - Doctor? | *n=112* | 63% | 45% | 63% | |
| | - Nurse? | *n=111* | 67% | 56% | 67% | |
| | - Dentist? | *n=109* | 46% | 33% | 46% | |
| | - Mental health workers? | *n=108* | 44% | 28% | 44% | |
| 11.3 | Do you have any mental health problems? | *n=112* | 57% | 43% | 57% | |
| | *For those who have mental health problems:* | | | | | |
| 11.4 | Have you been helped with your mental health problems in this prison? | *n=64* | 58% | 40% | 58% | |
| 11.5 | Do you think the overall quality of the health services here is very / quite good? | *n=110* | 54% | 41% | 54% | |
| **OTHER SUPPORT NEEDS** | | | | | | |
| 12.1 | Do you consider yourself to have a disability? | *n=112* | 34% | 33% | 34% | 28% |
| | *For those who have a disability:* | | | | | |
| 12.2 | Are you getting the support you need? | *n=34* | 27% | 31% | 27% | |
| 12.3 | Have you been on an ACCT in this prison? | *n=112* | 21% | 15% | 21% | |
| | *For those who have been on an ACCT:* | | | | | |
| 12.4 | Did you feel cared for by staff? | *n=23* | 57% | 42% | 57% | |
| 12.5 | Is it very / quite easy for you to speak to a Listener if you need to? | *n=111* | 34% | 39% | 34% | |
| **ALCOHOL AND DRUGS** | | | | | | |
| 13.1 | Did you have an alcohol problem when you came into this prison? | *n=113* | 8% | 14% | 8% | 20% |
| | *For those who had / have an alcohol problem:* | | | | | |
| 13.2 | Have you been helped with your alcohol problem in this prison? | *n=9* | 56% | 51% | 56% | 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=113* | 35% | 28% | 35% | 44% |
| 13.4 | Have you developed a problem with illicit drugs since you have been in this prison? | *n=112* | 28% | 17% | 28% | 24% |

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| 13.5 | Have you developed a problem with taking medication not prescribed to you since you have been in this prison? *n=111* | 10% | 11% | 10% | |
| | *For those who had / have a drug problem:* | | | | |
| 13.6 | Have you been helped with your drug problem in this prison? *n=45* | 73% | 46% | 73% | 60% |

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| 13.7 | Is it very / quite easy to get illicit drugs in this prison? | *n=110* | 63% | 50% | 63% | |
| 13.8 | Is it very / quite easy to get alcohol in this prison? | *n=110* | 46% | 32% | 46% | |
| **SAFETY** | | | | | | |
| 14.1 | Have you ever felt unsafe here? | *n=112* | 53% | 47% | 53% | 56% |
| 14.2 | Do you feel unsafe now? | *n=110* | 24% | 23% | 24% | 26% |
| 14.3 | Have you experienced any of the following from other prisoners here: | | | | | |
| | - Verbal abuse? | *n=107* | 39% | 33% | 39% | |
| | - Threats or intimidation? | *n=107* | 37% | 30% | 37% | |
| | - Physical assault? | *n=107* | 27% | 18% | 27% | |
| | - Sexual assault? | *n=107* | 4% | 2% | 4% | |
| | - Theft of canteen or property? | *n=107* | 35% | 25% | 35% | |
| | - Other bullying / victimisation? | *n=107* | 27% | 17% | 27% | |
| | - Not experienced any of these from prisoners here | *n=107* | 42% | 55% | 42% | |
| 14.4 | If you were being bullied / victimised by other prisoners here, would you report it? | *n=108* | 32% | 32% | 32% | |
| 14.5 | Have you experienced any of the following from staff here: | | | | | |
| | - Verbal abuse? | *n=107* | 34% | 30% | 34% | |
| | - Threats or intimidation? | *n=107* | 29% | 23% | 29% | |
| | - Physical assault? | *n=107* | 14% | 11% | 14% | |
| | - Sexual assault? | *n=107* | 3% | 2% | 3% | |
| | - Theft of canteen or property? | *n=107* | 12% | 9% | 12% | |
| | - Other bullying / victimisation? | *n=107* | 31% | 16% | 31% | |
| | - Not experienced any of these from staff here | *n=107* | 49% | 59% | 49% | |
| 14.6 | If you were being bullied / victimised by staff here, would you report it? | *n=104* | 49% | 48% | 49% | |
| **BEHAVIOUR MANAGEMENT** | | | | | | |
| 15.1 | Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | *n=111* | 32% | 39% | 32% | |
| 15.2 | Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | *n=111* | 36% | 37% | 36% | |
| 15.3 | Have you been physically restrained by staff in this prison, in the last 6 months? | *n=112* | 18% | 13% | 18% | 13% |
| | *For those who have been restrained in the last 6 months.* | | | | | |
| 15.4 | Did anyone come and talk to you about it afterwards? | *n=19* | 16% | 20% | 16% | |
| 15.5 | Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | *n=111* | 9% | 10% | 9% | |
| | *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* | 78% | 57% | 78% | |
| | Could you shower every day? | *n=9* | 89% | 75% | 89% | |
| | Could you go outside for exercise every day? | *n=9* | 89% | 76% | 89% | |

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| | Could you use the phone every day (if you had credit)? *n=9* | **89%** | **64%** | **89%** | |

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| **EDUCATION, SKILLS AND WORK** | | | | | |
| 16.1 | In this prison, is it easy to get into the following activities: | | | | |
| | - Education? *n=107* | 72% | 59% | 72% | |
| | - Vocational or skills training? *n=104* | 46% | 39% | 46% | |
| | - Prison job? *n=109* | 64% | 45% | 64% | |
| | - Voluntary work outside of the prison? *n=106* | 8% | 5% | 8% | |
| | - Paid work outside of the prison? *n=106* | 5% | 4% | 5% | |
| 16.2 | In this prison, have you done the following activities: | | | | |
| | - Education? *n=103* | 79% | 79% | 79% | 83% |
| | - Vocational or skills training? *n=101* | 70% | 68% | 70% | 77% |
| | - Prison job? *n=104* | 84% | 80% | 84% | 91% |
| | - Voluntary work outside of the prison? *n=97* | 34% | 33% | 34% | |
| | - Paid work outside of the prison? *n=99* | 34% | 33% | 34% | |
| | *For those who have done the following activities, do you think they will help you on release.* | | | | |
| | - Education? *n=81* | 61% | 60% | 61% | 55% |
| | - Vocational or skills training? *n=71* | 65% | 66% | 65% | 57% |
| | - Prison job? *n=87* | 35% | 40% | 35% | 42% |
| | - Voluntary work outside of the prison? *n=33* | 49% | 54% | 49% | |
| | - Paid work outside of the prison? *n=34* | 56% | 58% | 56% | |
| 16.3 | Do staff encourage you to attend education, training or work? *n=102* | 74% | 59% | 74% | |
| **PLANNING AND PROGRESSION** | | | | | |
| 17.1 | Do you have a custody plan? *n=109* | 61% | 57% | 61% | |
| | *For those who have a custody plan:* | | | | |
| 17.2 | Do you understand what you need to do to achieve your objectives or targets? *n=65* | 85% | 82% | 85% | |
| 17.3 | Are staff helping you to achieve your objectives or targets? *n=60* | 55% | 42% | 55% | |
| 17.4 | In this prison, have you done: | | | | |
| | - Offending behaviour programmes? *n=65* | 48% | 47% | 48% | |
| | - Other programmes? *n=62* | 47% | 40% | 47% | |
| | - One to one work? *n=63* | 37% | 36% | 37% | |
| | - Been on a specialist unit? *n=61* | 21% | 18% | 21% | |
| | - ROTL - day or overnight release? *n=60* | 12% | 14% | 12% | |
| | *For those who have done the following, did they help you to achieve your objectives or targets.* | | | | |
| | - Offending behaviour programmes? *n=31* | 65% | 70% | 65% | |
| | - Other programmes? *n=29* | 62% | 65% | 62% | |
| | - One to one work? *n=23* | 74% | 66% | 74% | |

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| | - Being on a specialist unit? *n=13* | 46% | 47% | 46% | |
| | - ROTL - day or overnight release? *n=7* | 29% | 40% | 29% | |

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| | **PREPARATION FOR RELEASE** | | | | |
| **18.1** | Do you expect to be released in the next 3 months? *n=109* | **25%** | **26%** | **25%** | |
| | *For those who expect to be released in the next 3 months.* | | | | |
| **18.2** | Is this prison very / quite near to your home area or intended release address? *n=26* | **31%** | **40%** | **31%** | |
| **18.3** | Is anybody helping you to prepare for your release? *n=25* | **48%** | **58%** | **48%** | |
| **18.4** | Do you need help to sort out the following for when you are released: | | | | |
| | - Finding accommodation? *n=27* | **70%** | **62%** | **70%** | |
| | - Getting employment? *n=25* | **60%** | **62%** | **60%** | |
| | - Setting up education or training? *n=24* | **50%** | **49%** | **50%** | |
| | - Arranging benefits? *n=27* | **74%** | **66%** | **74%** | |
| | - Sorting out finances? *n=23* | **61%** | **57%** | **61%** | |
| | - Support for drug or alcohol problems? *n=26* | **58%** | **43%** | **58%** | |
| | - Health / mental Health support? *n=24* | **63%** | **48%** | **63%** | |
| | - Social care support? *n=23* | **44%** | **36%** | **44%** | |
| | - Getting back in touch with family or friends? *n=25* | **40%** | **39%** | **40%** | |
| **18.4** | Are you getting help to sort out the following for when you are released, if you need it: | | | | |
| | - Finding accommodation? *n=19* | **47%** | **37%** | **47%** | |
| | - Getting employment? *n=15* | **20%** | **23%** | **20%** | |
| | - Setting up education or training? *n=12* | **25%** | **25%** | **25%** | |
| | - Arranging benefits? *n=20* | **45%** | **26%** | **45%** | |
| | - Sorting out finances? *n=14* | **14%** | **25%** | **14%** | |
| | - Support for drug or alcohol problems? *n=15* | **73%** | **50%** | **73%** | |
| | - Health / mental Health support? *n=15* | **47%** | **31%** | **47%** | |
| | - Social care support? *n=10* | **30%** | **24%** | **30%** | |
| | - Getting back in touch with family or friends? *n=10* | **30%** | **31%** | **30%** | |
| | **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=109* | **46%** | **50%** | **46%** | |

