Report on an unannounced inspection of

HMP/YOI Swinfen Hall

6 – 7, 20 – 23 August 2018

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by HM Chief Inspector of Prisons

6–7, 20–23 August 2018

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:





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Glossary of terms

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

Introduction

HMP/YOI Swinfen Hall is situated near Lichfield in Staffordshire, and at the time of the inspection held some 530 males aged between 18 and 28. Most were serving long sentences of over four years, including some 10% serving sentences of more than 10 years. The prison was last inspected in November 2016, when outcomes for prisoners were found to have deteriorated from the previous inspection in 2014 with assessments declining in three of our four healthy prison tests.

This latest inspection found that while there had been noticeable improvements in some areas, none of them had been sufficient to raise any of our assessments. In particular, there had been improvements in the provision of education and skills, and some of the residential accommodation had benefitted from refurbishment. I recognise that the assessments we made on this occasion were a disappointment to the prison's leadership and staff, but the simple fact was that, despite the improvements, too many fundamental issues still needed to be resolved.

First and foremost among these was the poor regime, which had a negative impact on so much else in the prison. We found that it was disrupted about 60% of the time, limiting access to work and education. Thirty-nine per cent of prisoners told us they were locked in their cells for more than 22 hours each day during the week, a figure that rose to 65% at weekends. This meant that only 27% had daily access to telephones, limiting their ability to maintain family contact or to complete domestic tasks such as cleaning their cells. Only a quarter of prisoners were able to have a daily shower, which compared very poorly with the 89% who were able to do so in other similar prisons.

The quality of relationships between staff and prisoners was also clearly adversely affected by the poor regime. It was disappointing to find that the regime had not improved since the last inspection. It was our clear view that if the regime could be improved, Swinfen Hall could become a quite different prison.

One very obvious casualty of the regime was the lack of opportunity for many prisoners to consume their meals anywhere other than in their locked cells. As a result we found far too many were compelled to eat their meals while sitting either on or very near to the lavatory in their cell. This was, of course, a situation that was unfortunately by no means unique to Swinfen Hall but was exacerbated there by the very poor regime.

It was pleasing to find that the health care provision was generally good, and prisoners held positive views about it. However, we did find that black and minority ethnic prisoners held more negative perceptions than their white counterparts about their experiences, and this was an issue that needed to be analysed and understood.

The prison had a robust approach to dealing with violence, and the fairly new violence reduction strategy had much to commend it, although there needed to be a sharper focus on violence reduction. Despite the fact that there had been some reduction in violence over the previous 12 months, much remained to be done. Two-thirds of prisoners told us they had felt unsafe at Swinfen Hall at some point, and a third felt unsafe at the time of the inspection. The number who said they had been victimised by other prisoners or by staff was much higher than at similar prisons, and was another issue that needed to be addressed.

We were particularly concerned by the very high levels of self-harm, and the fact that this was disproportionately high among younger prisoners. In the six months prior to the inspection there had been over 400 incidents, compared to less than 200 in a similar period before the last inspection. A significant amount of this total was attributable to a small number of prisoners, but this was nevertheless extremely worrying.

We have made four main recommendations in this report, and it is clear that there is an extent to which the issues they are intended to address are interrelated. The poor regime undoubtedly affected many areas of prison life, but clearly had a particularly acute impact on younger prisoners and those who were vulnerable or prone to committing acts of self-harm. The poor regime also inhibited attendance at activities, the development of constructive relationships with staff, family contact and basic living conditions. All of this inevitably had a negative impact on feelings of well-being and the ability of the prison to fulfil its objectives as a training prison.

There was much good work being carried out at Swinfen Hall by a committed and hard-working staff group, but the prison will not fulfil its potential to provide a consistently purposeful and caring environment for the young prisoners held there unless and until the poor regime is improved.

Peter Clarke CVO OBE QPM November 2018
HM Chief Inspector of Prisons

Fact page

Task of the establishment
Young adult male long-term training establishment and adult male category C prison.

Certified normal accommodation and operational capacity[1]

Prisoners held at the time of inspection:	532
Baseline certified normal capacity:	604
In-use certified normal capacity:	604
Operational capacity:	592

Notable features from this inspection

Half of prisoners were under 21 years old, and 118 had been identified as care leavers.

Nearly all prisoners were serving more than four years and were eligible for multi-agency public protection arrangements (MAPPA).

More than a third of prisoners were convicted of sexual offences.

There had been 718 incidents of self-harm in the previous six months.

Prison status (public or private) and key providers
Public

Physical health provider:	Care UK
Mental health provider:	Midlands Partnership NHS Foundation Trust
Substance misuse provider:	Midlands Partnership NHS Foundation Trust
Learning and skills provider:	Milton Keynes College
Escort contractor:	GEOAmey

Prison group
Midlands

Brief history
It takes young men aged between 18 and 25 serving from 3.5 years up to and including life.

Short description of residential units
Prisoners are housed in nine wings:

A	-	64 places
B	-	60 places – closed for refurbishment
C	-	60 places – induction /first night
D	-	68 places – 'Enabling environment'
E	-	60 places – PIPE (psychologically informed planned environment)
F	-	90 places

[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.

G - 90 places
I - 82 places – enhanced
J - 80 places (it held 75 prisoners at the time of the inspection due to the refurbishment programme)
Care and separation unit - 17 places

Name of governor and date in post
Ian West – October 2016

Independent Monitoring Board chair
Stella Bridle

Date of last inspection
24 October–4 November 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]

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2 https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/

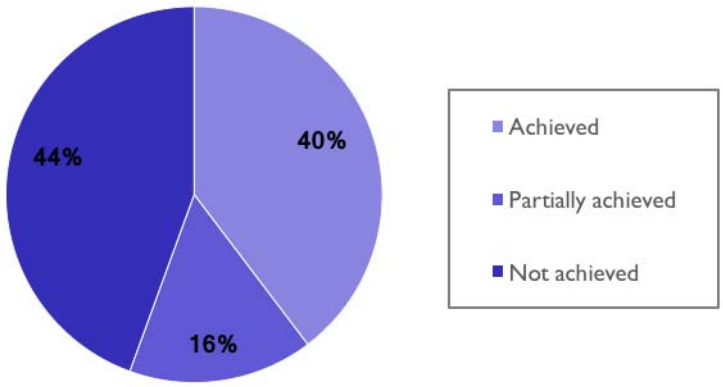
3 The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

S1 We last inspected HMP/YOI Swinfen Hall in 2016 and made 63 recommendations overall. The prison fully accepted 54 of the recommendations and partially (or subject to resources) accepted four. It rejected five recommendations.

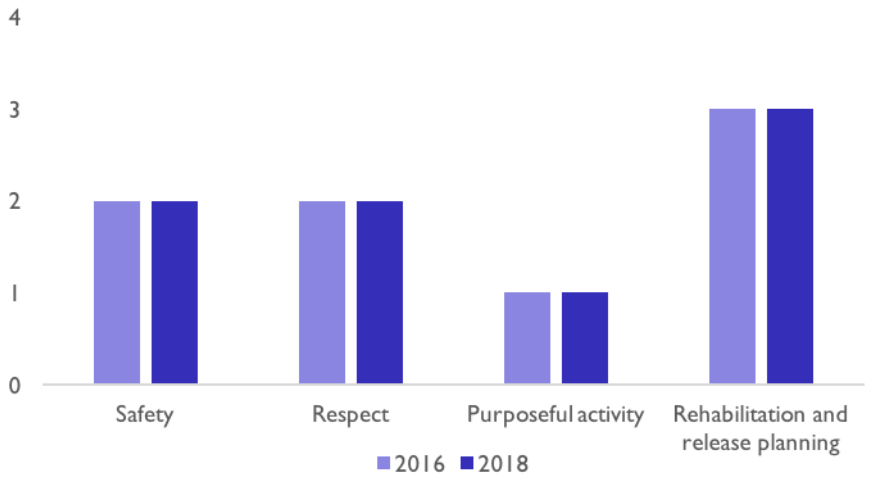
S2 At this follow-up inspection, we found that the prison had achieved 25 of those recommendations, partially achieved 10 and not achieved 28 recommendations.

Figure 1: HMP/YOI Swinfen Hall progress on recommendations from last inspection (n=63)



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

Figure 2: HMP YOI Swinfen Hall healthy prison outcomes 2016 and 2018[4]



[4] Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

S4 *Prisoners' experience of reception and their first night in custody had improved, but induction was rushed and new arrivals waited too long to be allocated to activities. A third of prisoners felt unsafe at the time of the inspection. The number of violent incidents had increased and, while the prison's response to violence was robust, there was insufficient focus on prevention. Support for victims of violence was good. The incentives and earned privileges (IEP) scheme did not motivate prisoners to change their behaviour. Security was well managed and the response to substance misuse was good. Levels of self-harm were very high and among the highest we have seen. There was poor care on residential units for some prisoners at risk of self-harm. Governance of use of force needed to improve to ensure that incidents were filmed and reviewed. Segregation was not used excessively.* ***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 in Swinfen Hall were not sufficiently good against this healthy prison test. We made 14 recommendations in the area of safety.[5] At this inspection we found that eight of the recommendations had been achieved, two had been partially achieved and four had not been achieved.*

S6 Conditions in reception and first night arrangements had improved and were good. The refurbished first night unit on C wing was clean and cells, although small, were clean and well prepared. Some aspects of induction were rushed and although there was good use of peer supporters, they lacked management oversight. In our survey, less than half of respondents said that induction covered all they needed to know. Induction to education and work activities only took place once a week and prisoners were often unable to attend, resulting in new arrivals spending long periods in their cells as they waited for allocation to activities.

S7 The prison did not have a motivational IEP scheme, and less than a third of prisoners reported that the scheme was fair or encouraged them to behave well. We saw failure to challenge some poor behaviour, including verbal abuse directed at vulnerable prisoners.

S8 Too many prisoners felt unsafe; in our survey, two-thirds of prisoners said they had felt unsafe at some time at Swinfen Hall, and around a third said they currently felt unsafe. Over half of all prisoners said that they had been victimised by other prisoners or staff, which was much higher than at similar prisons and at the last inspection. Levels of violence, including serious assaults, were higher than at comparable prisons and at the last inspection but had begun to reduce over the previous 12 months. Responses to violence were robust with perpetrators of violence and other antisocial behaviour managed through adjudications and the challenge, support and intervention plan (CSIP) process. The relatively new violence reduction strategy comprehensively outlined what would be done in response to violence and antisocial behaviour, but there was too little focus on prevention. Victims were monitored and, where possible, offered support. The self-isolator policy was comprehensive and most prisoners were well supported and encouraged to take part in the regime, although prisoners self-isolating had far too limited access to basic hygiene, such as showers.

S9 Use of force had reduced since the last inspection and numbers were lower than we often see at similar prisons. The documentation we examined indicated proportionate use of force, and governance had improved with the introduction of bi-weekly use of force review meetings. However, these arrangements were undermined by poor use and monitoring of video recording during incidents.

[5] This included recommendations about substance misuse treatment, which in our updated *Expectations* (Version 5, 2017) now appear under the healthy prison area of respect.

S10 Segregation was not used excessively and generally for short periods before prisoners were returned to normal location at Swinfen Hall. The regime on the unit remained limited but prisoners were offered in-cell work or education and could attend programmes. In our survey, only 39% of prisoners who had been segregated said they had been treated well by staff.

S11 The management of intelligence was good and security-led meetings were well attended. The drug strategy was based on an assessment of local needs, and there was a specific policy to provide a prison-wide approach to limit the use of new psychoactive substances.[6] The mandatory drug test (MDT) positive rate was lower than we often see at similar prisons.

S12 There had been a self-inflicted death since the last inspection. Although the prison had implemented the subsequent recommendations from the Prisons and Probation Ombudsman, there remained some concerns about the management of prisoners at risk of self-harm. Levels of self-harm were very high with disproportionately high numbers attributed to a smaller number of very complex prisoners. Despite some good organisational structures, the day-to-day care of some prisoners at risk of self-harm was inadequate. Entries in assessment, care in custody and teamwork (ACCT) casework management documents did not always show a dynamic response to meeting prisoner needs, and many written observations lacked detail. There was some evidence of good initial assessments and well-attended reviews, but this was undermined by poor day-to-day management on some residential wings. Some prisoners said they did not feel cared for or supported by residential staff while they were in crisis, and that they felt observed rather than engaged with; we found some in cells with nothing to keep them occupied.

Respect

S13 Relationships between staff and prisoners continued to be less positive than at comparable prisons. The refurbishment programme had improved living conditions in the older accommodation, but cells were very small. Prisoners had inadequate access to the basics of everyday life, including showers. There had been recent improvements in painting, cleaning and cell furnishings but the pace of progress was slow. The quality and quantity of food were reasonable but opportunities for communal dining were limited. Equality and diversity provision had developed but the managers needed to investigate the negative perceptions of some groups and respond to poor outcomes for younger prisoners. Prisoners were positive about health care and our findings supported this view. ***Outcomes for prisoners were not sufficiently good] against this healthy prison test.***

S14 At the last inspection in 2016 we found that outcomes for prisoners in Swinfen Hall were not sufficiently good against this healthy prison test. We made 23 recommendations in the area of respect. At this inspection we found that four of the recommendations had been achieved and 19 had not been achieved.

S15 As we found in 2016, the poor regime and long periods prisoners spent in their cells limited opportunities for staff to develop positive relationships with them. In our survey, fewer prisoners than the comparators said that most staff treated them with respect or that there was a member of staff they could turn to if they had a problem. These perceptions showed little change since the previous inspection. While some staff were confident in their dealings

[6] The term 'new psychoactive substances' 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 vaporized and inhaled in e-cigarettes and other devices.

with prisoners, others did not challenge poor behaviour, enforce cell standards or actively encourage prisoners to engage with the regime.

S16 Daily life on D and E wings (the enabling environment and psychologically informed planned environment (PIPE) units) was significantly better than in other areas of the prison. There had been some improvements to the physical environment and living conditions since the previous inspection, but more remained to be done. Managers were sighted on this, but the pace of progress was slow and prisoners expressed scepticism about the prison's commitment to improvement once our inspection was completed. Only 26% of prisoners said they could shower daily, which was much worse than the comparator and showed no improvement since the previous inspection. The quality and quantity of food were reasonable, but supervision of serveries was not sufficiently robust. Some communal dining had been introduced, but too many prisoners ate their meals sitting on, or next to, their toilet. Prisoners' family and friends were unable to send in clothing, and prisoners experienced unreasonable delays in receiving their catalogue orders.

S17 Prisoner consultation arrangements were reasonable, but too few prisoners were aware of changes that resulted. In our survey, prisoners expressed little confidence in the applications system and the prison had no means of measuring the timeliness of responses. Most responses to complaints were prompt, although some lacked detail.

S18 There were regular equality and diversity meetings which showed good discussion of diversity matters, although the accompanying action plan was not time bound. The number of discrimination incident reporting forms (DIRFs) received was slightly higher than at the last inspection but did not reflect the true number, as some were submitted through the prisoner complaints system. DIRFs were not freely available on all wings. Investigations were generally appropriate and quality assurance had recently been introduced. Some were very late but timeliness had improved. Prisoner focus groups had been introduced for some minority groups, with a particularly impressive forum for LGBT prisoners. Additional support was offered through prisoner equality representatives, although they had no defined role and needed more opportunities to promote and support diversity.

S19 In our survey, prisoners from a black or minority ethnic background were more negative about staff respect and half of prisoners with disabilities said they felt unsafe at the time of the inspection; the prison needed to understand the reasons for these perceptions. The foreign national officer had provided excellent support to individual prisoners, and Home Office immigration staff attended the prison for regular immigration surgeries. Staff were aware of prisoners with disabilities who required personal emergency evacuation plans, but care plans were missing on most wings. We found a lack of focus on the needs of prisoners under 21, who were over-represented in segregation, self-harm and disruptive behaviour. The chaplaincy was enthusiastic, well integrated into the prison and provided good pastoral support to prisoners. It offered a range of faith and other activities.

S20 Health services met most patient need, and there was effective governance and partnership working in place. Patients we spoke to were largely positive about health services. There were short waits for most primary care clinics. The wait for a routine GP appointment was approximately three weeks, which was reasonable. There was an integrated service providing effective mental health care and substance misuse support to prisoners, although there were some shortfalls for psychological interventions. There was limited demand for substance misuse clinical treatment, but care was good. Prisoners who needed hospital care under the Mental Health Act experienced significant delays in assessment and transfer. Medicine management arrangements were mostly good, but controlled drugs were administered at inconsistent times. Medicine administration had improved, but officer supervision was still limited in the treatment room supporting A, B and C wings. Prisoner access to dental

services had been a concern, but additional clinics had reduced waiting times to less than four weeks for routine appointments.