# HMP Guys Marsh 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

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*

| | | Black and minority ethnic | White | Muslim | Non-Muslim |
|---|---|---|---|---|---|
| | **Number of completed questionnaires returned** | 32 | 91 | 16 | 99 |
| | **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | | |
| 1.2 | Are you under 25 years of age? | 38% | 22% | 56% | 20% |
| | Are you 50 years of age or older? | 9% | 18% | 13% | 16% |
| 1.3 | Are you from a minority ethnic group? | | | 69% | 15% |
| 7.1 | Are you Muslim? | 42% | 6% | | |
| 11.3 | Do you have any mental health problems? | 42% | 62% | 40% | 60% |
| 12.1 | Do you consider yourself to have a disability? | 15% | 40% | 13% | 37% |
| 19.2 | Are you a foreign national? | 12% | 10% | 33% | 7% |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 0% | 5% | 0% | 4% |
| | **ARRIVAL AND RECEPTION** | | | | |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 87% | 82% | 94% | 82% |
| 2.4 | Overall, were you treated very / quite well in reception? | 84% | 90% | 94% | 88% |
| 2.5 | When you first arrived, did you have any problems? | 76% | 71% | 53% | 75% |
| | *For those who had any problems when they first arrived:* | | | | |
| 2.6 | Did staff help you to deal with these problems? | 29% | 38% | 29% | 35% |
| | **FIRST NIGHT AND INDUCTION** | | | | |
| 3.3 | Did you feel safe on your first night here? | 77% | 65% | 94% | 64% |
| 3.5 | Have you had an induction at this prison? | 90% | 90% | 80% | 91% |
| | *For those who have had an induction:* | | | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | 58% | 51% | 67% | 50% |
| | **ON THE WING** | | | | |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 37% | 36% | 38% | 35% |
| 4.3 | On the wing or houseblock you currently live on: | | | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 75% | 78% | 73% | 78% |
| | - Can you shower every day? | 86% | 92% | 81% | 93% |
| | - Do you have clean sheets every week? | 69% | 75% | 87% | 73% |
| | - Do you get cell cleaning materials every week? | 59% | 67% | 60% | 67% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 72% | 64% | 75% | 64% |
| | - Can you get your stored property if you need it? | 28% | 35% | 31% | 33% |

**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*

| | Black and minority ethnic | White | Muslim | Non-Muslim |
|---|---|---|---|---|
| **Number of completed questionnaires returned** | 32 | 91 | 16 | 99 |
| **FOOD AND CANTEEN** | | | | |
| 5.2 Do you get enough to eat at meal-times always / most of the time? | 45% | 53% | 56% | 50% |
| 5.3 Does the shop / canteen sell the things that you need? | 50% | 68% | 44% | 67% |
| **RELATIONSHIPS WITH STAFF** | | | | |
| 6.1 Do most staff here treat you with respect? | 63% | 78% | 63% | 75% |
| 6.2 Are there any staff here you could turn to if you had a problem? | 62% | 80% | 69% | 77% |
| 6.3 In the last week, has any member of staff talked to you about how you are getting on? | 31% | 53% | 44% | 48% |
| 6.6 Do you feel that you are treated as an individual in this prison? | 48% | 48% | 53% | 46% |
| **FAITH** | | | | |
| *For those who have a religion:* | | | | |
| 7.2 Are your religious beliefs respected here? | 60% | 80% | 50% | 80% |
| 7.3 Are you able to speak to a Chaplain of your faith in private, if you want to? | 63% | 68% | 56% | 71% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | | |
| 8.1 Have staff here encouraged you to keep in touch with your family / friends? | 25% | 38% | 38% | 34% |
| 8.2 Have you had any problems with sending or receiving mail (letters or parcels)? | 57% | 58% | 44% | 60% |
| 8.3 Are you able to use a phone every day (if you have credit)? | 100% | 100% | 100% | 100% |
| *For those who get visits:* | | | | |
| 8.7 Are your visitors usually treated respectfully by staff? | 53% | 57% | 25% | 61% |
| **TIME OUT OF CELL** | | | | |
| 9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday? | 7% | 14% | 7% | 14% |
| Do you usually spend 10 hours or more out of your cell on a typical weekday? | 4% | 13% | 7% | 12% |
| *For those who use the library:* | | | | |
| 9.9 Does the library have a wide enough range of materials to meet your needs? | 35% | 48% | 29% | 48% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | | |
| 10.1 Is it easy for you to make an application? | 56% | 80% | 81% | 74% |
| *For those who have made an application:* | | | | |
| 10.2 Are applications usually dealt with fairly? | 40% | 47% | 42% | 46% |
| 10.3 Is it easy for you to make a complaint? | 44% | 64% | 47% | 62% |
| *For those who have made a complaint:* | | | | |
| 10.4 Are complaints usually dealt with fairly? | 21% | 36% | 11% | 34% |
| 10.5 Have you ever been prevented from making a complaint here when you wanted to? | 42% | 27% | 50% | 27% |

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

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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*

| | Black and minority ethnic | White | Muslim | Non-Muslim |
|---|---|---|---|---|
| **Number of completed questionnaires returned** | 32 | 91 | 16 | 99 |
| **HEALTH CARE** | | | | |
| 11.1 Is it very / quite easy to see: | | | | |
| - Doctor? | 60% | 46% | 73% | 45% |
| - Nurse? | 72% | 58% | 87% | 56% |
| - Dentist? | 12% | 28% | 33% | 23% |
| - Mental health workers? | 38% | 32% | 43% | 33% |
| *For those who have mental health problems:* | | | | |
| 11.4 Have you been helped with your mental health problems in this prison? | 64% | 57% | 50% | 60% |
| 11.5 Do you think the overall quality of the health services here is very / quite good? | 60% | 52% | 67% | 52% |
| **OTHER SUPPORT NEEDS** | | | | |
| *For those who have a disability:* | | | | |
| 12.2 Are you getting the support you need? | 0% | 29% | 0% | 28% |
| **SAFETY** | | | | |
| 14.1 Have you ever felt unsafe here? | 41% | 57% | 40% | 54% |
| 14.2 Do you feel unsafe now? | 15% | 26% | 20% | 25% |
| 14.3 Not experienced bullying / victimisation by other prisoners | 60% | 37% | 71% | 37% |
| 14.4 If you were being bullied / victimised by other prisoners here, would you report it? | 24% | 34% | 29% | 30% |
| 14.5 Not experienced bullying / victimisation by members of staff | 42% | 51% | 43% | 50% |
| 14.6 If you were being bullied / victimised by staff here, would you report it? | 38% | 53% | 57% | 47% |
| **BEHAVIOUR MANAGEMENT** | | | | |
| 15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | 35% | 32% | 47% | 30% |
| 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | 35% | 37% | 40% | 35% |
| 15.3 Have you been physically restrained by staff in this prison, in the last 6 months? | 8% | 21% | 7% | 20% |
| 15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | 8% | 9% | 13% | 9% |
| **EDUCATION, SKILLS AND WORK** | | | | |
| 16.3 Do staff encourage you to attend education, training or work? | 72% | 74% | 79% | 72% |
| **PLANNING AND PROGRESSION** | | | | |
| 17.1 Do you have a custody plan? | 64% | 60% | 73% | 58% |
| *For those who have a custody plan:* | | | | |
| 17.3 Are staff helping you to achieve your objectives or targets? | 40% | 60% | 40% | 58% |
| **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% | 48% | 0% | 57% |
| **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? | 44% | 46% | 44% | 46% |

# HMP Guys Marsh 2018

## Comparison of survey responses between sub-populations of prisoners

**In this table the following analyses are presented:**
**- 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.**

**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*

| | Foreign national | British national |
|---|---|---|
| **Number of completed questionnaires returned** | 11 | 98 |

| | | | |
|---|---|---|---|
| **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | |
| 1.2 | Are you under 25 years of age? | 46% | 25% |
| | Are you 50 years of age or older? | 9% | 15% |
| 1.3 | Are you from a minority ethnic group? | 27% | 22% |
| 7.1 | Are you Muslim? | 46% | 10% |
| 11.3 | Do you have any mental health problems? | 55% | 58% |
| 12.1 | Do you consider yourself to have a disability? | 20% | 35% |
| 19.2 | Are you a foreign national? | | |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 20% | 2% |
| **ARRIVAL AND RECEPTION** | | | |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 91% | 85% |
| 2.4 | Overall, were you treated very / quite well in reception? | 91% | 88% |
| 2.5 | When you first arrived, did you have any problems? | 64% | 71% |
| | *For those who had any problems when they first arrived:* | | |
| 2.6 | Did staff help you to deal with these problems? | 43% | 34% |
| **FIRST NIGHT AND INDUCTION** | | | |
| 3.3 | Did you feel safe on your first night here? | 82% | 66% |
| 3.5 | Have you had an induction at this prison? | 70% | 93% |
| | *For those who have had an induction:* | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | 43% | 49% |
| **ON THE WING** | | | |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 27% | 37% |
| 4.3 | On the wing or houseblock you currently live on: | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 90% | 78% |
| | - Can you shower every day? | 91% | 91% |
| | - Do you have clean sheets every week? | 73% | 75% |
| | - Do you get cell cleaning materials every week? | 55% | 66% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 55% | 67% |
| | - Can you get your stored property if you need it? | 36% | 32% |

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

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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*

| | Foreign national | British national |
|---|---|---|
| **Number of completed questionnaires returned** | 11 | 98 |

| | | | |
|---|---|---|---|
| **FOOD AND CANTEEN** | | | |
| 5.2 | Do you get enough to eat at meal-times always / most of the time? | 55% | 50% |
| 5.3 | Does the shop / canteen sell the things that you need? | 55% | 66% |
| **RELATIONSHIPS WITH STAFF** | | | |
| 6.1 | Do most staff here treat you with respect? | 55% | 76% |
| 6.2 | Are there any staff here you could turn to if you had a problem? | 64% | 75% |
| 6.3 | In the last week, has any member of staff talked to you about how you are getting on? | 55% | 47% |
| 6.6 | Do you feel that you are treated as an individual in this prison? | 40% | 47% |
| **FAITH** | | | |
| | *For those who have a religion:* | | |
| 7.2 | Are your religious beliefs respected here? | 80% | 76% |
| 7.3 | Are you able to speak to a Chaplain of your faith in private, if you want to? | 50% | 69% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | |
| 8.1 | Have staff here encouraged you to keep in touch with your family / friends? | 36% | 34% |
| 8.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | 46% | 59% |
| 8.3 | Are you able to use a phone every day (if you have credit)? | 100% | 100% |
| | *For those who get visits:* | | |
| 8.7 | Are your visitors usually treated respectfully by staff? | 40% | 57% |
| **TIME OUT OF CELL** | | | |
| 9.2 | Do you usually spend less than 2 hours out of your cell on a typical weekday? | 22% | 12% |
| | Do you usually spend 10 hours or more out of your cell on a typical weekday? | 0% | 11% |
| | *For those who use the library:* | | |
| 9.9 | Does the library have a wide enough range of materials to meet your needs? | 44% | 44% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | |
| 10.1 | Is it easy for you to make an application? | 64% | 75% |
| | *For those who have made an application:* | | |
| 10.2 | Are applications usually dealt with fairly? | 33% | 46% |
| 10.3 | Is it easy for you to make a complaint? | 27% | 62% |
| | *For those who have made a complaint:* | | |
| 10.4 | Are complaints usually dealt with fairly? | 33% | 31% |
| 10.5 | Have you ever been prevented from making a complaint here when you wanted to? | 63% | 28% |

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

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Orange shading shows significant differences in demographics and background information

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Grey shading indicates that we have no valid data for this question

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

| | Foreign national | British national |
|---|---|---|
| **Number of completed questionnaires returned** | 11 | 98 |

| | | | |
|---|---|---|---|
| **HEALTH CARE** | | | |
| 11.1 | Is it very / quite easy to see: | | |
| | - Doctor? | **55%** | **47%** |
| | - Nurse? | **64%** | **60%** |
| | - Dentist? | **18%** | **25%** |
| | - Mental health workers? | **73%** | **29%** |
| | *For those who have mental health problems:* | | |
| 11.4 | Have you been helped with your mental health problems in this prison? | **50%** | **60%** |
| 11.5 | Do you think the overall quality of the health services here is very / quite good? | **55%** | **54%** |
| **OTHER SUPPORT NEEDS** | | | |
| | *For those who have a disability:* | | |
| 12.2 | Are you getting the support you need? | **0%** | **30%** |
| **SAFETY** | | | |
| 14.1 | Have you ever felt unsafe here? | **55%** | **53%** |
| 14.2 | Do you feel unsafe now? | **27%** | **23%** |
| 14.3 | Not experienced bullying / victimisation by other prisoners | **50%** | **40%** |
| 14.4 | If you were being bullied / victimised by other prisoners here, would you report it? | **50%** | **30%** |
| 14.5 | Not experienced bullying / victimisation by members of staff | **40%** | **49%** |
| 14.6 | If you were being bullied / victimised by staff here, would you report it? | **60%** | **48%** |
| **BEHAVIOUR MANAGEMENT** | | | |
| 15.1 | Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | **27%** | **32%** |
| 15.2 | Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | **55%** | **34%** |
| 15.3 | Have you been physically restrained by staff in this prison, in the last 6 months? | **27%** | **18%** |
| 15.5 | Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | **10%** | **9%** |
| **EDUCATION, SKILLS AND WORK** | | | |
| 16.3 | Do staff encourage you to attend education, training or work? | **90%** | **71%** |
| **PLANNING AND PROGRESSION** | | | |
| 17.1 | Do you have a custody plan? | **70%** | **59%** |
| | *For those who have a custody plan:* | | |
| 17.3 | Are staff helping you to achieve your objectives or targets? | **67%** | **53%** |
| **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? | **25%** | **52%** |
| **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? | **36%** | **47%** |

# HMP Guys Marsh 2018

## Comparison of survey responses from different residential locations

**In this table responses from prisoners on the vulnerable prisoner and over 50s unit (Cambria)are compared with those from the rest of the establishment.**

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

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

Blue shading shows results that are significantly more negative than the comparator

Orange shading shows significant differences in demographics and background information

No shading means that differences are not significant and may have occurred by chance

Grey shading indicates that we have no valid data for this question

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

| | | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 23 | 98 |
| **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | |
| 1.2 | Are you under 21 years of age? | 0% | 0% |
| | Are you 25 years of age or younger? | 4% | 31% |
| | Are you 50 years of age or older? | 30% | 12% |
| | Are you 70 years of age or older? | 4% | 0% |
| 1.3 | Are you from a minority ethnic group? | 17% | 29% |
| 1.4 | Have you been in this prison for less than 6 months? | 26% | 38% |
| 1.5 | Are you currently serving a sentence? | 100% | 99% |
| | Are you on recall? | 13% | 10% |
| 1.6 | Is your sentence less than 12 months? | 4% | 4% |
| | Are you here under an indeterminate sentence for public protection (IPP prisoner)? | 4% | 4% |
| 7.1 | Are you Muslim? | 0% | 18% |
| 11.3 | Do you have any mental health problems? | 68% | 55% |
| 12.1 | Do you consider yourself to have a disability? | 52% | 30% |
| 19.1 | Do you have any children under the age of 18? | 41% | 57% |
| 19.2 | Are you a foreign national? | 0% | 13% |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 5% | 4% |
| 19.4 | Have you ever been in the armed services? | 9% | 8% |
| 19.5 | Is your gender female or non-binary? | 0% | 0% |
| 19.6 | Are you homosexual, bisexual or other sexual orientation? | 0% | 4% |
| 19.7 | Do you identify as transgender or transsexual? | 0% | 0% |
| **ARRIVAL AND RECEPTION** | | | |
| 2.1 | Were you given up-to-date information about this prison before you came here? | 5% | 13% |
| 2.2 | When you arrived at this prison, did you spend less than 2 hours in reception? | 50% | 50% |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 71% | 85% |
| 2.4 | Overall, were you treated very / quite well in reception? | 81% | 90% |

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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*

| | | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 23 | 98 |
| 2.5 | When you first arrived, did you have any problems? | 91% | 68% |
| 2.5 | Did you have problems with: | | |
| | - Getting phone numbers? | 27% | 24% |
| | - Contacting family? | 14% | 19% |
| | - Arranging care for children or other dependents? | 0% | 0% |
| | - Contacting employers? | 5% | 2% |
| | - Money worries? | 23% | 13% |
| | - Housing worries? | 23% | 9% |
| | - Feeling depressed? | 46% | 25% |
| | - Feeling suicidal? | 18% | 7% |
| | - Other mental health problems? | 27% | 19% |
| | - Physical health problems? | 5% | 5% |
| | - Drugs or alcohol (e.g. withdrawal)? | 27% | 15% |
| | - Getting medication? | 18% | 12% |
| | - Needing protection from other prisoners? | 9% | 5% |
| | - Lost or delayed property? | 27% | 23% |
| | *For those who had any problems when they first arrived:* | | |
| 2.6 | Did staff help you to deal with these problems? | 22% | 40% |
| **FIRST NIGHT AND INDUCTION** | | | |
| 3.1 | Before you were locked up on your first night, were you offered: | | |
| | - Tobacco or nicotine replacement? | 52% | 54% |
| | - Toiletries / other basic items? | 39% | 46% |
| | - A shower? | 70% | 54% |
| | - A free phone call? | 65% | 56% |
| | - Something to eat? | 78% | 72% |
| | - The chance to see someone from health care? | 74% | 72% |
| | - The chance to talk to a Listener or Samaritans? | 52% | 52% |
| | - Support from another prisoner (e.g. Insider or buddy)? | 13% | 28% |
| | - None of these? | 0% | 13% |
| 3.2 | On your first night in this prison, was your cell very / quite clean? | 23% | 15% |
| 3.3 | Did you feel safe on your first night here? | 59% | 70% |
| 3.4 | In your first few days here, did you get: | | |
| | - Access to the prison shop / canteen? | 20% | 40% |
| | - Free PIN phone credit? | 55% | 46% |
| | - Numbers put on your PIN phone? | 43% | 41% |
| 3.5 | Have you had an induction at this prison? | 86% | 90% |
| | *For those who have had an induction:* | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | 47% | 53% |