Purposeful activity

S21 *The regime continued to be inadequate and many prisoners regularly spent less than two hours a day out of their cell; this was unacceptable in a training prison with a young population. Leaders and managers had made improvements to the quality of education, skills and work provision since the previous inspection, including increasing the number of activity places. Teaching and learning had also improved and achievement rates were high for those prisoners who took qualifications. However, there were insufficient activity places to occupy the population fully, and places were not allocated effectively to ensure all prisoners had some activity. Prisoners' progress and outcomes across education, skills and work was limited by the regime, which severely restricted access to the provision.* ***Outcomes for prisoners were poor against this healthy prison test.***

S22 *At the last inspection in 2016 we found that outcomes for prisoners in Swinfen Hall were poor against this healthy prison test. We made 16 recommendations in the area of purposeful activity. At this inspection we found that seven of the recommendations had been achieved, six had been partially achieved and three had not been achieved.*

S23 The inadequate regime affected outcomes across all areas and was harmful to the well-being of prisoners. In our survey, 39% of prisoners said they spent more than 22 hours locked in their cell on weekdays, and 65% said this was the case at weekends; our findings supported this. Lack of time out of cell in the evening and at weekends severely limited the opportunity for social, creative and recreational activity, as well as family contact.

S24 All prisoners could visit the library at least once a week. It contained an adequate range of books and resources, and its usage was monitored. Storybook Dads (enabling prisoners to record a story for their children) was provided, but literacy could have been further promoted with a peer support scheme. All prisoners could have at least two recreational sessions a week in the gym. The PE programme was varied but the allocation process meant that prisoners could not always attend the most suitable or preferred activities. Some accredited courses were available.

S25 Since the previous inspection, prison leaders and managers had focused on improving the provision of education, skills and work activities, and had made demonstrable progress in some areas. However, the restricted regime had meant that the full provision only ran for 60% of the time in the previous 14 months. Despite this, managers and staff remained motivated to deliver an improved quality of provision.

S26 The partnership between the prison and Milton Keynes College had improved and this joint work had benefited the quality of teaching, learning and assessment in many activities. Prisoner attendance at activities was high when the prison ran a full regime. Although additional activity spaces had been created, there were still not enough to occupy the population fully. Unemployment rates had reduced but required further improvement. The lack of effective careers information, advice and guidance undermined the effectiveness and sequencing of allocation to activities.

S27 Labour market information had been used to inform the curriculum and ensure that the provision met the employability needs of prisoners. Three further vocational training areas had been introduced. Managers were well-informed about the performance of courses and

evaluated the quality of the provision accurately. However, there were not enough progression routes, and support for distance learning was insufficient.

S28 Many teaching and learning processes had been disrupted by regime restrictions, causing a lack of continuity in teaching and making some courses take longer to complete. Teachers in education were skilful at planning learning activities that met the differing abilities of learners. In industries, the more able prisoners were given roles of responsibility. such as quality assurance. Teachers in education and vocational training made good use of the information about individual prisoners' needs to target support and help them succeed. However, trainers in workshops did not support prisoners to enhance their English and mathematical skills sufficiently. Prisoners with additional learning needs were well supported by trained staff and volunteers in education. Mentors were well used in most classes to support learners. Health and safety practices had improved since the previous inspection but were not always monitored sufficiently.

S29 The regime had affected prisoner attendance in all areas of purposeful activity. Punctuality was not good enough during our inspection. Most prisoners were engaged and motivated to attend, and achieved their qualifications and work tasks. Prisoners felt safe and enjoyed their activities. Most prisoners behaved well in sessions and recognised staff efforts to meet their individual needs. Prisoners took pride in their work and were able to explain how they could use these skills in the future, although those in the manufacturing workshop found the work mundane.

S30 The number of functional skills qualifications achieved by prisoners had considerably reduced due to restrictions on the regime. Most prisoners who attended and completed their education and vocational training achieved their qualification. Achievement rates for English and mathematics qualifications had improved significantly and was now very high. Prisoners under 21 and those from black and minority ethnic backgrounds achieved less well than their peers in some education and training. In contrast, those with learning difficulties achieved particularly well.

Rehabilitation and release planning

S31 The poor access to telephones undermined the good provision to support family ties. Strategic management of rehabilitation and release planning was good. Contact between offender supervisors and prisoners was reasonably good, but there was little oversight of this work to ensure it was appropriately focused. Public protection arrangements were generally appropriate. There was an extensive range of programmes and other interventions, including the very positive PIPE and enabling environment initiatives. Offender supervisors went some way to offset the lack of resettlement provision for the small number of prisoners released directly into the community. ***Outcomes for prisoners were reasonably good against this healthy prison test.***

S32 At the last inspection in 2016 we found that outcomes for prisoners in Swinfen Hall were reasonably good against this healthy prison test. We made 10 recommendations in the area of resettlement.[7] At this inspection we found that six of the recommendations had been achieved, two had been partially achieved and two had not been achieved.

[7] This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated *Expectations* (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

S33 In our survey, only 27% of prisoners said they could access telephones every day, reflecting current restrictions with wing regimes. The visitors' centre offered good support, and many visitors spoke positively of the staff there and the help they had received. The visits hall was a reasonable environment, with a staffed play area and small snack bar. There continued to be delays in the start of visits sessions, especially on weekdays. There was a reasonable range of family and fathers' visits, and plans to extend these further. A family engagement worker provided additional casework support for some prisoners.

S34 The strategic approach to rehabilitation and release planning was good. Monthly reducing reoffending meetings covered key issues and the developmental action plan incorporated all appropriate work, including that of offender management. Many prisoners arrived at Swinfen Hall without an offender assessment system (OASys) assessment; at the time of the inspection, almost one in five prisoners had no assessment. Although the offender management unit (OMU) prioritised this work, the backlog remained a concern. Despite this, where assessments were in place their quality was reasonable in most cases, and excellent in some.

S35 Although there was a mix of prison officers and probation staff as offender supervisors, all caseloads at all risk levels were allocated regardless of their complexity. Agreed minimum levels of contact with prisoners were consistently maintained but their focus was not always clear. In some cases, there was a clear focus on risk and risk management, and liaison with other prison departments, but not in all. There was a lack of oversight of casework to ensure that levels of contact were consistent, and that work reflected need and addressed risk and dangerousness. Some casework supervision provided by the senior probation officer had recently been extended to all offender supervisors, but it was too early to assess its impact on practice. Support for care leavers was positive and developing.

S36 Given the population, home detention curfew remained relatively rare. Nevertheless, all eight prisoners considered for early release in the previous six months had been successful. Recategorisation boards were well run and allowed prisoners the opportunity to demonstrate change and motivation.

S37 The monitoring of prisoners subject to public protection restrictions was generally appropriate. Monthly interdepartmental risk management team (IDRMT) meetings focused primarily on prisoners subject to multi-agency public protection arrangements (MAPPA), which was reasonable, but there was a need to cover all prisoners due to be released and assessed as high or very high risk of harm to ensure effective release management. Attendance at the IDRMT meetings from departments across the prison was inconsistent.

S38 There was an impressive range of offending behaviour programmes, with a total of 187 programme places a year provided. All new arrivals were assessed for suitability for programmes regardless of delays in other procedures, such as OASys assessments. Many prisoners were transferred to Swinfen Hall specifically to undertake a programme, and there were usually few delays between their arrival and participation.

S39 The continued provision of the PIPE and enabling environment units on D and E wings was very positive. Both units offered excellent support and, especially in the case of the PIPE, reinforcement of learning from other programmes.

S40 Although not an identified resettlement prison, an average of around 14 prisoners a month were released. Pre-release planning was usually undertaken by offender supervisors, and focused on risk management and transition planning with community offender managers. Accommodation was usually arranged through offender managers with many prisoners going initially to approved premises on release. However, it was not always clear how far other

departments (such as substance misuse, mental health and education, training and employment) were integrated into this pre-release process.

Main concerns and recommendations

S41 **Concern:** Some prisoners at risk of self-harm were not adequately supported. The limited and inconsistent regime, and distant staff-prisoner relationships increased the feelings of isolation and alienation for prisoners at risk.

Recommendation: Prisoners, particularly those at risk of self-harm, should have consistent access to the regime and be engaged in purposeful activity. They should receive better support from staff working on residential units.

S42 **Concern:** Relationships between staff and prisoners were largely unchanged since the previous inspection. Although better on D and E wings, overall too few prisoners thought they were treated with respect or had a member of staff to turn to with a problem. There were too few opportunities for staff from many disciplines to engage actively with prisoners.

Recommendation: The prison should work to improve the quality of relationships between staff and prisoners, using lessons learned from the more positive examples around the prison. Staff should consistently model pro-social behaviour, have high expectations of prisoners, and encourage them to participate in allocated activities and contribute actively to the wider prison community.

S43 **Concern:** Approximately half the population were under 21. These younger prisoners were over-represented in incidents of self-harm, segregation, adjudications and other elements of poor behaviour. Many were undergoing the transition from young offender institutes to adult prisons. There was no specific focus on this age group, despite their involvement in destabilising behaviour.

Recommendation: The prison should fully assess the needs of prisoners under 21 and investigate the reasons behind their over-representation in many areas of poor behaviour and self-harm. There should be a detailed and realistic strategy for this age group to ensure they are properly cared for, and to provide an age-appropriate regime to keep them fully occupied and address any areas of poor behaviour.

S44 **Concern:** The limited time out of cell available to prisoners had a negative impact on most areas of their prison life. It affected attendance at activities, the promotion of a work-focused culture, contact with family and friends, the development of active relationships between staff and prisoners, formal and informal support for other prisoners, and access to the basics required for hygiene and decency.

Recommendation: A full and predictable regime should provide for all prisoners to be allocated to, and expected to attend, work or education and have a period for domestic tasks and association every day.

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 The prison continued to draw prisoners from across the country, and many had long journeys to reach the prison. During the inspection, we saw prisoners arriving after journeys of up to four hours without any toilet stops. However, prisoners were disembarked promptly. New arrivals told us that escort staff treated them well, and we observed respectful interactions as they left the escort vehicles; prisoners were not routinely handcuffed. Escorting staff were courteous and aware of the individual needs of the prisoners in their care. They shared information about arrivals with reception staff, which helped inform initial risk assessments.

1.2 Conditions in reception had improved since the previous inspection. Communal areas were clean, bright and with very good sightlines for staff to observe prisoners. Holding rooms for arrivals were well decorated and free of graffiti. There was a television and reading material in each room, as well as displays of up-to-date information.

1.3 The reception processes were well organised and arrivals moved reasonably quickly through them, typically about two hours, and on to the first night unit on C wing. They could also have a drink and something to eat before moving to C wing. The prison no longer strip searched all new arrivals, but only those who gave a positive indication on electronic detection devices.

1.4 Reception staff attitudes were particularly positive, they were clearly aware of the potential risks to new arrivals, and had created a relaxed and welcoming atmosphere. In our survey, 83% of prisoners said they had been treated well in reception. Initial safety screening of prisoners was good. Reception staff identified and dealt with arrivals' immediate needs during reception interviews and collaborated well with first night officers on C wing.

1.5 Conditions on the first night unit had improved significantly since the previous inspection, and the recently refurbished C wing was clean and well decorated (see photograph in Appendix III). Although the cells were small, they were clean and well prepared. Arrivals had an in-depth interview with dedicated first night officers, as well as access to a telephone and a shower, and they were allowed association on their first evening. Staff we spoke to in the first night unit were aware of all new arrivals, and provided support and carried out additional first night observations.

1.6 New arrivals also had an induction session with a prisoner peer supporter on their first evening. The introduction of peer support work, alongside a prisoners' information desk (see paragraph 2.4), were positive steps, but peer supporters lacked formal managerial support and new arrivals had insufficient access to them. The induction programme gave prisoners relevant information on accessing available services and dealing with prison life, but there was insufficient input from officers, sessions were rushed and prisoners did not have the opportunity to ask questions. Induction and assessment for activities, which were led by

specialist and prison staff, were only delivered weekly and prisoners were often unable to attend, which meant that new arrivals had to wait a week or more before they could take part in work or education. The weekly session for offender management induction seldom took place. In our survey, only 42% of respondents said the induction covered everything they needed to know about the prison. Most prisoners on induction spent nearly all day locked in their cells (see also paragraph 3.1 and main recommendation S44).

Recommendation

1.7 New arrivals should receive a full and timely induction, which includes sufficient time unlocked, and have easy access to peer support workers, who should receive sufficient support from staff and managers.

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

1.8 Prisoner perceptions of the fairness of the incentives and earned privileges (IEP) scheme had deteriorated since the last inspection, and less than a third of prisoners considered the scheme to be fair or motivational. Prisoners from black and minority ethnic backgrounds were much more negative than white prisoners about the motivational aspect of the scheme, and only 14%, against 38%, thought it was fair.

1.9 Although the IEP policy remained comprehensive, as at the last inspection it focused predominantly on punishment, with few incentives for good behaviour beyond access to the enhanced wing, which had a better regime and facilities. There were few positive comments by prison officers in prisoners' electronic case notes. We saw poor behaviour, including verbal abuse of vulnerable prisoners, going unchallenged. Prisoners we spoke to considered the scheme to be largely punitive and said there was little point in gaining enhanced status.

1.10 Improvement targets for prisoners on the basic level of the scheme remained too limited and their regime was inadequate – they could only access showers and telephones three times a week, and time unlocked for those who were unemployed could be as little as 30 minutes a day (see recommendation 2.12). Reviews of prisoners on basic were initially scheduled for seven days followed by 14 days, but the electronic case notes we saw showed that they were often late or were missed.

1.11 Too many prisoners felt unsafe. In our survey, two-thirds of prisoners said they had felt unsafe at some time at Swinfen Hall, and around a third said they currently felt unsafe. Over half of all prisoners said that they had been victimised by other prisoners or staff, which was much higher than the comparator and at the last inspection.

1.12 Violence, including serious assaults, had increased since our 2016 inspection, although they had begun to reduce in the previous 12 months. At the time of the inspection, levels of violence were higher than at the last inspection and slightly above the average for similar prisons.

1.13 The violence reduction strategy had recently been relaunched. It was clear in the responses that were to be taken and how the 'Challenge, support, intervention, plan' (CSIP) would be used for the most problematic prisoners, in conjunction with adjudications and use of the IEP scheme. However, it lacked any analysis of the causal factors of violence and antisocial behaviour, and was not supported by a dynamic action plan.

1.14 Safer custody meetings discussed a wide range of data and reviewed trends of poor behaviour and violence across the prison. However, the minutes indicated few, if any, actions to be taken to make the prison safer, and did not identify any actions taken since the previous meeting in response to recent acts of violence.

1.15 Links between safer custody and other key departments were developing well and information sharing was generally good. A monthly bulletin to all staff outlined violence patterns and trends for the previous month, but again did not highlight any required actions.

1.16 There was limited consultation with prisoners on their experience of violence. Although a questionnaire was issued to all prisoners being discharged, safer custody staff told us they did not see the forms, which went to the offender management unit (OMU), and they did not receive any feedback from them to inform their work.

1.17 The prison's response to violence was robust. All prisoners identified as perpetrators of violence were considered for management under the three-tier CSIP, which ranged from increased observations to location in the segregation unit on the basic level of IEP. All incidents of violence were investigated by the small team of safer custody officers. However, due to routine redeployment, many had been completed late or were pending investigation. Victims of violence and antisocial behaviour were offered individual support, although few took up this option.

1.18 The prison was well sighted on prisoners who chose to self-isolate. They were closely monitored and information on them was shared at a weekly multidisciplinary meeting. Wing staff were aware of self-isolators, and we saw some very supportive staff interactions to encourage their reintegration to the prison's regime. Self-isolators had a very poor regime with almost no time out of cell, no opportunity for exercise away from other prisoners, and access to showers only every other day (see recommendation 2.12).

1.19 Around 30% of the population had been convicted of sexual offences. They continued to be integrated into the general population. There was no evidence that they experienced higher assault rates or that they were more likely to self-isolate because of victimisation from other prisoners.

Recommendations

1.20 Improvement targets for prisoners on the basic level of the incentives and earned privileges scheme should be individualised and regularly monitored.

1.21 The prison should investigate the causes of violence and antisocial behaviour, and take appropriate steps to address them.

1.22 Violent incidents should be investigated within seven days.

1.23 The regime for self-isolating prisoners should include more time out of cell.

Adjudications

1.24 There had been 784 adjudications in the previous six months, which was lower than in the same period before the last inspection and at similar prisons. Records of hearings that we examined and hearings that we attended demonstrated that proceedings were conducted fairly, and that prisoners could explain their version of events.

1.25 Governance of adjudication processes had improved and was good. Data on the number and nature of adjudications were presented at segregation management meetings, and were noted, categorised and used to identify and address trends. Adjudicating governors attended the meetings regularly, and minutes indicated discussion of relevant issues.

Use of force

1.26 Use of force had reduced since the last inspection, and was low for this type of prison. There had been 132 incidents involving force in the previous six months, compared with 180 over a similar period in 2016.

1.27 The use of force documentation that we saw was reasonably good, but there was little indication that prisoners were interviewed after an incident. Although management and monitoring arrangements for the use of force had improved, we found some gaps. A use of force review committee, led by the head of safety, met every two weeks to oversee processes and provide governance. All paperwork was checked, and video records of incidents, where available, were examined. However, we saw video evidence that staff did not always use de-escalation effectively, and found that many planned incidents were not recorded at all. Although officers often wore body-worn cameras during incidents, the quality of videos was poor and did not always show what was happening during the incident.

Recommendations

1.28 All planned use of force should be video recorded and scrutinised by managers.

1.29 Body-worn cameras should focus on the incident of violence taking place.

Segregation

1.30 There were nine prisoners in the care and separation unit (CSU) during the inspection. Segregation was not used excessively and the average stay was around seven days. However, three prisoners had been segregated for longer than 42 days since April 2018, with the longest segregation for 73 days. Cellular confinement was used sparingly as a punishment by adjudicators, although prisoners who were involved in incidents of serious violence were segregated for 14 days under the prison's violence reduction policy. Segregation reviews continued to be well attended and focused on prisoner reintegration.

1.31 The segregation unit was generally clean, although some cells were grubby and had stained toilets. Prisoners were not routinely strip searched on arrival at the CSU. Time out of cell for most prisoners was limited to 30 minutes' exercise and a shower daily; they were not always offered a daily telephone call. However, prisoners could undertake in-cell education and work, and the small number on offending behaviour programmes could continue to attend.

1.32 In our survey, only 39% of prisoners who had been in segregation said they had been treated well by staff in the unit. This perception was confirmed by prisoners in the unit during our inspection.

Recommendation

1.33 Managers should investigate and address prisoners' poor perceptions of staff in the care and separation unit.

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.

1.34 Although parts of the prison were old and worn, we found no obvious weaknesses in its physical security. Checks of perimeter walls and fences were routine and well established.

1.35 The management and use of intelligence were very good. The security department received over 300 information reports a month. Relevant information and instructions were processed and communicated promptly to the appropriate areas. The monthly security meeting was well attended with useful links to other departments. A detailed intelligence report ('local tactical assessment report'), produced for the meeting, identified key intelligence by relevant subject and a detailed analysis of the risks faced, with each area graded as red, amber or green. The security meeting discussed the gradings and set security objectives for the following month, which were then communicated promptly across the establishment. A weekly tactical tasking meeting was particularly effective and fed into decision-making processes in the prison. There were good relationships with external agencies, particularly the local police and the HM Prison and Probation Service (HMPPS) West Midlands area search team.

1.36 The security risk assessments and subsequent management systems we reviewed were sound, with no evidence that the prison was risk averse when allocating prisoners to activity spaces, although there were some rational restrictions in higher risk areas.

1.37 The supervision of prisoners in key areas, such as residential wings and education, was reasonable and helped by the use of CCTV cameras. Searching, including cell searches, was driven by intelligence and detected a good number of prohibited articles, particularly in reception.

1.38 The security department and substance misuse services worked very well together to address alcohol and drug misuse. Comprehensive drug reduction strategies included separate policies for reducing use of new psychoactive substances,[8] which was still an identified problem. The mandatory drug testing (MDT) positive rate, at about 11%, was lower than we often see at this type of prison.

[8] The term 'new psychoactive substances' 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 vaporized and inhaled in e-cigarettes and other devices.

1.39 There was a wide-ranging supply reduction action plan, which was reviewed at well-attended drug strategy meetings. Suspicion drug testing was consistent and most tests were completed promptly, with an impressively high positive rate of over 70% in the previous six months. Prisoners found to have positive MDT results or involved in suspected new psychoactive substances-related incidents were always referred to substance misuse services. MDT facilities were satisfactory, and drug information leaflets were available in the suite.

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

1.40 There had been one self-inflicted death at the prison since our last inspection. The prison had a death-in-custody action plan, but despite progress in meeting the Prisons and Probation Ombudsman's recommendations, some gaps remained.

1.41 The number of self-harm incidents was extremely high for this type of prison at 408 incidents in the previous six months, compared with the 198 incidents at the last inspection. However, just 66 prisoners accounted for all the incidents in the previous six months, with a smaller number with very complex needs responsible for a large proportion; three prisoners had accounted for more than half of all incidents in the previous month. There was also evidence that prisoners under 21 were over-represented, accounting for 84% of incidents in June 2018 and 75% in July 2018.

1.42 In the previous six months, 212 assessment, care in custody and teamwork (ACCT) case management documents had been opened for prisoners at risk of suicide or self-harm, compared with 198 at our previous inspection. There were 15 open at the time of the inspection.

1.43 The prison was developing its strategy for understanding and reducing self-harm, and had good monitoring tools to record self-harm. The safer custody team was well resourced, and a well-attended safer custody committee met monthly. Prisoners in crisis were discussed at the weekly multidisciplinary meeting, and a separate weekly multidisciplinary meeting planned and monitored the care for those with particularly complex needs.

1.44 Despite these organisational structures, we were concerned about the day-to-day care of some prisoners at risk of self-harm. Staff entries in ACCT documents did not always show a dynamic response to meeting prisoner needs, and many written observations lacked detail. There was some evidence of good initial assessments and well-attended reviews, but they were undermined by poor day-to-day management on some residential wings, particularly A and C. Some prisoners we spoke to said they did not feel cared for or supported by residential staff while they were in crisis, and that they felt observed rather than engaged with. We found too many prisoners in crisis locked in their cell nearly all day, with nothing to occupy them or anyone to talk to (see also paragraphs 2.1 and 3.1 and main recommendation S41).

Protection of adults at risk[9]

1.45 The prison's safeguarding policy was being reviewed, but a nominated manager had been appointed, there were links with the local safeguarding board, and the referral system, through the safer custody team, was reasonable and understood by staff.

1.46 There were local vulnerability screening procedures, and reasonably good assessments of risk during prisoners' first few days in custody were (see paragraph 2.59). Prisoners who were identified with more complex needs were discussed at weekly safeguarding meetings, and their care was coordinated and reviewed by a multidisciplinary team of staff and managers (see paragraph 1.43).

[9] 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 Opportunities to develop positive staff-prisoner relationships were hampered by the poor regime and the long periods some prisoners spent locked in their cells. These factors, and poor prisoner perceptions of relationships, were unchanged since the previous inspection. In our survey, fewer prisoners than the comparator said most staff treated them with respect or that there was a member of staff they could turn to if they had a problem. More prisoners than the comparator said they had experienced verbal abuse, threats, or intimidation or physical assault from staff at Swinfen Hall. (See main recommendation S42.)

2.2 Some staff were confident in their dealings with prisoners and had positive interactions with them, but others did not challenge poor behaviour, address the poor conditions in which some prisoners lived or encourage engagement with the regime. In our survey, only 3% of prisoners said they saw governors or senior managers regularly talking to prisoners.

2.3 More prisoners than the comparator said they had a personal officer, but only around a third found them useful. Personal officer entries in prisoners' electronic case notes were sporadic but there were better entries from offender supervisors, newly appointed keyworkers and interventions staff. In many records, entries about negative behaviour outnumbered those that were positive or encouraging (see also paragraph 1.9). Some entries referred to prisoners by surname alone, and we heard staff using surnames when talking about prisoners.

2.4 Prisoners were employed as peer workers in several roles, including the recent introduction of prisoner information desk workers on the induction unit - the first unit to have this type of peer support. However, opportunities for peer workers to provide advice, guidance or support were limited by the regime restrictions.

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 refurbishment of C wing had been completed and work was under way on B wing. Broken cell windows around the site had been replaced (see photograph in Appendix III), toilets now had lids, and cells and communal areas were being painted. Gardens were maintained well and the outside exercise yards had equipment and seating. However, many

of the improvements were recent and progress overall had been slow; prisoners expressed a lack of confidence that the recent changes would be sustained after the inspection.

2.6 Further improvements were still needed. Toilets in shared cells were inadequately screened, prisoners were improvising window curtains from sheets and towels, and shared cells did not have lockable storage for personal possessions. Staff did not always enforce expected cell standards. Thorough cell checks by senior managers had been introduced and were identifying issues that staff had not addressed. Some deficiencies in cells that we identified at the start of our inspection had been remedied when we checked later in the week.

2.7 Some cells were cramped. Single cells on the older wings were very small, and the cells being used temporarily as doubles while B wing was being refurbished were small and ill-equipped for two people.

2.8 Prisoner perceptions of daily life were more positive on D and E wings (the enabling environment and psychologically informed planned environment (PIPE) units), which were generally cleaner and brighter, with a more collaborative relationship between staff and prisoners.

2.9 In our survey, only 26% of prisoners said they could shower daily, which was far below the comparator of 89%. They also reported poorer responses on weekly access to clean sheets and cleaning materials. Prisoners on D and E wings were significantly more positive in their responses to these questions. The restricted regime meant most prisoners had evening association only twice during weekdays, which limited their access to showers and telephones. Some shower areas had been refurbished and most were adequate, although there had been problems with the water supply during the hot weather when we inspected.

2.10 Prisoners could wear their own clothes but could not have clothing sent in to them, which was a frustration for them. There were delays in prisoners getting access to their stored property, as well as in receiving items ordered through catalogues (see paragraph 2.20 and recommendation 2.23). Wing laundry equipment needed repair.

2.11 In our survey, only 18% of prisoners said their cell call bells were answered within five minutes, which was worse than the comparator of 33%. Managers used central monitoring to make random checks, which were then followed up with the staff concerned if bells were left unanswered for more than five minutes. The records that we reviewed showed that while some bells were not answered promptly enough, this was not routine.

Recommendations

2.12 All prisoners should have daily access to showers and telephones.

2.13 Processes for prisoners to replace their own clothes should be reliable and sufficient to meet their needs.

2.14 Staff should respond to emergency cell bells within five minutes. (Repeated recommendation 2.10)

Residential services

2.15 The quantity and quality of food during the inspection were reasonable. The four-week menu cycle catered for religious and cultural diets, and included fruit and vegetables every day. Prisoners were consulted about the food through a twice-yearly food survey, and the

catering team attended some prisoner consultation forums. Special diets were catered for and food was provided for religious festivals.

2.16 Breakfast packs were issued the day before they were to be eaten, but were also available on the wings through the day. Cereal bars and milk were issued at the evening meal, and instant porridge was a breakfast option. Prisoners on some wings could now eat communally, but most had to eat in their cells; some said they sat on their toilets to eat.

2.17 Eighteen prisoners worked in the kitchen alongside the catering staff and could gain a level 2 national vocational qualification (NVQ). This was an improvement since the previous inspection when no qualifications were available. The kitchen was reasonably clean and food was stored appropriately.

2.18 There had been difficulties providing suitable clothing for prisoners who worked in the wing serveries, and supervision of food service was variable. Some servery equipment needed maintenance. Serveries were reasonably clean, although some food was left out overnight.

2.19 Prisoners could buy goods from the prison shop each week and had a choice of over 500 items. There was quarterly consultation on the goods. Reception packs of basic groceries, paid for in instalments, were offered to new arrivals. There were plans to open a tuck shop in reception so that new arrivals could buy a wider range of goods and avoid getting into debt by borrowing from other prisoners while waiting for their first full shop order.

2.20 Prisoners could shop from six catalogues and these orders no longer incurred an administration charge. However, there were delays in prisoners receiving their orders once they had been delivered to the prison.

Recommendations

2.21 **Breakfast should be served on the day it is to be eaten.** (Repeated recommendation 2.82)

2.22 **Prisoners should have the opportunity to self-cook and dine out of their cell.** (Repeated recommendation 2.83)

2.23 **Prisoners should receive their catalogue orders promptly on delivery to the prison.**

Prisoner consultation, applications and redress

2.24 A prisoner council meeting took place quarterly and was supported by wing forums; some wings held these more regularly than others. In our survey, only 20% of prisoners thought that consultation had led to changes. The minutes of the forums we reviewed varied in quality; some clearly set out action points that were checked for progress at subsequent meetings, while others recorded discussion but not action to take place as a result. Minutes indicated that attendance at the quarterly meetings by managers from areas of the prison of particular interest to prisoners was patchy. Governor's monthly breakfast meetings with prisoners (and separate meetings with staff) were a good way of eliciting views about life at Swinfen Hall, and identifying the issues of importance to prisoners and staff.

2.25 In our survey, only just under half of prisoners thought the applications system was fair, and only 22% said they received a response within seven days. The prison did not track how long it took for applications to be answered, or if they had a response. The limited time out of

cell for many prisoners increased their reliance on applications and complaints systems as they had fewer opportunities to resolve issues with staff informally.

2.26 There had been 775 complaints submitted in the previous six months, which was higher than similar prisons. Most complaints were about access to stored property and life on the residential units. Responses were mostly prompt but the standard of investigation was variable; some of the responses we reviewed did not cover all elements of the complaint. Random quality assurance was not identifying these weaknesses adequately, and there was now some additional quality assurance by functional heads.

2.27 There was no legal advice service for prisoners. In our survey, only 20% said it was easy to communicate with their legal representatives. As at the previous inspection, limited time out of cell made it difficult for prisoners to telephone their legal representatives. The library held a range of legal texts, and Prison Service Instructions were available on request. Legal visits facilities were private and provision was adequate to meet need. Videolink was available for prisoners' court appearances, and for contact with solicitors and offender managers. Prisoners were given information about registering to vote when they were released.

Recommendations

2.28 Consultation with prisoners should be consistent across the residential units, and lead to changes that are communicated to prisoners.

2.29 Responses to complaints should address the issues raised.

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[10] 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 There were regular equality meetings, which were now chaired by a senior manager. Attendance was reasonable and included prisoner representatives. The meeting considered a range of data across some protected characteristics, and the prison had identified and explored some concerns to ensure there were no discriminatory practices. The action plan for equality did not include the outcomes of discussions with minority groups, and actions were not time-bound. There had been regular celebrations of diversity and displays of diversity information around the prison.

2.31 Prisoner focus groups had been recently introduced for some minority groups. The prison needed to ensure that all groups could participate in such consultation, and that actions arising were fully recorded and addressed.

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

2.32 In the previous six months, 16 discrimination incident reporting forms (DIRFs) had been submitted, more than at our previous inspection. This did not reflect the true number of discrimination complaints as some had been submitted and dealt with through the general complaints system. DIRFs were not freely available on all wings, and prisoners sometimes had to ask staff for them. Investigations were reasonable, as were responses to complainants. A senior manager carried out recently introduced quality assurance, and a sample were discussed at the equality meeting. The timeliness of some responses was poor but this had improved in recent months. Prisoners convicted of racially aggravated offences and who committed such offences while in custody were identified.

2.33 Prisoner equality representatives had been appointed on all the wings as a point of contact for prisoners on equality and diversity issues, and some attended the monthly meetings. However, the selection of representatives was not structured, their role was not clearly defined, and they had no direct management oversight. They understood the protected characteristics and the importance of inclusion and respect, but felt there was more they could do to promote diversity around the prison.

2.34 There were contacts with several external organisations representing protected characteristics that had offered advice and information to the prison.

Recommendations

2.35 The equality and diversity action plan should be time-bound and include actions arising from prisoner forums.

2.36 Discrimination incident report forms should be freely available to all prisoners.

Protected characteristics

2.37 In our survey, black and minority ethnic prisoners (37% of the population) were more negative than white prisoners about respectful treatment by staff. Two forums had been held for them. We found no evidence of discrimination, but the reasons for these perceptions needed further investigation. There had been one forum for Gypsy, Roma and Traveller prisoners.

2.38 Around 7% of prisoners were foreign nationals. No prisoners were held under immigration powers at the time of the inspection. The foreign national officer had offered some excellent support to these prisoners, and in some cases their families, and there was regular attendance by Home Office immigration staff. Telephone interpreting services were available but had rarely been used. When we met one prisoner who was unable to speak or understand sufficient English to converse with us fully, staff were unfamiliar with the procedures for providing telephone interpreting. Foreign national prisoners could have a free five-minute telephone call each month if they had no visits, and airmail letters were available.

2.39 In our survey, 33% of prisoners said that they had a disability, many related to mental health and learning and educational needs. Six prisoners required a personal emergency evacuation plan (PEEP). Staff were aware of their needs and prisoner buddies had been appointed to assist them in an emergency, but not all wings held the written evacuation plans. In our survey, half of prisoners with disabilities said they felt unsafe at the time of the inspection; the prison needed to do work to understand the reasons for this.

2.40 There was a lack of focus on prisoners under 21, who were over-represented in segregation, self-harm and disruptive behaviour. There was no specific consideration of the needs of this

younger age group, some of who were in transition from young offender institutions to adult prison. (See main commendation S43.)

2.41 In our survey, 5% of prisoners said they were gay or bisexual, and they had good support. Between 20 and 30 prisoners attended the regular LGBT forum, and those we spoke to felt safe. Transgender prisoners were treated well and had access to necessary clothes and personal items to support their identity.

Recommendations

2.42 Prison managers should explore the reasons behind black and minority ethnic prisoners' negative perceptions in our survey, and the poor responses about safety from those with disabilities.