**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*

| | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 23 | 98 |

| | | | |
|---|---|---|---|
| **ON THE WING** | | | |
| 4.1 | Are you in a cell on your own? | 83% | 57% |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 44% | 33% |
| 4.3 | On the wing or houseblock you currently live on: | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 71% | 78% |
| | - Can you shower every day? | 91% | 91% |
| | - Do you have clean sheets every week? | 65% | 75% |
| | - Do you get cell cleaning materials every week? | 76% | 62% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 70% | 65% |
| | - Can you get your stored property if you need it? | 41% | 31% |
| 4.4 | Are the communal / shared areas of your wing or houseblock normally very / quite clean? | 74% | 58% |
| **FOOD AND CANTEEN** | | | |
| 5.1 | Is the quality of the food in this prison very / quite good? | 67% | 51% |
| 5.2 | Do you get enough to eat at meal-times always / most of the time? | 48% | 52% |
| 5.3 | Does the shop / canteen sell the things that you need? | 65% | 62% |
| **RELATIONSHIPS WITH STAFF** | | | |
| 6.1 | Do most staff here treat you with respect? | 75% | 74% |
| 6.2 | Are there any staff here you could turn to if you had a problem? | 96% | 70% |
| 6.3 | In the last week, has any member of staff talked to you about how you are getting on? | 61% | 43% |
| 6.4 | Do you have a personal officer? | 96% | 79% |
| | *For those who have a personal officer:* | | |
| 6.4 | Is your personal or named officer very / quite helpful? | 52% | 58% |
| 6.5 | Do you regularly see prison governors, directors or senior managers talking to prisoners? | 30% | 14% |
| 6.6 | Do you feel that you are treated as an individual in this prison? | 50% | 48% |
| 6.7 | Are prisoners here consulted about things like food, canteen, health care or wing issues? | 59% | 60% |
| | If so, do things sometimes change? | 31% | 35% |
| **FAITH** | | | |
| 7.1 | Do you have a religion? | 52% | 56% |
| | *For those who have a religion:* | | |
| 7.2 | Are your religious beliefs respected here? | 58% | 77% |
| 7.3 | Are you able to speak to a Chaplain of your faith in private, if you want to? | 82% | 63% |
| 7.4 | Are you able to attend religious services, if you want to? | 75% | 92% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | |
| 8.1 | Have staff here encouraged you to keep in touch with your family / friends? | 29% | 37% |
| 8.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | 62% | 58% |
| 8.3 | Are you able to use a phone every day (if you have credit)? | 100% | 100% |
| 8.4 | Is it very / quite easy for your family and friends to get here? | 37% | 23% |
| 8.5 | Do you get visits from family/friends once a week or more? | 0% | 18% |
| | *For those who get visits:* | | |
| 8.6 | Do visits usually start and finish on time? | 36% | 36% |
| 8.7 | Are your visitors usually treated respectfully by staff? | 64% | 54% |

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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*

| | | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 23 | 98 |
| **TIME OUT OF CELL** | | | |
| 9.1 | Do you know what the unlock and lock-up times are supposed to be here? | 86% | 91% |
| | *For those who know what the unlock and lock-up times are supposed to be:* | | |
| 9.1 | Are these times usually kept to? | 37% | 45% |
| 9.2 | Do you usually spend less than 2 hours out of your cell on a typical weekday? | 27% | 9% |
| | Do you usually spend 10 hours or more out of your cell on a typical weekday? | 9% | 11% |
| 9.3 | Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday? | 19% | 6% |
| | Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday? | 10% | 3% |
| 9.4 | Do you have time to do domestics more than 5 days in a typical week? | 67% | 51% |
| 9.5 | Do you get association more than 5 days in a typical week, if you want it? | 43% | 28% |
| 9.6 | Could you go outside for exercise more than 5 days in a typical week, if you wanted to? | 77% | 65% |
| 9.7 | Do you typically go to the gym twice a week or more? | 14% | 56% |
| 9.8 | Do you typically go to the library once a week or more? | 0% | 43% |
| | *For those who use the library:* | | |
| 9.9 | Does the library have a wide enough range of materials to meet your needs? | 63% | 41% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | |
| 10.1 | Is it easy for you to make an application? | 65% | 76% |
| | *For those who have made an application:* | | |
| 10.2 | Are applications usually dealt with fairly? | 39% | 47% |
| | Are applications usually dealt with within 7 days? | 22% | 33% |
| 10.3 | Is it easy for you to make a complaint? | 64% | 57% |
| | *For those who have made a complaint:* | | |
| 10.4 | Are complaints usually dealt with fairly? | 44% | 29% |
| | Are complaints usually dealt with within 7 days? | 29% | 20% |
| 10.5 | Have you ever been prevented from making a complaint here when you wanted to? | 37% | 29% |

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| | | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 23 | 98 |
| | *For those who need it, is it easy to:* | | |
| 10.6 | Communicate with your solicitor or legal representative? | 36% | 46% |
| | Attend legal visits? | 47% | 51% |
| | Get bail information? | 0% | 19% |
| | *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? | 77% | 63% |
| **HEALTH CARE** | | | |
| 11.1 | Is it very / quite easy to see: | | |
| | - Doctor? | 46% | 49% |
| | - Nurse? | 55% | 62% |
| | - Dentist? | 24% | 24% |
| | - Mental health workers? | 24% | 35% |
| 11.2 | Do you think the quality of the health service is very / quite good from: | | |
| | - Doctor? | 68% | 63% |
| | - Nurse? | 68% | 67% |
| | - Dentist? | 60% | 44% |
| | - Mental health workers? | 43% | 45% |
| 11.3 | Do you have any mental health problems? | 68% | 55% |
| | *For those who have mental health problems:* | | |
| 11.4 | Have you been helped with your mental health problems in this prison? | 63% | 55% |
| 11.5 | Do you think the overall quality of the health services here is very / quite good? | 50% | 56% |
| **OTHER SUPPORT NEEDS** | | | |
| 12.1 | Do you consider yourself to have a disability? | 52% | 30% |
| | *For those who have a disability:* | | |
| 12.2 | Are you getting the support you need? | 33% | 23% |
| 12.3 | Have you been on an ACCT in this prison? | 30% | 20% |
| | *For those who have been on an ACCT:* | | |
| 12.4 | Did you feel cared for by staff? | 67% | 53% |
| 12.5 | Is it very / quite easy for you to speak to a Listener if you need to? | 29% | 36% |
| **ALCOHOL AND DRUGS** | | | |
| 13.1 | Did you have an alcohol problem when you came into this prison? | 9% | 8% |
| | *For those who had / have an alcohol problem:* | | |
| 13.2 | Have you been helped with your alcohol problem in this prison? | 100% | 43% |
| 13.3 | Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)? | 41% | 33% |
| 13.4 | Have you developed a problem with illicit drugs since you have been in this prison? | 43% | 23% |
| 13.5 | Have you developed a problem with taking medication not prescribed to you since you have been in this prison? | 5% | 11% |
| | *For those who had / have a drug problem:* | | |
| 13.6 | Have you been helped with your drug problem in this prison? | 69% | 73% |
| 13.7 | Is it very / quite easy to get illicit drugs in this prison? | 71% | 60% |
| 13.8 | Is it very / quite easy to get alcohol in this prison? | 48% | 45% |

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| | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 23 | 98 |

| | | | |
|---|---|---|---|
| **SAFETY** | | | |
| 14.1 | Have you ever felt unsafe here? | 68% | 48% |
| 14.2 | Do you feel unsafe now? | 38% | 21% |
| 14.3 | Have you experienced any of the following from other prisoners here: | | |
| | - Verbal abuse? | 57% | 35% |
| | - Threats or intimidation? | 52% | 33% |
| | - Physical assault? | 43% | 24% |
| | - Sexual assault? | 5% | 4% |
| | - Theft of canteen or property? | 33% | 33% |
| | - Other bullying / victimisation? | 48% | 23% |
| | - Not experienced any of these from prisoners here | 24% | 48% |
| 14.4 | If you were being bullied / victimised by other prisoners here, would you report it? | 35% | 31% |
| 14.5 | Have you experienced any of the following from staff here: | | |
| | - Verbal abuse? | 52% | 30% |
| | - Threats or intimidation? | 38% | 27% |
| | - Physical assault? | 24% | 12% |
| | - Sexual assault? | 5% | 2% |
| | - Theft of canteen or property? | 14% | 12% |
| | - Other bullying / victimisation? | 48% | 26% |
| | - Not experienced any of these from staff here | 38% | 51% |
| 14.6 | If you were being bullied / victimised by staff here, would you report it? | 35% | 53% |
| **BEHAVIOUR MANAGEMENT** | | | |
| 15.1 | Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | 19% | 35% |
| 15.2 | Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | 43% | 35% |
| 15.3 | Have you been physically restrained by staff in this prison, in the last 6 months? | 32% | 14% |
| | *For those who have been restrained in the last 6 months:* | | |
| 15.4 | Did anyone come and talk to you about it afterwards? | 29% | 9% |
| 15.5 | Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | 9% | 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? | 50% | 80% |
| | Could you shower every day? | 50% | 100% |
| | Could you go outside for exercise every day? | 50% | 100% |
| | Could you use the phone every day (if you had credit)? | 50% | 100% |