2.43 Prison managers should assess the distinct needs of young prisoners and formulate a strategy to meet them.

Good practice

2.44 *A forum for LGBT prisoners had proved a great success and provided good support to many prisoners who felt safe to be open about their sexuality in a closed environment.*

Faith and religion

2.45 All faiths in the population were represented by appointed staff or volunteers. In our survey, around 60% of prisoners were satisfied with the religious support they received. Prisoners could attend religious services on time and the faith centre was accessible to all. Faith facilities were very good. All faith groups had time and space allocated for worship. However, Muslim prayers currently took place in the gymnasium as repairs were required to their usual place of worship, and they needed a prompt return to these facilities to provide a more suitable environment. A programme of festivals was celebrated, and celebratory meals were provided.

2.46 The chaplaincy was well integrated in the prison regime and attended relevant meetings. Chaplains visited all new arrivals and prisoners in segregation, in line with their statutory responsibilities. They were involved in assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of self-harm, and offered good pastoral support to prisoners, especially during bereavement with trained counsellors available. There was a range of faith-based activities, a parenting course and weekly support group for vulnerable and self-isolating prisoners. The chaplaincy ran an active prison visitors scheme for prisoners who did not receive visits.

Recommendation

2.47 Muslim worship facilities should be repaired and re-opened as a matter of urgency.

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.

2.48 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)[11] and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found no breaches of the relevant regulations.

Strategy, clinical governance and partnerships

2.49 NHS England commissioned Care UK as the lead provider of health care at Swinfen Hall. Midlands Partnership NHS Foundation Trust delivered integrated mental health and substance misuse services, with other subcontractors providing specialist input.

2.50 A health needs analysis had recently been completed but not yet published. A partnership board was established and relationships between stakeholders were good. Contract monitoring arrangements and quality improvement processes were well established.

2.51 Local leadership was robust, and underpinned by effective clinical governance arrangements. Prisoners were involved in health care developments through a local forum, and we saw evidence of changes introduced as a result. Regular feedback was encouraged, and prisoner health care mentors were being introduced across all house blocks.

2.52 The reporting and management of untoward incidents were sound and there was a corporate clinical audit programme, although there were few locally driven projects. Staffing was generally appropriate, with regular agency staff making up any shortfalls in the workforce. Mandatory training for health staff and access to professional development were good, and all staff we spoke to said they felt well supported. We saw examples of reflective practice, team development and individual supervision, but records of such activity varied in quality and consistency. Most clinical records we sampled were good, with evidence of care planning. We observed professional interactions by health care staff who clearly knew their patients. Dual-handset telephone interpreting facilities were available in reception but were not accessible in the health care department.

2.53 Most clinic areas in the health care department met infection prevention and control standards. However, the results of a recent audit were still to be circulated, treatment facilities on the wings were not routinely cleaned, and debris and rubbish were accumulating in waiting areas.

2.54 Health care staff were trained to immediate life support levels and equipment was appropriate, well maintained and routinely checked. Most custody staff had first aid training, access to appropriately located automated external defibrillators (AEDs) and knew how to summon external paramedic services in an emergency.

2.55 Feedback about health services was promoted, but it was not clear this process included formal complaints. Despite this, prisoners had made health care complaints, which had been

[11] 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.

responded to. The quality of the responses we reviewed varied, and some did not answer the concern raised. None of the responses indicated how a patient could raise their concerns to a higher level if they were dissatisfied with the response. An action plan to resolve these points was developed during the inspection.

Recommendations

2.56 Treatment rooms on wings should be routinely cleaned, and debris and rubbish removed from waiting areas.

2.57 There should be a clear process for prisoners to make health complaints, and responses should always address the concerns raised and inform patients how to escalate concerns if they remained dissatisfied.

Promoting health and well-being

2.58 There was an impressive, systematic approach to health promotion. This was coordinated by a health care assistant and supported by a small group of peer mentors through an established calendar of events that incorporated other stakeholders, such as gym staff. Information for patients was generally good, and wing notice boards were kept up to date. A range of age-appropriate vaccination and immunisation programmes were provided, and a 'well-man' style clinic with the GP available, facilitated a good uptake of these services. Sexual health services were consistently delivered, and prisoners had access to barrier protection.

Primary care and inpatient services

2.59 New arrivals received a health assessment in reception, and prompt referrals were made. Most also received a further comprehensive assessment, including required immunisation, blood-borne virus testing and sexual health screening, within 72 hours. At this second appointment, prisoners could access an urgent GP appointment if a need was identified.

2.60 The application system for health appointments worked well and appointment letters were delivered confidentially. Primary care staff offered services between 7.30am and 7.30pm Monday to Thursday, and until 17.30pm on Friday. Health care staff were available at weekends between 8am and 17.30pm. Outside of these times, patients could access an out-of-hours GP service if necessary. Waiting times for routine GP appointments were approximately three weeks at the time of the inspection. There was a nurse-led clinic three days a week. Urgent cases were triaged and patients could have an appointment on the same day when required.

2.61 The range of primary care clinics met the need of patients, and included GP appointments, nurse-led clinics, optometry and physiotherapy. Telemedicine was used, but local hospitals could only facilitate this three to four times a month. Patients with long-term conditions were well managed by the GP or specifically skilled nurse. The clinical records and care plans we reviewed were of a good standard and reflected current National Institute for Health and Care Excellence (NICE) guidelines.

2.62 Although health care staff monitored non-attendance rates for clinics and had trialled ways to improve them, they remained too high. Patients were given letters to inform them of their appointment and a return slip if they no longer needed the slot. In June 2018, 24% of patients did not attend appointments, of who 15% were unable to access the health care department due to the prison regime.

2.63 There had been improvements with the process for patients attending external hospital appointments, and in the previous month, no appointments had been cancelled. Pre-release clinics enabled effective access to community services for prisoners leaving the prison.

Recommendation

2.64 **The delivery board should take sustained action to reduce non-attendance rates for appointments and make good use of clinical time, and help reduce waiting times for some services.** (Repeated recommendation 2.56)

Social care

2.65 Care UK was the provider for social care. There was a memorandum of understanding between the local authority (Staffordshire County Council), care provider and prison. There was screening of new arrivals, an open referral process, and a framework for referrals and provision of care when required. There had been no referrals at the time of the inspection, but we considered that staff would identify and act on any social care needs promptly. Staff told us equipment or aids required to assist patients with specific needs were easily accessible.

Mental health care

2.66 Midlands Partnership NHS Foundation Trust provided integrated mental health and substance misuse services. Improved staffing included nurses, occupational therapy, social work and psychiatry input, but there was no access to a learning disability practitioner or clinical psychology. The latter was a particular gap for prisoners with complex needs, including some exhibiting serious levels of self-harm (see paragraph 1.41). Supervision and management arrangements were well embedded, and there was good joint working with Care UK and the wider prison.

2.67 The service operated on weekdays between 8am and 5pm, which was insufficient given the complexity and acute nature of some patients' needs. New referrals were assessed by a duty worker and allocated according to need at daily meetings. The service received an average of 35 new referrals a month, an increase from 20 a month during the last inspection.

2.68 Urgent referrals were assessed within 72 hours and often on the same day. No routine referrals waited for longer than two weeks. There was an active caseload of 70 patients, with 13 managed under the care programme approach (CPA). There were no waiting lists but the non-attendance rate averaged 25%, mainly due to regime restrictions (see also paragraph 2.62 and recommendation 2.64).

2.69 The service offered a range of self-help literature, and the 'recovery star' (a collaborative assessment process) was used to plan and review care. Prisoners could access cognitive behavioural therapy, one-to-one work, compassion-focused therapy, anxiety management and emotional regulation groups. There was good care for those with both mental health and substance misuse problems, and the social worker offered family support. There was a joint service user forum with Care UK and 'recovery champions' (peers who provided information, advice and support), which was a positive initiative.

2.70 Weekly multi-disciplinary meetings enabled effective coordination of care with community teams attending CPA reviews, although the number of direct releases was low.

2.71 There was good ongoing contact and support for a small number of patients awaiting assessment and possible transfer to secure hospital, but transfers took too long. One patient waiting for seven months was finally admitted in June 2018. Practitioners were actively involved in ACCT reviews and safer custody meetings, but only during their standard working week.

2.72 National campaigns were used to promote mental health issues, but only 40 custodial staff (mainly from D and E wings) had received mental health awareness training.

2.73 Northamptonshire Healthcare Foundation Trust provided specialist input into E wing, the psychologically informed planned environment (PIPE) unit, and D wing, an enabling environment, as part of joint arrangements to support prisoners with personality disorders. (See paragraphs 4.32–4.35.) The range and nature of therapeutic input were good. However, Northamptonshire Healthcare NHS Foundation Trust did not use an electronic clinical record. It therefore had limited ability to share information about patients requiring ongoing support in the main prison environment who had previously resided on D and E wings. However, we were told that there were now complex case meetings, which should improve communication.

Recommendations

2.74 Mental health service provision should meet the needs of patients, including over weekends, and offer clinical psychology and specialist learning disability support.

2.75 All custody staff should have regular mental health awareness training to enable them to identify and support prisoners with mental health problems. (Repeated recommendation 2.75)

2.76 Transfers of patients under the Mental Health Act should take place within the current Department of Health transfer time guidelines. (Repeated recommendation 2.76)

2.77 Northamptonshire NHS Trust should have access to and utilise electronic clinical records systems to enable effective continuity of care.

Substance use treatment[12]

2.78 Attendance at drug strategy meetings had improved, and there was a more effective and coherent approach to the coordination and monitoring of supply and demand reduction initiatives.

2.79 The integrated mental health and substance misuse team provided easily accessible psychosocial support, and 43 prisoners were currently actively engaged with the service. Recovery workers delivered good quality one-to-one work using the outcome star (see paragraph 2.69), and co-facilitated the 'managing emotions' group. However, two new interventions to meet the needs of this age group, SMART (self-management and recovery training), and the 'holistic care group' (which also involving gym staff) had not been introduced due to regime restrictions. Three recovery champions had been trained to signpost prisoners to services and support groups once they were running.

[12] 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).

2.80 The team worked well with departments such as the offender management unit and fed into sentence plans. Although there were few releases, we saw examples of detailed release plans and referrals to community services. Prisoners referred through the adjudications or mandatory drug testing process were given harm reduction information and encouraged to engage with the service.

2.81 Clinical substance misuse treatment was provided by Care UK. Appropriate clinical input was available and additional expertise could be accessed if necessary. Demand remained low, and currently two patients received low levels of methadone as maintenance. They commented that the timing of methadone administration varied too much between weekdays and weekends (see paragraph 2.85). Treatment and care plans were reviewed regularly and jointly with the integrated mental health and substance misuse service.

Recommendation

2.82 The prison should ensure that prisoners can participate in a range of interventions that address substance misuse, and encourage recovery and well-being.

Medicines optimisation and pharmacy services

2.83 Lloyds Pharmacy provided individually-labelled medicines from their base at HMP Oakwood. Prescriptions followed an agreed Care UK formulary and were usually delivered within 24 hours. Urgent medicines could be accessed more readily, and some generic stock was available for unforeseen shortfalls or new arrivals. A pharmacist visited every month and provided some pharmacy-led clinics, but technician support was very limited. Most pharmacy tasks fell directly on nursing staff, which could lead to gaps in treatment due to other workloads.

2.84 Patients could receive in-possession medication, subject an appropriate risk assessment. The in-possession policy identified medicines that should be restricted or only prescribed by supervised administration; only a very limited range of potentially tradable drugs were prescribed. There was a good range of patient group directions (authorising appropriate health care professionals to supply and administer prescription-only medicine). Nurses could administer some short-term analgesics, but there were none available from the prison shop and prisoners had no access to over-the-counter medicines out of hours.

2.85 Supervised medicines were administered twice a day, at 8.30am and 4.30pm, from treatment rooms shared by the main house blocks and on the corridor serving A, B and C wings. These timings meant that some dose intervals could not be readily achieved, although we were told there were contingency arrangements outside these times if clinically indicated. Administration practice had improved since our previous inspection and there was now closer scrutiny and privacy for most patients, except for the A, B and C wing corridor where officer supervision was inconsistent. Administration of controlled drugs took place in the main health care department at 11.30am on weekdays and 9am at weekends, which was inconsistent, and there was no waiting area, which meant that patients could be held outside in bad weather.

2.86 The movement and storage of medicines, including controlled drugs, were secure, and there was an appropriate range of standard operating policies. Medicine reconciliation arrangements and the management of controlled drugs were good. Room and fridge temperatures were monitored appropriately. The local medicine management group had

only recently reconstituted; an action plan had prioritised key tasks, and progress was monitored at the corporate drugs and therapeutics committee.

Recommendations

2.87 There should be regular support from pharmacy technicians to ensure that patient access to treatment is consistent and efficient.

2.88 Administration of medicine should be supervised by prison staff in all areas, and controlled drugs should always be administered at consistent times, with privacy maintained through the provision of a discrete waiting area.

Dental services and oral health

2.89 Dental services were provided by a dentist, dental therapist and dental nurse from Time for Teeth. Appointments were prioritised on clinical need, and waiting times were adequate at less than four weeks. Urgent referrals were seen promptly. Dental sessions offered a range of community-equivalent treatment. Oral health promotion was provided verbally during consultations.

2.90 Dental equipment was well maintained and serviced regularly. The dental suite met infection control standards, decontamination complied with current regulation, and dental waste was disposed of safely.

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 was poor for a training prison and many prisoners spent too long locked up. (See main recommendation S44.) This affected all aspects of prison life and the well-being of prisoners. In our survey, 39% of prisoners said they spent less than two hours unlocked on weekdays, rising to 65% at weekends. The findings of our roll checks during the inspection were consistent with these perceptions and showed an average of 34.5% of prisoners locked up during the main working day. However, there were also wide variations between the wings. On one wing, 66% of prisoners were locked up in the afternoon and 46% the following morning. By contrast on another wing, 17% were locked up in the afternoon and all prisoners were unlocked the next morning.

3.2 Some prisoners could expect less than an hour a day out of their cell; these included prisoners who were self-isolating or segregated or unemployed and on the basic level of the incentives and earned privileges (IEP) scheme (see paragraph 1.10). Time unlocked at weekends for many was limited to a daily period of exercise and association, which could be supplemented by a visit, religious service or PE.

3.3 Association was available for most prisoners on alternate evenings, Monday to Thursday. Other than Friday afternoon, when there was no work or education, there were no domestic periods during the day for prisoners on the wings to access telephones or showers, which inhibited family contact (see also paragraph 4.1) and prisoners' ability to keep themselves and their cells clean.

3.4 Time in the fresh air was just 30 minutes each morning. Although this was too short, in our survey more prisoners than the comparator said they could go outside for exercise more than five times a week. Exercise yards included some fixed exercise equipment and seating. Association areas had been improved, with more equipment for prisoners, and there were some enhancements for prisoners on the highest level of the IEP scheme.

3.5 Access to the library was reasonable for most prisoners; 89% were library members and induction took place weekly. All prisoners were allocated at least one session a week, and those in the segregation unit had an outreach service. The stock was well presented and offered a range of books, including foreign language and easy readers, as well as legal texts. Prisoners could also request books. The library had two computers that prisoners could use to learn skills such as driving theory. Literacy was promoted through Storybook Dads (where prisoners record a story for their children,) and 'dads craft' sessions, where prisoners could make books for their children. However, there was no peer-led support scheme to help prisoners with reading difficulties.

3.6 Physical education facilities were excellent. A well-equipped weights gym, sports hall, Astroturf pitch and sports field were well maintained and available for use. In our survey, only a quarter of prisoners said they used the gym at least twice a week, although the

prison's statistics showed that 49% of the population had accessed the gym in the previous six months. The programme was varied and prisoners were allocated two recreational gym sessions a week by the Job Club. However, prisoners were not always able to attend their preferred or most suitable activities. There were more weight-training activities than other sports, as classes were based on what the majority of attendees said they wanted. Vocational qualifications were available up to level 2. The gym had working links with the integrated mental health and substance misuse services and health care to provide exercise-referral classes for prisoners who needed a more specialised approach to fitness.

Recommendation

3.7 Prisoner allocation to gym classes should take account of their individual preferences and offer them the most suitable physical education activities.

Education, skills and work activities (Ofsted)[13]

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.[14]

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 Since the previous inspection, prison leaders and managers had effected demonstrable improvements on the provision of education, skills and work activities, and in particular, on its quality. Prison staffing issues had reduced the activities regime, which had limited the reach and impact of leaders' actions; the restricted regime had meant that the full provision of education, skill and work activities had ran for only 60% of the time in the previous 14 months. (See main recommendation S44.)

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[13] 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.

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

3.10 The partnership between the prison and Milton Keynes College, which provided education and vocational training, was now constructive and had benefited many activity areas. Leaders and managers had made efforts to ensure that prisoners attended and remained in activities as expected and according to the regime available. Attendance at education, skills and work activities was high when the regime allowed the provision to run.

3.11 Managers had improved the use of data to manage the performance of the provision. College and prison managers now shared information about the attendance, retention and achievement of learners in different courses. Prison leaders and managers were better able to challenge the college to improve outcomes for learners. They had also started to analyse the participation of different groups of prisoners in activities, although had not yet begun to address any differences.