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| | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 23 | 98 |

| | | | |
|---|---|---|---|
| **EDUCATION, SKILLS AND WORK** | | | |
| 16.1 | In this prison, is it easy to get into the following activities: | | |
| | - Education? | 57% | 75% |
| | - Vocational or skills training? | 30% | 49% |
| | - Prison job? | 50% | 68% |
| | - Voluntary work outside of the prison? | 10% | 7% |
| | - Paid work outside of the prison? | 5% | 5% |
| 16.2 | In this prison, have you done the following activities: | | |
| | - Education? | 72% | 80% |
| | - Vocational or skills training? | 71% | 70% |
| | - Prison job? | 74% | 87% |
| | - Voluntary work outside of the prison? | 29% | 36% |
| | - Paid work outside of the prison? | 28% | 37% |
| | *For those who have done the following activities, do you think they will help you on release:* | | |
| | - Education? | 62% | 59% |
| | - Vocational or skills training? | 75% | 61% |
| | - Prison job? | 36% | 35% |
| | - Voluntary work outside of the prison? | 0% | 57% |
| | - Paid work outside of the prison? | 60% | 55% |
| 16.3 | Do staff encourage you to attend education, training or work? | 82% | 71% |
| **PLANNING AND PROGRESSION** | | | |
| 17.1 | Do you have a custody plan? | 57% | 62% |
| | *For those who have a custody plan:* | | |
| 17.2 | Do you understand what you need to do to achieve your objectives or targets? | 83% | 85% |
| 17.3 | Are staff helping you to achieve your objectives or targets? | 40% | 58% |
| 17.4 | In this prison, have you done: | | |
| | - Offending behaviour programmes? | 50% | 46% |
| | - Other programmes? | 46% | 46% |
| | - One to one work? | 36% | 35% |
| | - Been on a specialist unit? | 30% | 20% |
| | - ROTL - day or overnight release? | 0% | 14% |
| | *For those who have done the following, did they help you to achieve your objectives or targets:* | | |
| | - Offending behaviour programmes? | 67% | 63% |
| | - Other programmes? | 60% | 61% |
| | - One to one work? | 75% | 72% |
| | - Being on a specialist unit? | 33% | 50% |
| | - ROTL - day or overnight release? | | 29% |

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| | Vulnerable prisoner and over 50s unit (Cambria) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 23 | 98 |

| | | | |
|---|---|---|---|
| **PREPARATION FOR RELEASE** | | | |
| 18.1 | Do you expect to be released in the next 3 months? | 23% | 24% |
| | *For those who expect to be released in the next 3 months:* | | |
| 18.2 | Is this prison very / quite near to your home area or intended release address? | 50% | 20% |
| 18.3 | Is anybody helping you to prepare for your release? | 33% | 50% |
| 18.4 | Do you need help to sort out the following for when you are released: | | |
| | - Finding accommodation? | 100% | 65% |
| | - Getting employment? | 67% | 55% |
| | - Setting up education or training? | 67% | 42% |
| | - Arranging benefits? | 100% | 65% |
| | - Sorting out finances? | 100% | 50% |
| | - Support for drug or alcohol problems? | 80% | 47% |
| | - Health / mental Health support? | 100% | 58% |
| | - Social care support? | 100% | 33% |
| | - Getting back in touch with family or friends? | 50% | 37% |
| 18.4 | Are you getting help to sort out the following for when you are released, if you need it: | | |
| | - Finding accommodation? | 60% | 39% |
| | - Getting employment? | 0% | 18% |
| | - Setting up education or training? | 0% | 25% |
| | - Arranging benefits? | 40% | 46% |
| | - Sorting out finances? | 0% | 11% |
| | - Support for drug or alcohol problems? | 100% | 56% |
| | - Health / mental Health support? | 33% | 46% |
| | - Social care support? | 33% | 17% |
| | - Getting back in touch with family or friends? | 50% | 14% |
| **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? | 38% | 47% |

# HMP Guy's Marsh 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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** 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** | 38 | 74 | | 64 | 48 |
| | **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | | | |
| 1.2 | Are you under 25 years of age? | 18% | 28% | | 20% | 31% |
| | Are you 50 years of age or older? | 16% | 16% | | 14% | 17% |
| 1.3 | Are you from a minority ethnic group? | 11% | 30% | | 17% | 31% |
| 7.1 | Are you Muslim? | 5% | 18% | | 10% | 19% |
| 11.3 | Do you have any mental health problems? | 90% | 40% | | | |
| 12.1 | Do you consider yourself to have a disability? | | | | 54% | 8% |
| 19.2 | Are you a foreign national? | 6% | 11% | | 10% | 11% |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 6% | 3% | | 5% | 2% |
| | **ARRIVAL AND RECEPTION** | | | | | |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 81% | 87% | | 81% | 88% |
| 2.4 | Overall, were you treated very / quite well in reception? | 86% | 91% | | 87% | 90% |
| 2.5 | When you first arrived, did you have any problems? | 87% | 63% | | 79% | 59% |
| | *For those who had any problems when they first arrived:* | | | | | |
| 2.6 | Did staff help you to deal with these problems? | 38% | 31% | | 30% | 39% |
| | **FIRST NIGHT AND INDUCTION** | | | | | |
| 3.3 | Did you feel safe on your first night here? | 51% | 76% | | 60% | 77% |
| 3.5 | Have you had an induction at this prison? | 87% | 90% | | 85% | 96% |
| | *For those who have had an induction:* | | | | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | 38% | 58% | | 40% | 62% |
| | **ON THE WING** | | | | | |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 42% | 32% | | 35% | 35% |
| 4.3 | On the wing or houseblock you currently live on: | | | | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 73% | 81% | | 81% | 77% |
| | - Can you shower every day? | 92% | 91% | | 92% | 92% |
| | - Do you have clean sheets every week? | 66% | 80% | | 75% | 78% |
| | - Do you get cell cleaning materials every week? | 62% | 67% | | 67% | 63% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 58% | 71% | | 67% | 67% |
| | - Can you get your stored property if you need it? | 27% | 38% | | 30% | 38% |

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

| | Have a disability | Do not have a disability | Mental health problems | No mental health problems |
|---|---|---|---|---|
| **Number of completed questionnaires returned** | 38 | 74 | 64 | 48 |
| **FOOD AND CANTEEN** | | | | |
| 5.2 Do you get enough to eat at meal-times always / most of the time? | 53% | 51% | 44% | 62% |
| 5.3 Does the shop / canteen sell the things that you need? | 70% | 64% | 65% | 65% |
| **RELATIONSHIPS WITH STAFF** | | | | |
| 6.1 Do most staff here treat you with respect? | 74% | 75% | 75% | 73% |
| 6.2 Are there any staff here you could turn to if you had a problem? | 76% | 76% | 75% | 75% |
| 6.3 In the last week, has any member of staff talked to you about how you are getting on? | 40% | 53% | 44% | 54% |
| 6.6 Do you feel that you are treated as an individual in this prison? | 49% | 47% | 44% | 50% |
| **FAITH** | | | | |
| *For those who have a religion:* | | | | |
| 7.2 Are your religious beliefs respected here? | 71% | 73% | 71% | 77% |
| 7.3 Are you able to speak to a Chaplain of your faith in private, if you want to? | 64% | 69% | 63% | 73% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | | |
| 8.1 Have staff here encouraged you to keep in touch with your family / friends? | 33% | 37% | 34% | 38% |
| 8.2 Have you had any problems with sending or receiving mail (letters or parcels)? | 56% | 58% | 69% | 43% |
| 8.3 Are you able to use a phone every day (if you have credit)? | 100% | 100% | 100% | 100% |
| *For those who get visits:* | | | | |
| 8.7 Are your visitors usually treated respectfully by staff? | 55% | 55% | 56% | 55% |
| **TIME OUT OF CELL** | | | | |
| 9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday? | 14% | 10% | 13% | 9% |
| Do you usually spend 10 hours or more out of your cell on a typical weekday? | 14% | 10% | 12% | 11% |
| *For those who use the library:* | | | | |
| 9.9 Does the library have a wide enough range of materials to meet your needs? | 24% | 51% | 39% | 48% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | | |
| 10.1 Is it easy for you to make an application? | 79% | 72% | 71% | 79% |
| *For those who have made an application:* | | | | |
| 10.2 Are applications usually dealt with fairly? | 38% | 50% | 38% | 57% |
| 10.3 Is it easy for you to make a complaint? | 63% | 58% | 61% | 59% |
| *For those who have made a complaint:* | | | | |
| 10.4 Are complaints usually dealt with fairly? | 35% | 28% | 23% | 46% |
| 10.5 Have you ever been prevented from making a complaint here when you wanted to? | 38% | 26% | 35% | 24% |

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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** | 38 | 74 | 64 | 48 |
| **HEALTH CARE** | | | | |
| 11.1 Is it very / quite easy to see: | | | | |
| - Doctor? | 45% | 50% | 44% | 54% |
| - Nurse? | 61% | 61% | 59% | 63% |
| - Dentist? | 27% | 22% | 16% | 35% |
| - Mental health workers? | 30% | 34% | 35% | 31% |
| *For those who have mental health problems:* | | | | |
| 11.4 Have you been helped with your mental health problems in this prison? | 67% | 47% | 59% | |
| 11.5 Do you think the overall quality of the health services here is very / quite good? | 51% | 55% | 51% | 58% |
| **OTHER SUPPORT NEEDS** | | | | |
| *For those who have a disability:* | | | | |
| 12.2 Are you getting the support you need? | 27% | | 26% | 33% |
| **SAFETY** | | | | |
| 14.1 Have you ever felt unsafe here? | 68% | 44% | 60% | 40% |
| 14.2 Do you feel unsafe now? | 39% | 15% | 29% | 15% |
| 14.3 Not experienced bullying / victimisation by other prisoners | 28% | 50% | 33% | 56% |
| 14.4 If you were being bullied / victimised by other prisoners here, would you report it? | 31% | 31% | 33% | 29% |
| 14.5 Not experienced bullying / victimisation by members of staff | 43% | 53% | 46% | 55% |
| 14.6 If you were being bullied / victimised by staff here, would you report it? | 47% | 50% | 55% | 41% |
| **BEHAVIOUR MANAGEMENT** | | | | |
| 15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | 22% | 37% | 29% | 36% |
| 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | 19% | 44% | 31% | 43% |
| 15.3 Have you been physically restrained by staff in this prison, in the last 6 months? | 32% | 8% | 24% | 9% |
| 15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | 11% | 8% | 10% | 9% |
| **EDUCATION, SKILLS AND WORK** | | | | |
| 16.3 Do staff encourage you to attend education, training or work? | 73% | 75% | 71% | 78% |
| **PLANNING AND PROGRESSION** | | | | |
| 17.1 Do you have a custody plan? | 58% | 63% | 60% | 62% |
| *For those who have a custody plan:* | | | | |
| 17.3 Are staff helping you to achieve your objectives or targets? | 44% | 60% | 53% | 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? | 17% | 58% | 50% | 46% |
| **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? | 35% | 50% | 40% | 50% |

# HMP Guys Marsh 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**
**- responses of prisoners aged 50 and over are compared with those of prisoners under 50**
**Please note that these analyses are based on summary data from selected survey questions only.**

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

| | | 25 and under | Over 25 | 50 and over | Under 50 |
|---|---|---|---|---|---|
| | **Number of completed questionnaires returned** | 32 | 91 | 19 | 104 |
| | **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | | |
| 1.2 | Are you under 21 years of age? | 0% | | | 0% |
| | Are you 70 years of age or older? | | 1% | 5% | |
| 1.3 | Are you from a minority ethnic group? | 38% | 22% | 16% | 28% |
| 7.1 | Are you Muslim? | 31% | 8% | 11% | 14% |
| 11.3 | Do you have any mental health problems? | 46% | 61% | 53% | 58% |
| 12.1 | Do you consider yourself to have a disability? | 25% | 37% | 33% | 34% |
| 19.2 | Are you a foreign national? | 17% | 8% | 6% | 11% |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 7% | 3% | 6% | 3% |
| | **ARRIVAL AND RECEPTION** | | | | |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 83% | 83% | 78% | 84% |
| 2.4 | Overall, were you treated very / quite well in reception? | 80% | 91% | 89% | 88% |
| 2.5 | When you first arrived, did you have any problems? | 67% | 74% | 75% | 71% |
| | *For those who had any problems when they first arrived:* | | | | |
| 2.6 | Did staff help you to deal with these problems? | 35% | 36% | 54% | 32% |
| | **FIRST NIGHT AND INDUCTION** | | | | |
| 3.3 | Did you feel safe on your first night here? | 70% | 67% | 47% | 72% |
| 3.5 | Have you had an induction at this prison? | 90% | 90% | 94% | 89% |
| | *For those who have had an induction:* | | | | |
| 3.5 | Did your induction cover everything you needed to know about this prison? | 59% | 51% | 67% | 51% |
| | **ON THE WING** | | | | |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 33% | 37% | 33% | 37% |
| 4.3 | | | | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 79% | 77% | 82% | 77% |
| | - Can you shower every day? | 90% | 91% | 89% | 91% |
| | - Do you have clean sheets every week? | 77% | 73% | 77% | 73% |
| | - Do you get cell cleaning materials every week? | 52% | 70% | 82% | 62% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 71% | 65% | 61% | 67% |
| | - Can you get your stored property if you need it? | 32% | 33% | 61% | 28% |

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| | 25 and under | Over 25 | 50 and over | Under 50 |
|---|---|---|---|---|
| **Number of completed questionnaires returned** | 32 | 91 | 19 | 104 |
| **FOOD AND CANTEEN** | | | | |
| 5.2 Do you get enough to eat at meal-times always / most of the time? | 42% | 54% | 67% | 48% |
| 5.3 Does the shop / canteen sell the things that you need? | 65% | 63% | 72% | 62% |
| **RELATIONSHIPS WITH STAFF** | | | | |
| 6.1 Do most staff here treat you with respect? | 62% | 79% | 100% | 70% |
| 6.2 Are there any staff here you could turn to if you had a problem? | 55% | 82% | 89% | 73% |
| 6.3 In the last week, has any member of staff talked to you about how you are getting on? | 45% | 48% | 50% | 47% |
| 6.6 Do you feel that you are treated as an individual in this prison? | 41% | 51% | 59% | 46% |
| **FAITH** | | | | |
| *For those who have a religion:* | | | | |
| 7.2 Are your religious beliefs respected here? | 56% | 79% | 86% | 70% |
| 7.3 Are you able to speak to a Chaplain of your faith in private, if you want to? | 63% | 68% | 77% | 64% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | | |
| 8.1 Have staff here encouraged you to keep in touch with your family / friends? | 35% | 35% | 41% | 34% |
| 8.2 Have you had any problems with sending or receiving mail (letters or parcels)? | 46% | 61% | 60% | 57% |
| 8.3 Are you able to use a phone every day (if you have credit)? | 100% | 100% | 100% | 100% |
| *For those who get visits:* | | | | |
| 8.7 Are your visitors usually treated respectfully by staff? | 53% | 58% | 71% | 54% |
| **TIME OUT OF CELL** | | | | |
| 9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday? | 11% | 13% | 6% | 14% |
| Do you usually spend 10 hours or more out of your cell on a typical weekday? | 7% | 12% | 35% | 6% |
| *For those who use the library:* | | | | |
| 9.9 Does the library have a wide enough range of materials to meet your needs? | 44% | 44% | 63% | 41% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | | |
| 10.1 Is it easy for you to make an application? | 82% | 72% | 61% | 77% |
| *For those who have made an application:* | | | | |
| 10.2 Are applications usually dealt with fairly? | 61% | 41% | 47% | 46% |
| 10.3 Is it easy for you to make a complaint? | 55% | 61% | 72% | 57% |
| *For those who have made a complaint:* | | | | |
| 10.4 Are complaints usually dealt with fairly? | 33% | 32% | 40% | 30% |
| 10.5 Have you ever been prevented from making a complaint here when you wanted to? | 29% | 31% | 31% | 30% |

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| | 25 and under | Over 25 | 50 and over | Under 50 |
|---|---|---|---|---|
| **Number of completed questionnaires returned** | 32 | 91 | 19 | 104 |
| **HEALTH CARE** | | | | |
| 11.1 Is it very / quite easy to see: | | | | |
| - Doctor? | 48% | 49% | 56% | 47% |
| - Nurse? | 62% | 61% | 56% | 62% |
| - Dentist? | 24% | 24% | 41% | 21% |
| - Mental health workers? | 39% | 31% | 35% | 33% |
| *For those who have mental health problems:* | | | | |
| 11.4 Have you been helped with your mental health problems in this prison? | 69% | 55% | 40% | 61% |
| 11.5 Do you think the overall quality of the health services here is very / quite good? | 50% | 55% | 65% | 52% |
| **OTHER SUPPORT NEEDS** | | | | |
| *For those who have a disability:* | | | | |
| 12.2 Are you getting the support you need? | 14% | 30% | 67% | 18% |
| **SAFETY** | | | | |
| 14.1 Have you ever felt unsafe here? | 50% | 54% | 72% | 49% |
| 14.2 Do you feel unsafe now? | 14% | 27% | 33% | 22% |
| 14.3 Not experienced bullying / victimisation by other prisoners | 63% | 35% | 28% | 45% |
| 14.4 If you were being bullied / victimised by other prisoners here, would you report it? | 15% | 37% | 71% | 24% |
| 14.5 Not experienced bullying / victimisation by members of staff | 46% | 49% | 47% | 49% |
| 14.6 If you were being bullied / victimised by staff here, would you report it? | 48% | 49% | 77% | 44% |
| **BEHAVIOUR MANAGEMENT** | | | | |
| 15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | 31% | 33% | 39% | 31% |
| 15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | 24% | 40% | 35% | 36% |
| 15.3 Have you been physically restrained by staff in this prison, in the last 6 months? | 21% | 17% | 0% | 21% |
| 15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months? | 14% | 7% | 6% | 10% |
| **EDUCATION, SKILLS AND WORK** | | | | |
| 16.3 Do staff encourage you to attend education, training or work? | 68% | 76% | 69% | 74% |
| **PLANNING AND PROGRESSION** | | | | |
| 17.1 Do you have a custody plan? | 69% | 58% | 67% | 59% |
| *For those who have a custody plan:* | | | | |
| 17.3 Are staff helping you to achieve your objectives or targets? | 35% | 63% | 64% | 53% |
| **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? | 43% | 50% | 40% | 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? | 45% | 46% | 53% | 45% |