3.12 Quality improvement meetings were frequent and had enabled leaders and managers to review regularly progress on the many weaknesses identified at the previous inspection, including the sharing of best teaching practice. However, managers did not always follow up all agreed improvement actions at these meetings.

3.13 Managers had improved their evaluation of the quality of the provision. They scrutinised the quality of teaching, learning and assessment across most activities. Prison leaders and managers demonstrated an accurate understanding of the strengths and weaknesses of each education, skills and work area.

3.14 The education and vocational training provision was good. Managers had implemented effective quality improvement measures, including the observation of teaching and subsequent comprehensive staff development. As a result, they had successfully improved the quality of teaching in education and vocational training areas.

3.15 Labour market information had been used to inform the curriculum and a further three vocational training areas had been introduced. However, the number of activity spaces were still insufficient to occupy all prisoners fully and prisoner unemployment was still high, although lower than at the previous inspection. (See main recommendation S44.)

3.16 There were not enough progression opportunities for prisoners who had already achieved a level 2 qualification, and support for distance learning was equally insufficient. The majority of workshops did not offer a qualification. Since the previous inspection, the college had developed a wide range of useful courses that supported prisoners' personal development well.

3.17 The lack of careers information, advice and guidance had affected the creation of effective skills action plans for prisoners when they arrived at the prison. This meant that not all prisoners were allocated to the appropriate activities and in the right sequence. A member of staff was being trained to deliver specialist careers guidance. The prisoner pay policy was fair and did not disadvantage prisoners attending education.

3.18 Prisoners had good access to the virtual campus (providing community education, training and employment opportunities via the internet) and used the facilities well to undertake employability courses. The few prisoners approaching release received little information about education, training and employment outside.

Recommendations

3.19 Quality improvement meetings should follow up all agreed actions to ensure that the provision continues to improve.

3.20 The number of prisoners who are unemployed and unoccupied should be reduced by increasing the periods when the regime is running, providing sufficient activity places for the prison population.

3.21 The education, skills and work provision should be further developed to provide appropriate qualifications to all prisoners participating in activities, including progression routes and support for distance learning courses.

3.22 Prisoners should receive effective careers information, advice and guidance to inform their allocation to activities, as well as the necessary information on education, training and employment opportunities before their release.

Quality of provision

3.23 The quality of teaching, learning and assessment in education and vocational training had improved and was now good. However, it had not improved sufficiently to be good in the other activity areas.

3.24 Teachers and trainers did not sufficiently recognise or record prisoners' wider employability skills, such as timekeeping, teamworking and attitudes to work. This was particularly important in areas where there were no qualifications as it was the main record of achievement. In a small number of education lessons, targets for the development of prisoner's personal behaviour were not sufficiently focused on the individual to ensure they developed the necessary skills.

3.25 Teaching staff in the prison workshops received detailed information about prisoners' existing English and mathematical skills. However, not all of them offered prisoners learning activities to enhance and improve these skills.

3.26 Teachers in education were skilful at planning learning activities that met the differing abilities of prisoners, even when facing an unpredictable regime. For example, in a business class, some prisoners researched topics and presented their findings to their peers while the more able learners engaged in more challenging research. In a few sessions, teachers and trainers did not sufficiently check prisoners' understanding of a topic before they moved on to a new subject.

3.27 In education and vocational training, teaching staff kept prisoners interested in learning sessions and enabled them to make good progress. They used the information on individual prisoners' needs well to help them succeed. Prisoners with additional learning needs received particularly good support from specialist staff and volunteers in education.

3.28 Since the previous inspection, the quality of the assessment, monitoring and targeting of prisoners' progress had improved. The targets set in education and vocational training helped prisoners to progress quickly and gain skills. However, instructors in only a few workshops set appropriate targets for prisoners to improve employability skills.

Recommendations

3.29 The employability skills that prisoners develop in activities should be monitored and recognised as a record of their achievement.

3.30 Prisoners attending workshops and work activities should have learning opportunities that enhance and further improve their English and mathematics skills.

3.31 Prisoners participating in workshops should receive the appropriate targets to progress quickly and gain new employability skills.

Personal development and behaviour

3.32 When prisoners were able to attend activities, their attendance was good. Most were motivated to achieve their qualifications and work tasks. During the inspection, prisoners were often late, which did not help them develop employability skills.

3.33 Prisoners felt safe and enjoyed their activities. However, managers did not monitor health and safety regulations thoroughly enough. For example, there had been insufficient attention to ensuring that first aid boxes were appropriately maintained. In vocational training, prisoners gained useful skills that would increase their employability prospects in release.

3.34 Most prisoners behaved well in sessions, and recognised and appreciated staff efforts to meet their individual needs. Relationships between prisoners and teaching staff were positive. However, on the few instances when we observed prisoners using offensive language, staff did not take appropriate action to challenge this.

3.35 In areas such as tailoring, prisoners benefited from opportunities to reinforce and further develop their English and mathematical skills. Prisoners took pride in their work and were able to explain how they could use their newly developed trade skills in the future, although those in the manufacturing workshop found the work mundane. In the new fencing workshop, prisoners benefited from working patterns that mirrored commercial practices, which helped them build a good work ethos.

Recommendations

3.36 Prisoners should arrive punctually at their allocated education, skills and work activities so that they develop a good work ethic.

3.37 The monitoring of health and safety regulations in the education, skills and work areas should be strengthened.

3.38 All staff should be able to deal effectively with problem behaviour during learning in activities.

3.39 The work provided should enhance and further develop prisoners' personal, social and employability skills.

Outcomes and achievements

3.40 The number of English and mathematics qualifications achieved by prisoners had reduced considerably due to the poor regime, which had limited attendance. However, more prisoners had achieved a vocational training qualification.

3.41 Prisoners who attended their education and vocational training courses progressed well and almost all achieved their qualifications. In particular, achievement rates in English and mathematics at all levels had improved significantly since the previous inspection and were now high for the relatively low number attending.

3.42 In most workshops, prisoners could not attain qualifications at a suitable level that were recognised and valued by employers. In addition, not all wing cleaners and servery staff were adequately qualified to carry out these roles.

3.43 In workshops and work, prisoners did not develop their written skills sufficiently well, although most of their practical work was a good standard. In the contract workshops, prisoners developed quality control skills of the work they produced, which was assured by their peers. Prisoners' written work in education was appropriate for their level, and of a very high standard for prisoners undertaking the mentoring qualification.

3.44 Prisoners under 21 and those from black and minority ethnic backgrounds did not achieve as well than their peers. However, prisoners with a recognised learning difficulty or disability had better achievement than those without a need or disability.

Recommendations

3.45 All wing cleaners and food servery workers should be appropriately qualified for these roles.

3.46 Leaders and managers should address any differences in the participation, progress and achievement of different groups of prisoners.

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 Swinfen Hall was a national resource and as a consequence many prisoners were a long way from home. Although the prison did not monitor information about this routinely, in our survey 67% of respondent said it was difficult for their family or friends to visit, and only 11% said that they received visits weekly. Visitors who we spoke to confirmed this; many had travelled for over three hours. This lack of contact with family and friends was compounded by the current restrictions to the regime that reduced prisoner access to telephones. In our survey, only 27% of prisoners said they could access telephones every day; while 58% of prisoners on D and E wings said they had daily access to a telephone, the response was only 16% elsewhere in the prison. Overall, only 28% of prisoners said that staff encouraged them to maintain contact with their family or friends.

4.2 Family support provision was reasonable and had increased since Barnardo's had taken over the contract in November 2017. A full-time family engagement worker was based in the offender management unit (OMU) and offered extensive support to both families and prisoners, mostly on a one-to-one basis. This support included the facilitation of final contact visits with children due to be adopted, along with work to reconcile estranged parents and children.

4.3 Further support on offer included a parenting course ('Being Dad') delivered by the Mothers' Union and facilitated through the chaplaincy. The library organised Storybook Dads (enabling prisoners to record a story for their children), and there were a range of family-centred visits (in addition to ordinary visits) both for fathers and extended family members and siblings. The number and range of these were planned to be extended to at least eight a year.

4.4 The visitors' centre was small but offered a reasonable space to book in and wait for visits. Visitors were very positive about the help and support they received from both paid and voluntary staff. However, some visitors we spoke with said they found it difficult to get responses to queries they had raised with the prison.

4.5 The visits hall was a reasonable size and had a staffed play area and small snack bar; the environment was relaxed when we visited. Visitors confirmed the responses in our survey that visits often started late, especially on weekdays. This was the case during the inspection, with a delay of around 20 minutes for some visitors who had arrived in good time for the 2pm start. We were also told that there could be delays in booking visits because of limited visits sessions. This was confirmed when we tried to book a visit and could not book a

weekday slot for 10 days, and the first weekend slot was not available for more than two weeks.

Recommendation

4.6 Visits should start at the advertised time, and there should be sufficient visits sessions to meet demand.

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 prison had a strategic focus on rehabilitation and release planning. The reducing reoffending management group met monthly, although attendance from key departments was variable. The comprehensive action plan was reviewed and updated regularly, with appropriate targets and objectives identified. Quarterly partnership meetings supported the development of work further.

4.8 The work of offender management and the OMU was given priority by senior managers. Despite staffing problems across the prison, and its negative impact on wing regimes, band four officer offender supervisors were rarely redeployed from their offender management function. This ensured continuity of provision.

4.9 There continued to be a problem with prisoners arriving at the prison without an OASys (offender assessment system) assessment. Managers estimated that there were none for around half of all those transferred to Swinfen Hall. Despite regular attempts to reduce the backlog, the problem continued and stood at 19% at the time of the inspection, with almost a quarter of all men assessed as low or medium risk of harm without an assessment. There was a mechanism to chase up delayed assessments that were the responsibility of community offender managers.

4.10 Despite the backlog, where there were OASys assessments, their quality was generally reasonable. In all the cases we reviewed during the inspection, the OASys was at least at an acceptable level. In some cases, sentence plan targets were too generic, and the extent and level of contributions to sentence planning meetings from other prison departments - including substance misuse, mental health, and education, training and employment - was too variable. However, some cases we reviewed were very good, with clear, comprehensive and detailed risk management and sentence plans.

4.11 The OMU consisted of offender supervisors drawn from a mix of both operational band four officers and probation officers. Cases were allocated to offender supervisors on an alphabetic basis. Although this resulted in a broadly equitable allocation, it meant that all offender supervisors had a mixture of high/very high and medium/low risk prisoners, regardless of the complexity of cases or their experience.

4.12 Contact and engagement between offender supervisors and prisoners beyond OASys and sentence planning were varied. All prisoners were seen every 12 weeks in line with the department's minimum standards, but the purpose of such contact was not always clear. While OMU managers regularly audited cases, there was little quality assurance and case oversight, which meant that offender supervisors were largely left to judge the level and

focus of contact themselves. This lead to inconsistencies in the quality of provision. We saw some very good examples of casework management by offender supervisors, which involved sequencing interventions, liaising with departments and community offender managers, and focusing contact on ongoing risk assessment and management. By contrast, other prisoners were seen regularly but infrequently, and with little clear focus to the contact.

4.13 Each offender supervisor maintained a contact log of engagement with prisoners they were responsible for. These notes, which included copies of email exchanges, notes from meetings, discussions with offender managers etc, were accessible by other offender supervisors but not by other departments. They were also not forwarded to receiving establishments when a prisoner was transferred or forwarded to community offender managers when a prisoner was released. While some information was recorded on P-NOMIS (the Prison Service IT system), this was not applied consistently.

4.14 The OMU had recently introduced group supervision for all offender supervisors, provided by the senior probation officer who attended the prison one day a week. Although it was too soon to evaluate its effectiveness, this was an encouraging first step in developing quality assurance.

4.15 It was unusual for prisoners held at the prison to met the criteria for home detention curfew (HDC). However, in the previous six months, eight prisoners had been reviewed and all had been released on such a licence. Our review of these cases showed that assessments were appropriate and on time.

4.16 All prisoners had their categorisation level reviewed regularly, depending on how long they had remaining on their sentence. Most such reviews were relatively straightforward, and there were appropriate checks to ensure that reviews were not missed. Where offender supervisors believed that a downgrade to category D was appropriate (usually in consultation with offender managers and/or other prison staff), there were reviews at category D boards. These meetings reviewed applications and allowed prisoners to make representation, often with an expectation that they could demonstrate what they had learned from courses and programmes they had attended. The boards we observed were well managed and motivational for the prisoners attending. Thirty-four prisoners had been recategorised to D in the previous six months. Transfers to open establishments could sometimes take a while to facilitate, but delays were not excessive. At the time of the inspection, six prisoners were awaiting a move.

4.17 The prison held 40 indeterminate sentence prisoners at the time of the inspection: 28 were serving life and 12 were subject to an indeterminate sentence for public protection (IPP). While not responsible for the day-to-day offender management of these prisoners, two offender supervisors had a special responsibility for lifers and facilitated quarterly forums, and also a lifer family day earlier in 2018. However, there was no equivalent provision for prisoners subject to an IPP.

4.18 The prison had identified 115 prisoners as care leavers. The support for this group of prisoners was better than we often see. Forums were held every two months and four prisoners had been identified as care-leaver representatives. Two offender supervisors worked to raise awareness of the needs of this group, advocate for individuals and liaise with representatives from the Care Leavers Foundation, who also visited the prison to support prisoners with specific needs.

4.19 At the time of the inspection, 295 prisoners were assessed as a high or very high risk of harm and 228 as a medium or low risk of harm. Almost all prisoners (511, equating to 98%) were subject to MAPPA (multi-agency public protection arrangements); 20 prisoners were confirmed as level two and three as level three (deemed to pose the highest risk of harm to

the public and requiring multiagency management). The remaining 488 were either level one (single agency) or nominals (level yet to be determined).

4.20 The monitoring of prisoners subject to public protection restrictions was generally well managed. At the time of the inspection, 158 prisoners were subject to restrictions due to sex offences, with 34 actively monitored, and 74 were subject to harassment and/or retraining orders, of whom 19 were currently monitored. Weekly review meetings considered all new arrivals at the prison, along with any new information on known prisoners. Decisions about monitoring were proportionate to risk.

4.21 The inter-departmental risk management team (IDRMT) met monthly and focused primarily on prisoners in their last six months of sentence, in particular those likely to be managed as MAPPA two and three cases in the community. This work was reasonable overall, although attendance by staff from some key prison departments was inconsistent. There needed to more emphasis on all prisoners in their last six months of sentence, whether or not they were to be managed as MAPPA two and three cases on release; this would help to inform pre-release tripartite meetings (between the prisoner, offender supervisor and offender manager) and ensure risk management was at the forefront of release planning.

Recommendations

4.22 Prisoners should not be transferred to Swinfen Hall without an up-to-date OASys assessment.

4.23 Sentence planning should include input and contributions from all departments working with the prisoner.

4.24 Quality assurance should be introduced into offender management to ensure consistent and effective engagement with prisoners focused on assessing and managing their risk of harm and reoffending.

4.25 Offender supervisors and other staff working with prisoners should enter notes on their work on to P-NOMIS to ensure effective information sharing to support risk assessment and management.

4.26 Support for life-sentenced prisoners should be extended to include those subject to an indeterminate sentence for public protection.

4.27 Representatives from all departments should have attend the monthly inter-departmental risk management team meeting (IDRMT), in line with the its terms of reference.

4.28 The IDRMT should review all prisoners assessed as high or very high risk of harm, regardless of their MAPPA (multi-agency public protection arrangements) level, to inform release planning.

Interventions

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

4.29 The prison offered an impressive range of offending behaviour programmes of low, medium and high intensity. The programmes included the 'Kaizen' rehabilitative programme to address violence as well as sexual offending, other programmes addressing sex offending, the Resolve programme to address violence, and a generic Thinking Skills Programme (TSP). In total, 137 groupwork places a year were available. The interventions team was also piloting a new initiative, 'Maturity Resource Pack (MRP)' to address factors relating to offending, including perspective taking, creating responsibility and self-sufficiency. This was being delivered on a one-to-one basis and offered a further 50 places a year.

4.30 The team reviewed all new arrivals to assess them for the most useful programmes to address their risk and needs. Prisoners transferring into Swinfen Hall specifically to undertake programmes rarely had delays in access, and we saw some prisoners beginning programmes within a fortnight of arrival.

4.31 Despite the diminished regime at the prison, prisoners were still able to access programmes. Programme staff often escorted prisoners themselves, and while sessions were sometimes shorter than scheduled, they were rarely cancelled. It was positive that prisoners on the basic level or in the segregation unit could still access their offending behaviour programmes, subject to appropriate risk assessments.

Specialist units

Expected outcomes:
Personality disorder units and therapeutic communities provide a safe, respectful and purposeful environment which allows prisoners to confront their offending behaviour.

Offender personality disorder units, including psychologically informed planned environments

4.32 Swinfen Hall also provided both a psychologically informed planned environment (PIPE) on E wing and an assessment and treatment service on D wing. The PIPE was a progression programme and was open to up to 60 men between 18 and 25. Although aimed primarily at prisoners who had already completed programmes, it had some flexibility with this. The unit was designed to reinforce learning from other work, and support prisoners in learning how to apply new approaches to their lives. Groups and meetings on the wing were facilitated by officers who had received additional training to increase their psychological understanding and support the work. Prisoners could be on the unit for between six months and two years.