# HMP Guys Marsh 2018

## Comparison of survey responses from different residential locations

**In this table responses from prisoners on the enhanced unit (Fontmell) are compared with those from the rest of the establishment.**

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| | | Super enhanced unit (Fontmell) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 13 | 108 |
| **DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION** | | | |
| 1.2 | Are you under 21 years of age? | 0% | 0% |
| | Are you 25 years of age or younger? | 15% | 27% |
| | Are you 50 years of age or older? | 46% | 12% |
| | Are you 70 years of age or older? | 0% | 1% |
| 1.3 | Are you from a minority ethnic group? | 15% | 28% |
| 1.4 | Have you been in this prison for less than 6 months? | 31% | 36% |
| 1.5 | Are you currently serving a sentence? | 100% | 99% |
| | Are you on recall? | 0% | 12% |
| 1.6 | Is your sentence less than 12 months? | 8% | 4% |
| | Are you here under an indeterminate sentence for public protection (IPP prisoner)? | 0% | 5% |
| 7.1 | Are you Muslim? | 8% | 15% |
| 11.3 | Do you have any mental health problems? | 62% | 57% |
| 12.1 | Do you consider yourself to have a disability? | 15% | 37% |
| 19.1 | Do you have any children under the age of 18? | 33% | 56% |
| 19.2 | Are you a foreign national? | 0% | 12% |
| 19.3 | Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) | 0% | 4% |
| 19.4 | Have you ever been in the armed services? | 17% | 7% |
| 19.5 | Is your gender female or non-binary? | 0% | 0% |
| 19.6 | Are you homosexual, bisexual or other sexual orientation? | 8% | 2% |
| 19.7 | Do you identify as transgender or transsexual? | 0% | 0% |
| **ARRIVAL AND RECEPTION** | | | |
| 2.1 | Were you given up-to-date information about this prison before you came here? | 8% | 11% |
| 2.2 | When you arrived at this prison, did you spend less than 2 hours in reception? | 62% | 49% |
| 2.3 | When you were searched in reception, was this done in a respectful way? | 100% | 81% |
| 2.4 | Overall, were you treated very / quite well in reception? | 92% | 88% |

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| | | Super enhanced unit (Fontmell) | Rest of the establishment |
|---|---|---|---|
| | **Number of completed questionnaires returned** | 13 | 108 |
| **2.5** | When you first arrived, did you have any problems? | **67%** | **73%** |
| **2.5** | Did you have problems with: | | |
| | - Getting phone numbers? | **33%** | **23%** |
| | - Contacting family? | **33%** | **17%** |
| | - Arranging care for children or other dependents? | **0%** | **0%** |
| | - Contacting employers? | **0%** | **3%** |
| | - Money worries? | **25%** | **14%** |
| | - Housing worries? | **8%** | **12%** |
| | - Feeling depressed? | **25%** | **29%** |
| | - Feeling suicidal? | **0%** | **10%** |
| | - Other mental health problems? | **8%** | **22%** |
| | - Physical health problems? | **8%** | **5%** |
| | - Drugs or alcohol (e.g. withdrawal)? | **8%** | **18%** |
| | - Getting medication? | **8%** | **14%** |
| | - Needing protection from other prisoners? | **8%** | **6%** |
| | - Lost or delayed property? | **25%** | **23%** |
| | *For those who had any problems when they first arrived:* | | |
| **2.6** | Did staff help you to deal with these problems? | **33%** | **36%** |
| **FIRST NIGHT AND INDUCTION** | | | |
| **3.1** | Before you were locked up on your first night, were you offered: | | |
| | - Tobacco or nicotine replacement? | **39%** | **56%** |
| | - Toiletries / other basic items? | **39%** | **45%** |
| | - A shower? | **39%** | **59%** |
| | - A free phone call? | **8%** | **64%** |
| | - Something to eat? | **54%** | **76%** |
| | - The chance to see someone from health care? | **54%** | **75%** |
| | - The chance to talk to a Listener or Samaritans? | **15%** | **57%** |
| | - Support from another prisoner (e.g. Insider or buddy)? | **31%** | **25%** |
| | - None of these? | **23%** | **9%** |
| **3.2** | On your first night in this prison, was your cell very / quite clean? | **15%** | **17%** |
| **3.3** | Did you feel safe on your first night here? | **39%** | **71%** |
| **3.4** | In your first few days here, did you get: | | |
| | - Access to the prison shop / canteen? | **8%** | **40%** |
| | - Free PIN phone credit? | **18%** | **51%** |
| | - Numbers put on your PIN phone? | **18%** | **44%** |
| **3.5** | Have you had an induction at this prison? | **92%** | **89%** |
| | *For those who have had an induction:* | | |
| **3.5** | Did your induction cover everything you needed to know about this prison? | **50%** | **52%** |

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| | Super enhanced unit (Fontmell) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 13 | 108 |

| | | | |
|---|---|---|---|
| **ON THE WING** | | | |
| 4.1 | Are you in a cell on your own? | 100% | 57% |
| 4.2 | Is your cell call bell normally answered within 5 minutes? | 15% | 38% |
| 4.3 | On the wing or houseblock you currently live on: | | |
| | - Do you normally have enough clean, suitable clothes for the week? | 92% | 75% |
| | - Can you shower every day? | 100% | 90% |
| | - Do you have clean sheets every week? | 92% | 71% |
| | - Do you get cell cleaning materials every week? | 100% | 60% |
| | - Is it normally quiet enough for you to relax or sleep at night? | 100% | 62% |
| | - Can you get your stored property if you need it? | 62% | 29% |
| 4.4 | Are the communal / shared areas of your wing or houseblock normally very / quite clean? | 100% | 56% |
| **FOOD AND CANTEEN** | | | |
| 5.1 | Is the quality of the food in this prison very / quite good? | 54% | 53% |
| 5.2 | Do you get enough to eat at meal-times always / most of the time? | 54% | 51% |
| 5.3 | Does the shop / canteen sell the things that you need? | 62% | 63% |
| **RELATIONSHIPS WITH STAFF** | | | |
| 6.1 | Do most staff here treat you with respect? | 92% | 72% |
| 6.2 | Are there any staff here you could turn to if you had a problem? | 77% | 75% |
| 6.3 | In the last week, has any member of staff talked to you about how you are getting on? | 54% | 46% |
| 6.4 | Do you have a personal officer? | 85% | 82% |
| | *For those who have a personal officer:* | | |
| 6.4 | Is your personal or named officer very / quite helpful? | 73% | 54% |
| 6.5 | Do you regularly see prison governors, directors or senior managers talking to prisoners? | 15% | 18% |
| 6.6 | Do you feel that you are treated as an individual in this prison? | 39% | 50% |
| 6.7 | Are prisoners here consulted about things like food, canteen, health care or wing issues? | 69% | 59% |
| | If so, do things sometimes change? | 44% | 32% |
| **FAITH** | | | |
| 7.1 | Do you have a religion? | 69% | 53% |
| | *For those who have a religion:* | | |
| 7.2 | Are your religious beliefs respected here? | 89% | 70% |
| 7.3 | Are you able to speak to a Chaplain of your faith in private, if you want to? | 67% | 66% |
| 7.4 | Are you able to attend religious services, if you want to? | 100% | 87% |
| **CONTACT WITH FAMILY AND FRIENDS** | | | |
| 8.1 | Have staff here encouraged you to keep in touch with your family / friends? | 46% | 34% |
| 8.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | 58% | 59% |
| 8.3 | Are you able to use a phone every day (if you have credit)? | 100% | 100% |
| 8.4 | Is it very / quite easy for your family and friends to get here? | 23% | 26% |
| 8.5 | Do you get visits from family/friends once a week or more? | 31% | 12% |
| | *For those who get visits:* | | |
| 8.6 | Do visits usually start and finish on time? | 30% | 37% |
| 8.7 | Are your visitors usually treated respectfully by staff? | 50% | 57% |

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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? | 100% | 89% |
| | *For those who know what the unlock and lock-up times are supposed to be:* | | |
| 9.1 | Are these times usually kept to? | 69% | 40% |
| 9.2 | Do you usually spend less than 2 hours out of your cell on a typical weekday? | 8% | 13% |
| | Do you usually spend 10 hours or more out of your cell on a typical weekday? | 46% | 6% |
| 9.3 | Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday? | 0% | 9% |
| | Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday? | 15% | 3% |
| 9.4 | Do you have time to do domestics more than 5 days in a typical week? | 67% | 52% |
| 9.5 | Do you get association more than 5 days in a typical week, if you want it? | 31% | 31% |
| 9.6 | Could you go outside for exercise more than 5 days in a typical week, if you wanted to? | 92% | 64% |
| 9.7 | Do you typically go to the gym twice a week or more? | 39% | 50% |
| 9.8 | Do you typically go to the library once a week or more? | 23% | 35% |
| | *For those who use the library:* | | |
| 9.9 | Does the library have a wide enough range of materials to meet your needs? | 50% | 43% |
| **APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS** | | | |
| 10.1 | Is it easy for you to make an application? | 69% | 75% |
| | *For those who have made an application:* | | |
| 10.2 | Are applications usually dealt with fairly? | 50% | 45% |
| | Are applications usually dealt with within 7 days? | 9% | 34% |
| 10.3 | Is it easy for you to make a complaint? | 69% | 57% |
| | *For those who have made a complaint:* | | |
| 10.4 | Are complaints usually dealt with fairly? | 25% | 33% |
| | Are complaints usually dealt with within 7 days? | 0% | 25% |
| 10.5 | Have you ever been prevented from making a complaint here when you wanted to? | 20% | 33% |