4.33 The delta enabling environment was more therapeutically oriented with greater psychological and therapeutic input. It was also designed for prisoners between 18 and 25 but specifically for those with emerging personality disorder traits. Up to 30 prisoners were accommodated on D wing, along with a further 38 prisoners deemed to be pro-social in their attitudes and behaviour. Northamptonshire Healthcare NHS Foundation Trust provided the clinical staff to run the unit.

4.34 Prisoners we spoke to on both D and E wings were very positive about their experience on the units. In our survey, significantly more prisoners on these wings than elsewhere in the

prison were positive about key aspects of everyday life, including access to telephones and showers and time out of cell. Significantly more said their personal officer was helpful, and more said they knew what their sentence planning targets were.

4.35 Both the PIPE and DEE had applied for the 'Enabling Environment Award'– a quality standard award administered by the Royal Society of Psychiatry. The PIPE had been successful and D wing was awaiting the outcome of its application.

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.

4.36 Swinfen Hall was not a designated resettlement prison and did not have dedicated resettlement services. Prisoners were supposed to return to their own home area in the last three months of sentence but, we were told, prisons often refused to accept them if they did not meet the normal transfer criteria, such as having been adjudication-free for three months. One-third of the population, 182 prisoners, were convicted of sex offences and in most cases they were released directly into the community, rather than transferred to a local prison. As a consequence, an average of 14 prisoners a month had been released in the previous six months. Despite the limited resources, release planning for these prisoners was managed well.

4.37 All prisoners due for release were identified around six months beforehand. As nearly all prisoners were subject to MAPPA (see paragraph 4.19), it was appropriate that they were reviewed at this point through the IDRMT, although usually only to clarify the MAPPA level they were to be released under. Offender supervisors were responsibility for managing pre-release work and we saw many examples of pre-release tripartite meetings (see paragraph 4.21) to discuss release plans. These meetings sometimes took place face to face but, as many prisoners were at a distance from their home, they were often held through teleconference or videoconference. We looked at the cases of all prisoners due to be released in the following month and they had already had a pre-release meeting and a release plan.

4.38 While the tripartite pre-release meetings were positive, they did not routinely incorporate input and contributions from other departments, such and mental health, substance misuse or employment, training and education, which usually made their own separate arrangements.

4.39 Given the population, most prisoners were released initially to approved premises. Other alternatives were usually negotiated through community offender managers. In the previous six months, none of the 86 prisoners released had been without fixed accommodation; one had been released to bed and breakfast accommodation while awaiting an approved premises place.

4.40 The prison had a full-time worker from PACT (Prison Advice and Care Trust) who offered pre-release support to prisoners through individual advocacy or individual or small group programmes – including health and well-being, parenting and relationships – along with access to specific support, such as debt management.

Recommendation

4.41 Staff from all prison departments involved in work with prisoners should contribute to a single coordinated pre-release planning process.

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 Prisoners, particularly those at risk of self-harm, should have consistent access to the regime and be engaged in purposeful activity. They should receive better support from staff working on residential units. (S41)

5.2 The prison should work to improve the quality of relationships between staff and prisoners, using lessons learned from the more positive examples around the prison. Staff should consistently model pro-social behaviour, have high expectations of prisoners, and encourage them to participate in allocated activities and contribute actively to the wider prison community. (S42)

5.3 The prison should fully assess the needs of prisoners under 21 and investigate the reasons behind their over-representation in many areas of poor behaviour and self-harm. There should be a detailed and realistic strategy for this age group to ensure they are properly cared for, and to provide an age-appropriate regime to keep them fully occupied and address any areas of poor behaviour. (S43)

5.4 A full and predictable regime should provide for all prisoners to be allocated to, and expected to attend, work or education and have a period for domestic tasks and association every day. (S44)

Recommendations

Early days in custody

5.5 New arrivals should receive a full and timely induction, which includes sufficient time unlocked, and have easy access to peer support workers, who should receive sufficient support from staff and managers. (1.7)

Managing behaviour

5.6 Improvement targets for prisoners on the basic level of the incentives and earned privileges scheme should be individualised and regularly monitored. (1.20)

5.7 The prison should investigate the causes of violence and antisocial behaviour, and take appropriate steps to address them. (1.21)

5.8 Violent incidents should be investigated within seven days. (1.22)

5.9 The regime for self-isolating prisoners should include more time out of cell. (1.23)

5.10 All planned use of force should be video recorded and scrutinised by managers. (1.28)

5.11 Body-worn cameras should focus on the incident of violence taking place. (1.29)

5.12 Managers should investigate and address prisoners' poor perceptions of staff in the care and separation unit. (1.33)

Daily life

5.13 All prisoners should have daily access to showers and telephones. (2.12)

5.14 Processes for prisoners to replace their own clothes should be reliable and sufficient to meet their needs. (2.13)

5.15 Staff should respond to emergency cell bells within five minutes. (2.14, repeated recommendation 2.10)

5.16 Breakfast should be served on the day it is to be eaten. (2.21, repeated recommendation 2.82)

5.17 Prisoners should have the opportunity to self-cook and dine out of their cell. (2.22, repeated recommendation 2.83)

5.18 Prisoners should receive their catalogue orders promptly on delivery to the prison. (2.23)

5.19 Consultation with prisoners should be consistent across the residential units, and lead to changes that are communicated to prisoners. (2.28)

5.20 Responses to complaints should address the issues raised. (2.29)

Equality, diversity and faith

5.21 The equality and diversity action plan should be time-bound and include actions arising from prisoner forums. (2.35)

5.22 Discrimination incident report forms should be freely available to all prisoners. (2.36)

5.23 Prison managers should explore the reasons behind black and minority ethnic prisoners' negative perceptions in our survey, and the poor responses about safety from those with disabilities. (2.42)

5.24 Prison managers should assess the distinct needs of young prisoners and formulate a strategy to meet them. (2.43)

5.25 Muslim worship facilities should be repaired and re-opened as a matter of urgency. (2.47)

Health, well-being and social care

5.26 Treatment rooms on wings should be routinely cleaned, and debris and rubbish removed from waiting areas. (2.56)

5.27 There should be a clear process for prisoners to make health complaints, and responses should always address the concerns raised and inform patients how to escalate concerns if they remained dissatisfied. (2.57)

5.28 The delivery board should take sustained action to reduce non-attendance rates for appointments and make good use of clinical time, and help reduce waiting times for some services. (2.64, repeated recommendation 2.56)

5.29 Mental health service provision should meet the needs of patients, including over weekends, and offer clinical psychology and specialist learning disability support. (2.74)

5.30 All custody staff should have regular mental health awareness training to enable them to identify and support prisoners with mental health problems. (2.75, repeated recommendation 2.75)

5.31 Transfers of patients under the Mental Health Act should take place within the current Department of Health transfer time guidelines. (2.76, repeated recommendation 2.76)

5.32 Northamptonshire NHS Trust should have access to and utilise electronic clinical records systems to enable effective continuity of care. (2.77)

5.33 The prison should ensure that prisoners can participate in a range of interventions that address substance misuse, and encourage recovery and well-being. (2.82)

5.34 There should be regular support from pharmacy technicians to ensure that patient access to treatment is consistent and efficient. (2.87)

5.35 Administration of medicine should be supervised by prison staff in all areas, and controlled drugs should always be administered at consistent times, with privacy maintained through the provision of a discrete waiting area. (2.88)

Education, skills and work activities

5.36 Quality improvement meetings should follow up all agreed actions to ensure that the provision continues to improve. (3.19)

5.37 The number of prisoners who are unemployed and unoccupied should be reduced by increasing the periods when the regime is running, providing sufficient activity places for the prison population. (3.20)

5.38 The education, skills and work provision should be further developed to provide appropriate qualifications to all prisoners participating in activities, including progression routes and support for distance learning courses. (3.21)

5.39 Prisoners should receive effective careers information, advice and guidance to inform their allocation to activities, as well as the necessary information on education, training and employment opportunities before their release. (3.22)

5.40 The employability skills that prisoners develop in activities should be monitored and recognised as a record of their achievement. (3.29)

5.41 Prisoners attending workshops and work activities should have learning opportunities that enhance and further improve their English and mathematics skills. (3.30)

5.42 Prisoners participating in workshops should receive the appropriate targets to progress quickly and gain new employability skills. (3.31)

5.43 Prisoners should arrive punctually at their allocated education, skills and work activities so that they develop a good work ethic. (3.36)

5.44 The monitoring of health and safety regulations in the education, skills and work areas should be strengthened. (3.37)

5.45 All staff should be able to deal effectively with problem behaviour during learning in activities. (3.38)

5.46 The work provided should enhance and further develop prisoners' personal, social and employability skills. (3.39)

5.47 All wing cleaners and food servery workers should be appropriately qualified for these roles. (3.45)

5.48 Leaders and managers should address any differences in the participation, progress and achievement of different groups of prisoners. (3.46)

Children and families and contact with the outside world

5.49 Visits should start at the advertised time, and there should be sufficient visits sessions to meet demand. (4.6)

Reducing risk, rehabilitation and progression

5.50 Prisoners should not be transferred to Swinfen Hall without an up-to-date OASys assessment. (4.22)

5.51 Sentence planning should include input and contributions from all departments working with the prisoner. (4.23)

5.52 Quality assurance should be introduced into offender management to ensure consistent and effective engagement with prisoners focused on assessing and managing their risk of harm and reoffending. (4.24)

5.53 Offender supervisors and other staff working with prisoners should enter notes on their work on to P-NOMIS to ensure effective information sharing to support risk assessment and management. (4.25)

5.54 Support for life-sentenced prisoners should be extended to include those subject to an indeterminate sentence for public protection. (4.26)

5.55 Representatives from all departments should have attend the monthly inter-departmental risk management team meeting (IDRMT), in line with the its terms of reference. (4.27)

5.56 The IDRMT should review all prisoners assessed as high or very high risk of harm, regardless of their MAPPA (multi-agency public protection arrangements) level, to inform release planning. (4.28)

Release planning

5.57 Staff from all prison departments involved in work with prisoners should contribute to a single coordinated pre-release planning process. (4.41)

Example of good practice

5.58 A forum for LGBT prisoners had proved a great success and provided good support to many prisoners who felt safe to be open about their sexuality in a closed environment. (2.44)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Angus Mulready-Jones	Team leader
Karen Dillon	Inspector
Martyn Griffiths	Inspector
Angela Johnson	Inspector
Keith McInnis	Inspector
Gordon Riach	Inspector
Paul Rowlands	Inspector
Sharlene Andrew	Researcher
Charli Bradley	Researcher
Natalie-Anne Hall	Researcher
Emma Seymour	Researcher
Patricia Taflan	Researcher
Steve Eley	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Matthew Tedstone	Care Quality Commission inspector
Aimee Everett	Care Quality Commission inspector
Maria Navarro	Ofsted inspector
Stephen Oliver-Watts	Ofsted inspector
Tracey Zimmerman	Ofsted inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. 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, prisoners arrived after long journeys and were located in poorly maintained first night cells. Induction was short and too many new arrivals had long periods locked up. Many prisoners did not feel safe on their first night, and the isolation experienced by some vulnerable prisoners went unnoticed. Almost a third of prisoners said they felt unsafe. Violence had increased, and work to identify bullying and violence was not successful in reducing the problem or supporting victims. Care and support for some prisoners in crisis was weak. The security team had identified appropriate threats but not enough was done to address them. The huge increase in the use of force was alarming and governance remained weak. The segregation unit was generally well managed, as was the adjudication process. Support for prisoners with a drug problem had deteriorated. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

There should be sufficient interdepartmental working, supported by good intelligence and evidence on safety, to inform a relevant and measurable action plan to reduce violence. (S41)
Partially achieved

Recommendations

All new arrivals should be given a cell in good condition and in an area away from potentially aggressive prisoners, and receive appropriate initial support, including prompt induction. (1.9)
Achieved

The prison should investigate and take action to reduce levels of violence and improve safety. Arrangements to support victims and manage the perpetrators of violence should be more robust, with regular reviews and more effective target setting and intervention. (1.18)
Achieved

A specific plan should be drawn up to reduce the threats to the sex offender population and address their poor perceptions of safety. (1.19)
Achieved

Care for prisoners in crisis should be improved, particularly during their early days, with greater attention to their interaction and the provision of activity. (1.27)
Not achieved

The quality of assessment, care in custody and teamwork (ACCT) documents should be improved. (1.28 repeated recommendation 1.29).
Not achieved

All staff should be trained in suicide and self-harm prevention. (1.29 repeated recommendation 1.30)
Achieved

Prisoners should only be strip searched when deemed necessary, with authorisation clearly recorded against sound reasoning. (1.39)
Achieved

The prison should develop, implement and monitor a drug supply reduction action plan and ensure that there are effective measures to tackle drug availability. (1.40)
Achieved

The incentives and earned privileges scheme should be applied consistently, with timely reviews and a clear focus on incentives for good behaviour through effective and consultative targets. (1.46)
Not achieved

All use of force, including the drawing of batons, should be subject to systematic scrutiny by managers to ensure safe and effective practice, and all planned interventions should be filmed. (1.50)
Not achieved

A multiagency substance misuse strategy committee should develop, implement and monitor the strategic approach to drugs and alcohol, and ensure effective joint working between departments and service providers. (1.59)
Achieved

All prisoners should receive information during their induction about the dangers of substance misuse and the support available to them. Drug and alcohol recovery services should be well publicised and easily accessible. (1.60)
Achieved

Prisoners should have access to an appropriate range of substance misuse interventions, including mutual aid and peer support, that meets their needs. (1.61)
Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2016, most prisoners lived in impoverished conditions and had inadequate access to basic amenities. Prisoners on D and E wings experienced a much better quality of life than those on the run-down wings and felt respected by staff there, but staff-prisoner relationships had deteriorated in other residential areas. Work on equality and diversity was improving but there was little consultation with minority groups. The chaplaincy was well-integrated and respected and valued by prisoners. Prisoners lacked confidence in the complaints system. Health provision was reasonable, although regime issues affected the delivery of services. Most meal choices were adequate but prisoners had to eat them in dirty cells. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

Conditions in the cells and residential areas should be improved and reach acceptable standards of cleanliness and living conditions. The communal areas and cells in A, B and C wings should be fully refurbished and maintained to a good standard. Cells across the prison should be adequately furnished, and toilets should be deep cleaned regularly. (S42)
Not achieved

Recommendations

Prisoners should have daily access to telephones and showers. (2.8)
Not achieved

Toilets should be adequately screened. (2.9)
Not achieved

Staff should respond to emergency cell bells within five minutes. (2.10)
Not achieved (recommendation repeated, 2.14)

The prison should develop a strategy to ensure good staff-prisoner relationships across the whole prison. Staff should consistently model good behaviour, have high expectations of prisoners and encourage them to contribute actively to the wider prison community. (2.15)
Not achieved

Formal consultation with prisoners should be regular and responsive on all wings. (2.16)
Not achieved

There should be meaningful consultation, leading to action plans, for all groups of prisoners with protected characteristics. (2.27)
Not achieved

The prison should provide a coordinated approach to managing the needs of foreign national prisoners, including access to free independent immigration advice. (2.28 repeated recommendation 2.30)
Achieved

Quality assurance of complaints should involve all relevant departments, and lead to improved responses and, where possible, changes in practice. (2.34)
Not achieved

Information about legal rights and advice agencies should be freely available. (2.36)
Not achieved

Prisoners should receive prompt responses to health care complaints that adequately address and outline all the issues raised. Concern forms should be available on all units. (2.49)
Not achieved

The delivery board should take sustained action to reduce non-attendance rates for appointments and make good use of clinical time, and help reduce waiting times for some services. (2.56)
Not achieved (recommendation repeated, 2.64)

Medicines should be administered from dedicated areas and from trolleys only by exception. (2.63 Repeated recommendation 2.65)
Achieved

All medication should be administered at an appropriate time for maximum therapeutic effect, with sufficient officer supervision and privacy to maintain patient safety and confidentiality and reduce the risk of bullying and diversion. (2.64)
Not achieved

There should be procedures to provide prescribed and over-the-counter medicines when the health care department is closed. (2.65 Repeated recommendation 2.67)
Not achieved

There should be effective oversight of prescribing trends, and robust daily monitoring of drug refrigerators to ensure heat-sensitive items are stored within the correct temperature range. (2.66)
Achieved

The integrated mental health service should have sufficient staffing to ensure a full range of support for prisoners with mild to moderate mental health problems. (2.74)
Achieved

All custody staff should have regular mental health awareness training to enable them to identify and support prisoners with mental health problems. (2.75)
Not achieved (recommendation repeated, 2.75)

Transfers of patients under the Mental Health Act should take place within the current Department of Health transfer time guidelines. (2.76)
Not achieved (recommendation repeated, 2.76)

The allocated catering budget for split adult and young offender institution sites should be brought into line with designated YOIs. (2.81)
Not achieved

Breakfast should be served on the day it is to be eaten. (2.82 repeated recommendation 2.87)
Not achieved (recommendation repeated, 2.21)

Prisoners should have the opportunity to self-cook and dine out of their cell. (2.83)
Not achieved (recommendation repeated, 2.22)

Newspapers and items ordered from catalogues should be delivered to prisoners promptly, and prisoners should not be charged an administration fee for catalogue orders. (2.87)
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 lack of time out of cell was unacceptable for a prison of this type, and affected many of the healthy prison tests. The leadership and management of purposeful activity were inadequate. There was insufficient work and education for all prisoners, and the limited spaces were not used effectively. The quality of teaching and learning at foundation level was good but needed to improve at the higher level. Prisoner attendance and punctuality were not sufficiently good. Achievement rates had been consistently high in vocational training but had declined in mathematics and English at the higher levels. Prisoners had insufficient access to the library and gym. Outcomes for prisoners were poor against this healthy prison test.