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|---|---|---|---|
| | **Number of completed questionnaires returned** | 13 | 108 |
| | *For those who need it, is it easy to:* | | |
| 10.6 | Communicate with your solicitor or legal representative? | 56% | 43% |
| | Attend legal visits? | 71% | 48% |
| | Get bail information? | 25% | 15% |
| | *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? | 42% | 69% |
| **HEALTH CARE** | | | |
| 11.1 | Is it very / quite easy to see: | | |
| | - Doctor? | 54% | 48% |
| | - Nurse? | 62% | 60% |
| | - Dentist? | 23% | 24% |
| | - Mental health workers? | 23% | 34% |
| 11.2 | Do you think the quality of the health service is very / quite good from: | | |
| | - Doctor? | 62% | 64% |
| | - Nurse? | 54% | 69% |
| | - Dentist? | 39% | 48% |
| | - Mental health workers? | 54% | 43% |
| 11.3 | Do you have any mental health problems? | 62% | 57% |
| | *For those who have mental health problems:* | | |
| 11.4 | Have you been helped with your mental health problems in this prison? | 50% | 58% |
| 11.5 | Do you think the overall quality of the health services here is very / quite good? | 62% | 54% |
| **OTHER SUPPORT NEEDS** | | | |
| 12.1 | Do you consider yourself to have a disability? | 15% | 37% |
| | *For those who have a disability:* | | |
| 12.2 | Are you getting the support you need? | 50% | 25% |
| 12.3 | Have you been on an ACCT in this prison? | 8% | 24% |
| | *For those who have been on an ACCT:* | | |
| 12.4 | Did you feel cared for by staff? | 100% | 55% |
| 12.5 | Is it very / quite easy for you to speak to a Listener if you need to? | 54% | 32% |
| **ALCOHOL AND DRUGS** | | | |
| 13.1 | Did you have an alcohol problem when you came into this prison? | 8% | 8% |
| | *For those who had / have an alcohol problem:* | | |
| 13.2 | Have you been helped with your alcohol problem in this prison? | 0% | 63% |
| 13.3 | Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)? | 15% | 37% |
| 13.4 | Have you developed a problem with illicit drugs since you have been in this prison? | 8% | 29% |
| 13.5 | Have you developed a problem with taking medication not prescribed to you since you have been in this prison? | 0% | 12% |
| | *For those who had / have a drug problem:* | | |
| 13.6 | Have you been helped with your drug problem in this prison? | 100% | 71% |
| 13.7 | Is it very / quite easy to get illicit drugs in this prison? | 69% | 61% |
| 13.8 | Is it very / quite easy to get alcohol in this prison? | 46% | 45% |

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|---|---|---|
| **Number of completed questionnaires returned** | 13 | 108 |

| | | | |
|---|---|---|---|
| **SAFETY** | | | |
| 14.1 | Have you ever felt unsafe here? | 77% | 49% |
| 14.2 | Do you feel unsafe now? | 8% | 26% |
| 14.3 | Have you experienced any of the following from other prisoners here: | | |
| | - Verbal abuse? | 54% | 37% |
| | - Threats or intimidation? | 46% | 36% |
| | - Physical assault? | 31% | 27% |
| | - Sexual assault? | 0% | 4% |
| | - Theft of canteen or property? | 31% | 34% |
| | - Other bullying / victimisation? | 46% | 25% |
| | - Not experienced any of these from prisoners here | 39% | 44% |
| 14.4 | If you were being bullied / victimised by other prisoners here, would you report it? | 54% | 29% |
| 14.5 | Have you experienced any of the following from staff here: | | |
| | - Verbal abuse? | 15% | 37% |
| | - Threats or intimidation? | 0% | 34% |
| | - Physical assault? | 8% | 15% |
| | - Sexual assault? | 0% | 3% |
| | - Theft of canteen or property? | 0% | 14% |
| | - Other bullying / victimisation? | 15% | 33% |
| | - Not experienced any of these from staff here | 77% | 45% |
| 14.6 | If you were being bullied / victimised by staff here, would you report it? | 62% | 48% |
| **BEHAVIOUR MANAGEMENT** | | | |
| 15.1 | Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well? | 31% | 32% |
| 15.2 | Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison? | 46% | 35% |
| 15.3 | Have you been physically restrained by staff in this prison, in the last 6 months? | 0% | 20% |
| | *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% | 8% |
| | *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? | | 71% |
| | Could you shower every day? | | 86% |
| | Could you go outside for exercise every day? | | 86% |
| | Could you use the phone every day (if you had credit)? | | 86% |

**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*

| | Super enhanced unit (Fontmell) | Rest of the establishment |
|---|---|---|
| **Number of completed questionnaires returned** | 13 | 108 |

| | | | |
|---|---|---|---|
| **EDUCATION, SKILLS AND WORK** | | | |
| 16.1 | In this prison, is it easy to get into the following activities: | | |
| | - Education? | 67% | 72% |
| | - Vocational or skills training? | 42% | 46% |
| | - Prison job? | 83% | 62% |
| | - Voluntary work outside of the prison? | 8% | 8% |
| | - Paid work outside of the prison? | 0% | 5% |
| 16.2 | In this prison, have you done the following activities: | | |
| | - Education? | 75% | 79% |
| | - Vocational or skills training? | 69% | 70% |
| | - Prison job? | 100% | 82% |
| | - Voluntary work outside of the prison? | 18% | 37% |
| | - Paid work outside of the prison? | 18% | 37% |
| | *For those who have done the following activities, do you think they will help you on release:* | | |
| | - Education? | 33% | 63% |
| | - Vocational or skills training? | 56% | 65% |
| | - Prison job? | 18% | 37% |
| | - Voluntary work outside of the prison? | 50% | 48% |
| | - Paid work outside of the prison? | 50% | 56% |
| 16.3 | Do staff encourage you to attend education, training or work? | 75% | 73% |
| **PLANNING AND PROGRESSION** | | | |
| 17.1 | Do you have a custody plan? | 77% | 59% |
| | *For those who have a custody plan:* | | |
| 17.2 | Do you understand what you need to do to achieve your objectives or targets? | 100% | 82% |
| 17.3 | Are staff helping you to achieve your objectives or targets? | 80% | 50% |
| 17.4 | In this prison, have you done: | | |
| | - Offending behaviour programmes? | 50% | 46% |
| | - Other programmes? | 44% | 46% |
| | - One to one work? | 33% | 36% |
| | - Been on a specialist unit? | 33% | 20% |
| | - ROTL - day or overnight release? | 22% | 10% |
| | *For those who have done the following, did they help you to achieve your objectives or targets:* | | |
| | - Offending behaviour programmes? | 80% | 60% |
| | - Other programmes? | 75% | 58% |
| | - One to one work? | 67% | 74% |
| | - Being on a specialist unit? | 67% | 40% |
| | - ROTL - day or overnight release? | 50% | 20% |

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|---|---|---|
| **Number of completed questionnaires returned** | 13 | 108 |

| | | | |
|---|---|---|---|
| **PREPARATION FOR RELEASE** | | | |
| 18.1 | Do you expect to be released in the next 3 months? | 17% | 24% |
| | *For those who expect to be released in the next 3 months:* | | |
| 18.2 | Is this prison very / quite near to your home area or intended release address? | 50% | 23% |
| 18.3 | Is anybody helping you to prepare for your release? | 50% | 48% |
| 18.4 | Do you need help to sort out the following for when you are released: | | |
| | - Finding accommodation? | 50% | 74% |
| | - Getting employment? | 0% | 62% |
| | - Setting up education or training? | 0% | 50% |
| | - Arranging benefits? | 50% | 74% |
| | - Sorting out finances? | 50% | 58% |
| | - Support for drug or alcohol problems? | 0% | 59% |
| | - Health / mental Health support? | 50% | 65% |
| | - Social care support? | 0% | 47% |
| | - Getting back in touch with family or friends? | 0% | 43% |
| 18.4 | Are you getting help to sort out the following for when you are released, if you need it: | | |
| | - Finding accommodation? | 100% | 41% |
| | - Getting employment? | | 15% |
| | - Setting up education or training? | | 20% |
| | - Arranging benefits? | 100% | 41% |
| | - Sorting out finances? | 0% | 9% |
| | - Support for drug or alcohol problems? | | 69% |
| | - Health / mental Health support? | 0% | 46% |
| | - Social care support? | | 22% |
| | - Getting back in touch with family or friends? | | 22% |
| **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? | 46% | 45% |




HM Inspectorate of Prisons is a member of the UK's National Preventive Mechanism, a group of organisations which independently monitor all places of detention to meet the requirements of international human rights law.