Main recommendations

All prisoners for whom there is no good reason to be confined to their cells should be unlocked for work and a period of domestic tasks and association on every working day. (S43)
Not achieved

The prison's leaders and managers should assure the good quality of all learning and skills provision through evaluation that is sufficiently critical and leads to effective and sustained improvement. (S44)
Achieved

Recommendations

The prison should swiftly implement a comprehensive strategy for the rapid improvement and further development of the provision of purposeful activity. This should be informed by the thorough analysis of data, and designed to meet the needs of prisoners in a training prison. (3.11)
Achieved

The prison's leaders and managers should increase their focus on learners' outcomes and the quality of their learning experience, holding learning and skills and work partners to account for the delivery of excellent provision. (3.12)
Achieved

The prison should rapidly improve the standards of health and safety in learning and skills areas, and ensure that the learning environment mirrors industry and work standards. (3.13)
Achieved

Prison managers should ensure that all prisoners engaged in work activities have the opportunity to develop skills and acquire qualifications that will enhance their employability. (3.18)
Partially achieved

The prison should ensure that the qualifications offered to prisoners in vocational training are those valued and recognised by employers, and should manage work contracts to develop prisoners' skills in productivity and high quality work. (3.19)
Partially achieved

The allocation and use of learning and skills spaces should ensure that all prisoners participate in activities, at least part time. (3.20)
Not achieved

The individual planning of learning in vocational training and work should be improved to ensure that all learners progress to their potential. (3.23)
Partially achieved

The development of English and mathematics skills by all learners should be further improved, and the teaching, learning and assessment they receive in all activities should be of a consistently high quality. (3.24)
Partially achieved

Attendance and punctuality at activities should be improved to a high level so that prisoners maximise their learning time. (3.29)
Not achieved

Managers should ensure that all prisoners improve and develop essential employability skills, such as a good level of English and mathematics and the attitudes and behaviour that will support them well on release, particularly in the work environment. (3.30)
Partially achieved

The prison should further and consistently improve prisoner achievement rates in English and mathematics at the higher levels, and ensure that different groups of learners experience good outcomes and fulfil their development potential. (3.35)
Achieved

The prison's managers should identify and implement sustainable solutions to the problems faced by prisoners in library access, particularly for visits made directly from the wings. (3.39)
Achieved

Data on library use by different groups of prisoners, including unemployed prisoners, should be regularly shared and analysed, and used to inform actions for improvement. (3.40)
Achieved

Managers should use the data on prisoner access to the gym to inform a strategy and development plan for the PE provision that maximises access and meets the needs of different groups of prisoners. (3.45)
Partially 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, there were some weaknesses in the strategic management of resettlement, and the prisoner needs assessment needed updating. Responses to our survey was positive in most areas of offender management. Offender supervisors had reasonable contact with prisoners on their caseload, despite regular redeployment. Too many prisoners arrived without an offender assessment system (OASys) assessment, and there were no resources dedicated to support the small number of prisoners released directly into the community. Public protection arrangements remained good. Resettlement pathways work was generally good. The programmes team worked hard to allocate prisoners to appropriate offender behaviour programmes, and helped them to prepare for release. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

NOMS should ensure that its model for resettlement is applied consistently and that prisoners at Swinfen Hall can move to appropriate prisons in good time for their release. In exceptional cases where a transfer is not possible, resettlement services similar to those accessible at a resettlement prison should be available to prisoners at Swinfen Hall. (S45)
Partially achieved

Recommendations

The prison should undertake a regular analysis of prisoner needs, and ensure that offender management and resettlement provision is sufficient to match what is required. (4.6 Repeated recommendation 4.8)
Achieved

The prison should ensure that offender supervisors have sufficient time to manage their caseloads fully. (4.7)
Achieved

Staff should review risk assessments and plans for all out-of-scope prisoners three months before their release, and ensure they are discussed with offender managers before or at the three-way meeting. (4.15)
Achieved

Casework and professional supervision, personal development and training should be provided to all offender supervisors, whatever their professional background. (4.16 repeated recommendation 4.20)
Partially achieved

Staff should be able to refer 'cases of concern' to the interdepartmental risk management team for discussion. (4.20)
Achieved

Prisoners should be transferred to a prison appropriate to their security category promptly after recategorisation. (4.22)
Achieved

Prisoners' skills action plans should be sufficiently specific to enable their allocation to the most appropriate activity. (4.28)
Not achieved

The need for support with finance, benefit and debt should be assessed and addressed. (4.32)
Achieved

Visits should start at the advertised time, and there should be sufficient visits slots to meet demand. Prisoners should not have to wear coloured bibs. (4.37)
Not achieved

Appendix III: Photographs

Refurbished first night cell



New cell windows



Appendix IV: Prison population profile

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

Population breakdown by:

Status	**18–20 yr olds**	**21 and over**	**%**
Sentenced	241	243	*90.6*
Recall	1	10	*2.1*
Indeterminate Sentence	23	15	*7.1*
Unknown	0	1	*0.2*
Total	**265**	**269**	***100***

Sentence	**18–20 yr olds**	**21 and over**	**%**
12 months to less than 2 years	1	0	*0.2*
2 years to less than 4 years	10	10	*3.7*
4 years to less than 10 years	212	226	*82*
10 years and over (not life)	19	17	*6.7*
ISPP (indeterminate sentence for public protection)	0	12	*2.2*
Life	23	4	*5.2*
Total	**265**	**269**	***100***

Age	**Number of prisoners**	**%**
Under 21 years	265	*49.6*
21 years to 29 years	269	*50.4*
Total	**534**	***100***

Nationality	**18–20 yr olds**	**21 and over**	**%**
British	248	253	*93.8*
Foreign nationals	17	16	*6.2*
Total	265	269	*100*

Ethnicity	18–20 yr olds	21 and over	%
White			
British	140	179	*59.7*
Irish	3	0	*0.6*
Gypsy/Irish Traveller	0	2	*0.4*
Other white	4	8	*2.2*
Mixed			
White and black Caribbean	11	10	*3.9*
White and black African	5	1	*1.1*
White and Asian	2	2	*0.7*
Other mixed	4	4	*1.5*
Asian or Asian British			
Indian	3	5	*1.5*
Pakistani	21	8	*5.4*
Bangladeshi	4	1	*0.9*
Chinese	0	1	*0.2*
Other Asian	7	4	*2.1*
Black or black British			
Caribbean	26	20	*8.6*
African	18	14	*6.0*
Other black	12	5	*3.2*
Other ethnic group			
Arab	2	1	*0.6*
Other ethnic group	2	3	*0.9*
Not stated	2	2	*0.8*
Total	**265**	**269**	***100***

Religion	18–20 yr olds	21 and over	%
Church of England	13	21	*6.4*
Roman Catholic	41	45	*16.1*
Other Christian denominations	55	41	*18*
Muslim	75	55	*24.3*
Sikh	1	0	*0.2*
Hindu	0	1	*0.2*
Buddhist	0	2	*0.4*
Jewish	0	1	*0.2*
Other	5	7	*2.2*
No religion	75	96	*32*
Total	**265`**	**269**	***100***

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	**%**	**Number**	**%**
Less than 1 month	22	*4.1*	12	*2.2*
1 month to 3 months	40	*7.5*	23	*4.3*
3 months to six months	53	*9.9*	31	*5.8*
Six months to 1 year	63	*11.8*	54	*10.1*
1 year to 2 years	71	*13.3*	91	*17*
2 years to 4 years	16	*3.0*	48	*9.0*
4 years or more	0	*0.0*	10	*1.9*
Total	**265**	***49.6***	**269**	***50.4***

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.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.[15]

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

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.[16] In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. [17] Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 6 August 2018, the prisoner population at HMP/YOI Swinfen Hall was 534. Using the sampling method described above, questionnaires were distributed to 196 prisoners. We received a total of 173 completed questionnaires, a response rate of 88%. Twelve prisoners declined to participate in the survey and 11 questionnaires were either not returned at all, or returned blank.

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

16 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

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

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP/YOI Swinfen Hall. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared. [18] Missing responses have been excluded from all analyses.

Full survey results

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

Responses from HMP/YOI Swinfen Hall 2018[19] compared with those from other HMI Prisons surveys[20]

- Survey responses from HMP/YOI Swinfen Hall in 2018 compared with survey responses from the most recent inspection at all other category C training prisons.
- Survey responses from HMP/YOI Swinfen Hall in 2018 compared with survey responses from other category C training prisons inspected since September 2017.
- Survey responses from HMP/YOI Swinfen Hall in 2018 compared with survey responses from HMP/YOI Swinfen Hall in 2016.

Comparisons between different residential locations within HMP/YOI Swinfen Hall 2018

- Responses of prisoners on old accommodation (A and B wings) compared with those from the rest of the establishment.
- Responses of prisoners on the specialist enabling environment and PIPE (psychologically informed planned environment) units on D and E wings compared with those from the rest of the establishment.
- Responses of prisoners on post-2004 accommodation (F, G, I and J wings) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP/YOI Swinfen Hall 2018[21]

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Muslim prisoners' responses compared with those of non-Muslim prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 21 and under compared with those over 21.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.[22]

In the comparator analyses, statistically significant differences are indicated by shading.[23] Results that are significantly more positive are indicated by green shading and results that are significantly more

[18] Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).
[19] Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.
[20] 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.
[21] These analyses are carried out on summary data from selected survey questions only.
[22] A minimum of 10 responses which must also represent at least 10% of the total response.

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 is no valid comparative data for that question.

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

[23] 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.

Survey summary

Background information

1.1 What wing or house block are you currently living on?

House block A	19 (11%)
House block B	17 (10%)
House block D	23 (13%)
House block E	20 (12%)
House block F	23 (13%)
House block G	23 (13%)
House block I	27 (16%)
House block J	19 (11%)
Segregation unit	2 (1%)

1.2 How old are you?

Under 21	83 (49%)
21 - 25	76 (44%)
26 - 29	12 (7%)
30 - 39	0 (0%)
40 - 49	0 (0%)
50 - 59	0 (0%)
60 - 69	0 (0%)
70 or over	0 (0%)

1.3 What is your ethnic group?

White - English/ Welsh/ Scottish/ Northern Irish/ British	93 (55%)
White - Irish	1 (1%)
White - Gypsy or Irish Traveller	6 (4%)
White - any other White background	3 (2%)
Mixed - White and Black Caribbean	12 (7%)
Mixed - White and Black African	2 (1%)
Mixed - White and Asian	8 (5%)
Mixed - any other Mixed ethnic background	3 (2%)
Asian/ Asian British - Indian	1 (1%)
Asian/ Asian British - Pakistani	9 (5%)
Asian/ Asian British - Bangladeshi	4 (2%)
Asian/ Asian British - Chinese	0 (0%)
Asian - any other Asian Background	0 (0%)
Black/ Black British - Caribbean	15 (9%)
Black/ Black British - African	7 (4%)
Black - any other Black/ African/ Caribbean background	2 (1%)
Arab	2 (1%)
Any other ethnic group	2 (1%)

1.4 How long have you been in this prison?

Less than 6 months	41 (24%)
6 months or more	129 (76%)

1.5 Are you currently serving a sentence?

Yes	165(95%)
Yes - on recall	7 (4%)
No - on remand or awaiting sentence	0 (0%)
No - immigration detainee	1 (1%)

1.6 How long is your sentence?

Less than 6 months	1 (1%)
6 months to less than 1 year	0 (0%)
1 year to less than 4 years	32 (18%)
4 years to less than 10 years	108 (62%)
10 years or more	17 (10%)
IPP (indeterminate sentence for public protection)	3 (2%)
Life	11 (6%)
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	24 (14%)
No	136 (79%)
Don't remember	13 (8%)

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

Less than 2 hours	78 (45%)
2 hours or more	75 (43%)
Don't remember	20 (12%)

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

Yes	128 (74%)
No	31 (18%)
Don't remember	13 (8%)

2.4 Overall, how were you treated in reception?

Very well	41 (24%)
Quite well	100 (58%)
Quite badly	20 (12%)
Very badly	3 (2%)
Don't remember	7 (4%)

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

Problems getting phone numbers	30 (17%)
Contacting family	48 (28%)
Arranging care for children or other dependants	2 (1%)
Contacting employers	1 (1%)
Money worries	24 (14%)
Housing worries	4 (2%)
Feeling depressed	63 (36%)
Feeling suicidal	25 (14%)
Other mental health problems	33 (19%)
Physical health problems	7 (4%)
Drug or alcohol problems (e.g. withdrawal)	8 (5%)
Problems getting medication	30 (17%)
Needing protection from other prisoners	15 (9%)
Lost or delayed property	42 (24%)
Other problems	14 (8%)
Did not have any problems	46 (27%)

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

Yes	36 (22%)
No	85 (51%)
Did not have any problems when I first arrived	46 (28%)

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	122 (72%)
Toiletries / other basic items	86 (51%)
A shower	86 (51%)
A free phone call	112 (66%)
Something to eat	123 (72%)
The chance to see someone from health care	97 (57%)
The chance to talk to a Listener or Samaritans	22 (13%)
Support from another prisoner (e.g. Insider or buddy)	24 (14%)
Wasn't offered any of these things	10 (6%)

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

Very clean	1 (1%)
Quite clean	19 (11%)
Quite dirty	36 (21%)
Very dirty	115 (67%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	98 (57%)
No	62 (36%)
Don't remember	12 (7%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	77 (45%)	87 (51%)	7 (4%)
Free PIN phone credit?	73 (43%)	90 (53%)	8 (5%)
Numbers put on your PIN phone?	67 (41%)	84 (52%)	11 (7%)

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

Yes	67 (39%)
No	92 (54%)
Have not had an induction	12 (7%)

On the wing

4.1 Are you in a cell on your own?

Yes	144 (83%)
No, I'm in a shared cell or dormitory	29 (17%)

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

Yes	30 (18%)
No	123 (73%)
Don't know	16 (9%)
Don't have a cell call bell	0 (0%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	110 (65%)	60 (35%)	0 (0%)
Can you shower every day?	45 (26%)	125 (73%)	1 (1%)
Do you have clean sheets every week?	97 (57%)	69 (41%)	3 (2%)
Do you get cell cleaning materials every week?	51 (30%)	111 (66%)	7 (4%)
Is it normally quiet enough for you to relax or sleep at night?	99 (59%)	65 (39%)	4 (2%)
Can you get your stored property if you need it?	38 (22%)	104 (60%)	30 (17%)

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

Very clean	9 (5%)
Quite clean	64 (37%)
Quite dirty	60 (35%)
Very dirty	38 (22%)

Food and canteen

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

Very good	4 (2%)
Quite good	63 (37%)
Quite bad	65 (38%)
Very bad	38 (22%)

5.2 Do you get enough to eat at mealtimes?

Always	19 (11%)
Most of the time	36 (21%)
Some of the time	82 (47%)
Never	36 (21%)

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

Yes	94 (57%)
No	69 (42%)
Don't know	2 (1%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	100 (61%)
No	64 (39%)

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

Yes	106 (62%)
No	65 (38%)

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

Yes	47 (27%)
No	126 (73%)

6.4 How helpful is your personal or named officer?

Very helpful	23 (13%)
Quite helpful	36 (21%)
Not very helpful	27 (16%)
Not at all helpful	46 (27%)
Don't know	28 (16%)
Don't have a personal / named officer	11 (6%)

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

Regularly	5 (3%)
Sometimes	34 (20%)
Hardly ever	126 (74%)
Don't know	5 (3%)

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

Yes	66 (39%)
No	103 (61%)

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

Yes, and things sometimes change	20 (12%)
Yes, but things don't change	79 (46%)
No	53 (31%)
Don't know	19 (11%)

Faith

7.1 What is your religion?

No religion	49 (29%)
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	81 (48%)
Buddhist	0 (0%)
Hindu	1 (1%)
Jewish	0 (0%)
Muslim	33 (19%)
Sikh	0 (0%)
Other	6 (4%)

7.2 Are your religious beliefs respected here?

Yes	82 (48%)
No	19 (11%)
Don't know	20 (12%)
Not applicable (no religion)	49 (29%)

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

Yes	80 (47%)
No	10 (6%)
Don't know	31 (18%)
Not applicable (no religion)	49 (29%)

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

Yes	107 (63%)
No	9 (5%)
Don't know	6 (4%)
Not applicable (no religion)	49 (29%)

Contact with family and friends

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

Yes	47 (28%)
No	120 (72%)

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

Yes	129 (75%)
No	42 (25%)

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

Yes	45 (26%)
No	125 (74%)

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

Very easy	10 (6%)
Quite easy	42 (25%)
Quite difficult	42 (25%)
Very difficult	72 (42%)
Don't know	4 (2%)

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

More than once a week	2 (1%)
About once a week	16 (10%)
Less than once a week	106 (63%)
Not applicable (don't get visits)	44 (26%)

8.6 Do visits usually start and finish on time?

Yes	35 (28%)
No	88 (72%)

8.7 Are your visitors usually treated respectfully by staff?

Yes	87 (74%)
No	31 (26%)

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	52 (31%)
Yes, but these times are not usually kept to	98 (59%)
No	17 (10%)

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	65 (39%)
2 to 6 hours	66 (39%)
6 to 10 hours	21 (13%)
10 hours or more	5 (3%)
Don't know	11 (7%)

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

Less than 2 hours	112 (65%)
2 to 6 hours	55 (32%)
6 to 10 hours	0 (0%)
10 hours or more	1 (1%)
Don't know	3 (2%)

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	16 (10%)
1 or 2	39 (24%)
3 to 5	71 (43%)
More than 5	27 (16%)
Don't know	11 (7%)

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

None	3 (2%)
1 or 2	36 (22%)
3 to 5	88 (54%)
More than 5	32 (20%)
Don't know	5 (3%)

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

None	2 (1%)
1 or 2	13 (8%)
3 to 5	22 (13%)
More than 5	127 (74%)
Don't know	7 (4%)

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

Twice a week or more	42 (25%)
About once a week	46 (27%)
Less than once a week	16 (10%)
Never	64 (38%)

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

Twice a week or more	2 (1%)
About once a week	38 (22%)
Less than once a week	57 (33%)
Never	74 (43%)

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

Yes	42 (26%)
No	48 (29%)
Don't use the library	74 (45%)

Applications, complaints and legal rights

10.1 Is it easy for you to make an application?

Yes	125 (73%)
No	42 (25%)
Don't know	4 (2%)

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?	78 (47%)	84 (50%)	5 (3%)
Are applications usually dealt with within 7 days?	35 (21%)	128 (76%)	5 (3%)

10.3 Is it easy for you to make a complaint?

Yes	92 (54%)
No	54 (32%)
Don't know	23 (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?	35 (21%)	89 (54%)	40 (24%)
Are complaints usually dealt with within 7 days?	26 (15%)	102 (61%)	40 (24%)

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

Yes	50 (30%)
No	90 (54%)
Not wanted to make a complaint	27 (16%)

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?	29 (18%)	84 (51%)	30 (18%)	22 (13%)
Attend legal visits?	63 (38%)	32 (20%)	47 (29%)	22 (13%)
Get bail information?	13 (8%)	37 (23%)	57 (35%)	56 (34%)

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

Yes	61 (37%)
No	64 (38%)
Not had any legal letters	42 (25%)

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	7 (4%)	59 (35%)	56 (33%)	39 (23%)	8 (5%)
Nurse	16 (10%)	73 (45%)	41 (25%)	25 (15%)	9 (5%)
Dentist	5 (3%)	21 (12%)	43 (25%)	87 (51%)	13 (8%)
Mental health workers	12 (7%)	44 (27%)	40 (24%)	25 (15%)	45 (27%)

11.2 What do you think of the quality of the health service from the following people?

	Very good	Quite good	Quite bad	Very bad	Don't know
Doctor	22 (13%)	72 (43%)	31 (19%)	27 (16%)	15 (9%)
Nurse	39 (23%)	80 (48%)	24 (14%)	15 (9%)	10 (6%)
Dentist	18 (11%)	63 (38%)	18 (11%)	22 (13%)	46 (28%)
Mental health workers	35 (21%)	40 (24%)	18 (11%)	10 (6%)	62 (38%)

11.3 Do you have any mental health problems?

Yes	77 (46%)
No	91 (54%)

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

Yes	44 (27%)
No	30 (18%)
Don't have any mental health problems	91 (55%)

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

Very good	14 (8%)
Quite good	68 (41%)
Quite bad	52 (31%)
Very bad	20 (12%)
Don't know	13 (8%)

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	56 (33%)
No	112 (67%)

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

Yes	23 (14%)
No	29 (18%)
Don't have a disability	112 (68%)

12.3 Have you been on an ACCT in this prison?

Yes	44 (27%)
No	122 (73%)

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

Yes	25 (15%)
No	19 (11%)
Have not been on an ACCT in this prison	122 (73%)

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

Very easy	12 (7%)
Quite easy	23 (14%)
Quite difficult	22 (13%)
Very difficult	29 (17%)
Don't know	77 (46%)
No Listeners at this prison	5 (3%)

Alcohol and drugs

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

Yes	17 (10%)
No	152 (90%)

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

Yes	12 (7%)
No	4 (2%)
Did not / do not have an alcohol problem	152 (90%)

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

Yes	39 (23%)
No	130 (77%)

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

Yes	23 (14%)
No	145 (86%)

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

Yes	9 (5%)
No	160 (95%)

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

Yes	25 (15%)
No	21 (13%)
Did not / do not have a drug problem	119 (72%)

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

Very easy	50 (29%)
Quite easy	26 (15%)
Quite difficult	10 (6%)
Very difficult	7 (4%)
Don't know	77 (45%)

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

Very easy	18 (11%)
Quite easy	18 (11%)
Quite difficult	6 (4%)
Very difficult	22 (13%)
Don't know	106 (62%)

Safety

14.1 Have you ever felt unsafe here?

Yes	112 (65%)
No	59 (35%)

14.2 Do you feel unsafe now?

Yes	52 (32%)
No	111 (68%)

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	81 (51%)
Threats or intimidation	78 (49%)
Physical assault	52 (33%)
Sexual assault	3 (2%)
Theft of canteen or property	62 (39%)
Other bullying / victimisation	35 (22%)
Not experienced any of these from prisoners here	64 (41%)

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

Yes	44 (27%)
No	121 (73%)

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	70 (44%)
Threats or intimidation	57 (36%)
Physical assault	30 (19%)
Sexual assault	2 (1%)
Theft of canteen or property	11 (7%)
Other bullying / victimisation	30 (19%)
Not experienced any of these from staff here	70 (44%)

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

Yes	62 (38%)
No	103 (62%)

Behaviour management

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

Yes	51 (31%)
No	103 (62%)
Don't know what the incentives / rewards are	12 (7%)

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

Yes	48 (28%)
No	105 (62%)
Don't know	13 (8%)
Don't know what this is	3 (2%)

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

Yes	36 (21%)
No	134 (79%)

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	9 (5%)
No	27 (16%)
Don't remember	0 (0%)
Not been restrained here in last 6 months	134 (79%)

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

Yes	27 (16%)
No	143 (84%)

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?	10 (38%)	16 (62%)
Could you shower every day?	21 (78%)	6 (22%)
Could you go outside for exercise every day?	20 (74%)	7 (26%)
Could you use the phone every day (if you had credit)?	2 (7%)	25 (93%)

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	75 (46%)	65 (40%)	24 (15%)	0 (0%)
Vocational or skills training	38 (23%)	79 (49%)	43 (27%)	2 (1%)
Prison job	27 (17%)	115 (71%)	19 (12%)	2 (1%)
Voluntary work outside of the prison	3 (2%)	24 (15%)	50 (32%)	79 (51%)
Paid work outside of the prison	2 (1%)	21 (13%)	51 (32%)	85 (53%)

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	85 (52%)	46 (28%)	31 (19%)
Vocational or skills training	73 (46%)	19 (12%)	67 (42%)
Prison job	61 (38%)	57 (36%)	42 (26%)
Voluntary work outside of the prison	22 (14%)	7 (5%)	125 (81%)
Paid work outside of the prison	25 (16%)	5 (3%)	126 (81%)

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

Yes	76 (46%)
No	87 (52%)
Not applicable (e.g. if you are retired, sick or on remand)	3 (2%)

Planning and progression

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

Yes	107 (64%)
No	60 (36%)

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

Yes	76 (72%)
No	16 (15%)
Don't know what my objectives or targets are	13 (12%)

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

Yes	33 (31%)
No	60 (57%)
Don't know what my objectives or targets are	13 (12%)

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	36 (36%)	11 (11%)	53 (53%)
Other programmes	21 (22%)	7 (7%)	68 (71%)
One to one work	32 (32%)	10 (10%)	58 (58%)
Being on a specialist unit	17 (18%)	6 (6%)	74 (76%)
ROTL - day or overnight release	2 (2%)	3 (3%)	88 (95%)

Preparation for release

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

Yes	19 (11%)
No	148 (88%)
Don't know	2 (1%)

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

Very near	2 (11%)
Quite near	6 (33%)
Quite far	3 (17%)
Very far	7 (39%)

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

Yes	13 (68%)
No	6 (32%)

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	10 (53%)	3 (16%)	6 (32%)
Getting employment	5 (26%)	9 (47%)	5 (26%)
Setting up education or training	4 (21%)	7 (37%)	8 (42%)
Arranging benefits	4 (22%)	10 (56%)	4 (22%)
Sorting out finances	7 (37%)	9 (47%)	3 (16%)
Support for drug or alcohol problems	5 (28%)	3 (17%)	10 (56%)
Health / mental health support	5 (28%)	4 (22%)	9 (50%)
Social care support	3 (17%)	3 (17%)	12 (67%)
Getting back in touch with family or friends	5 (28%)	1 (6%)	12 (67%)

More about you

19.1 Do you have children under the age of 18?

Yes	42 (25%)
No	128 (75%)

19.2 Are you a UK / British citizen?

Yes	160 (94%)
No	10 (6%)

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

Yes	8 (5%)
No	162 (95%)

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

Yes	6 (4%)
No	164 (96%)

19.5 What is your gender?

Male	169 (99%)
Female	0 (0%)
Non-binary	0 (0%)
Other	1 (1%)

19.6 How would you describe your sexual orientation?

Straight / heterosexual	160 (95%)
Gay / lesbian / homosexual	4 (2%)
Bisexual	5 (3%)
Other	0 (0%)

19.7 Do you identify as transgender or transsexual?

Yes	1 (1%)
No	166 (99%)

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	25 (16%)
Less likely to offend	78 (48%)
Made no difference	58 (36%)

HMP/YOI Swinfen Hall 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/YOI Swinfen Hall 2018 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other category C training prisons (39 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (9 prisons). Please note that this does not include all category C training prisons.

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

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	Number of completed questionnaires returned		173	6,660	173	1,586	173	184
	n=number of valid responses to question (HMP & YOI Swinfen Hall 2018)							
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION								
1.2	Are you under 21 years of age?	*n=171*	49%	2%	49%	6%	49%	45%
	Are you 25 years of age or younger?	*n=171*	93%		93%	27%	93%	
	Are you 50 years of age or older?	*n=171*	0%	18%	0%	11%	0%	0%
	Are you 70 years of age or older?	*n=171*	0%	2%	0%	1%	0%	0%
1.3	Are you from a minority ethnic group?	*n=170*	39%	26%	39%	30%	39%	32%
1.4	Have you been in this prison for less than 6 months?	*n=170*	24%		24%	34%	24%	
1.5	Are you currently serving a sentence?	*n=173*	99%	100%	99%	100%	99%	100%
	Are you on recall?	*n=173*	4%	8%	4%	9%	4%	4%
1.6	Is your sentence less than 12 months?	*n=173*	1%	6%	1%	8%	1%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	*n=173*	2%	7%	2%	3%	2%	6%
7.1	Are you Muslim?	*n=170*	19%	14%	19%	16%	19%	23%
11.3	Do you have any mental health problems?	*n=168*	46%		46%	42%	46%	
12.1	Do you consider yourself to have a disability?	*n=168*	33%	26%	33%	34%	33%	22%
19.1	Do you have any children under the age of 18?	*n=170*	25%	49%	25%	51%	25%	27%
19.2	Are you a foreign national?	*n=170*	6%	11%	6%	5%	6%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	*n=170*	5%	4%	5%	4%	5%	5%
19.4	Have you ever been in the armed services?	*n=170*	4%	7%	4%	5%	4%	2%
19.5	Is your gender female or non-binary?	*n=170*	1%		1%	0%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	*n=169*	5%	4%	5%	4%	5%	8%
19.7	Do you identify as transgender or transsexual?	*n=167*	1%		1%	1%	1%	
ARRIVAL AND RECEPTION								
2.1	Were you given up-to-date information about this prison before you came here?	*n=173*	14%		14%	16%	14%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	*n=173*	45%	55%	45%	46%	45%	64%
2.3	When you were searched in reception, was this done in a respectful way?	*n=172*	74%	85%	74%	83%	74%	83%
2.4	Overall, were you treated very / quite well in reception?	*n=171*	83%		83%	86%	83%	

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2.5	When you first arrived, did you have any problems?	*n=173*	73%	65%	73%	72%	73%	60%
2.5	Did you have problems with:							
	- Getting phone numbers?	*n=173*	17%	18%	17%	28%	17%	11%
	- Contacting family?	*n=173*	28%	21%	28%	28%	28%	16%
	- Arranging care for children or other dependents?	*n=173*	1%		1%	2%	1%	
	- Contacting employers?	*n=173*	1%	2%	1%	2%	1%	1%
	- Money worries?	*n=173*	14%	14%	14%	18%	14%	9%
	- Housing worries?	*n=173*	2%	13%	2%	14%	2%	4%
	- Feeling depressed?	*n=173*	36%		36%	29%	36%	
	- Feeling suicidal?	*n=173*	15%		15%	8%	15%	
	- Other mental health problems?	*n=173*	19%		19%	21%	19%	
	- Physical health problems	*n=173*	4%	14%	4%	15%	4%	5%
	- Drugs or alcohol (e.g. withdrawal)?	*n=173*	5%		5%	13%	5%	
	- Getting medication?	*n=173*	17%		17%	22%	17%	
	- Needing protection from other prisoners?	*n=173*	9%	5%	9%	5%	9%	14%
	- Lost or delayed property?	*n=173*	24%	20%	24%	22%	24%	18%
	For those who had any problems when they first arrived:							
2.6	Did staff help you to deal with these problems?	*n=121*	30%	36%	30%	31%	30%	26%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	*n=170*	72%	67%	72%	71%	72%	86%
	- Toiletries / other basic items?	*n=170*	51%	52%	51%	53%	51%	46%
	- A shower?	*n=170*	51%	31%	51%	41%	51%	35%
	- A free phone call?	*n=170*	66%	40%	66%	45%	66%	80%
	- Something to eat?	*n=170*	72%	60%	72%	77%	72%	45%
	- The chance to see someone from health care?	*n=170*	57%	68%	57%	61%	57%	66%
	- The chance to talk to a Listener or Samaritans?	*n=170*	13%	34%	13%	27%	13%	23%
	- Support from another prisoner (e.g. Insider or buddy)?	*n=170*	14%		14%	24%	14%	
	- None of these?	*n=170*	6%		6%	5%	6%	
3.2	On your first night in this prison, was your cell very / quite clean?	*n=172*	12%		12%	37%	12%	
3.3	Did you feel safe on your first night here?	*n=172*	57%	78%	57%	76%	57%	61%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	*n=171*	45%	29%	45%	39%	45%	32%
	- Free PIN phone credit?	*n=171*	43%		43%	49%	43%	
	- Numbers put on your PIN phone?	*n=162*	41%		41%	48%	41%	
3.5	Have you had an induction at this prison?	*n=171*	93%	91%	93%	94%	93%	93%
	For those who have had an induction:							
3.5	Did your induction cover everything you needed to know about this prison?	*n=159*	42%		42%	55%	42%	

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ON THE WING								
4.1	Are you in a cell on your own?	*n=173*	83%		83%	54%	83%	
4.2	Is your cell call bell normally answered within 5 minutes?	*n=169*	18%	33%	18%	27%	18%	25%
4.3	On the wing or houseblock you currently live on:							
	- Do you normally have enough clean, suitable clothes for the week?	*n=170*	65%	69%	65%	67%	65%	51%
	- Can you shower every day?	*n=171*	26%	89%	26%	93%	26%	27%
	- Do you have clean sheets every week?	*n=169*	57%	67%	57%	58%	57%	65%
	- Do you get cell cleaning materials every week?	*n=169*	30%	64%	30%	61%	30%	38%
	- Is it normally quiet enough for you to relax or sleep at night?	*n=168*	59%	69%	59%	68%	59%	58%
	- Can you get your stored property if you need it?	*n=172*	22%	25%	22%	25%	22%	28%
4.4	Are the communal / shared areas of your wing or houseblook normally very / quite clean?	*n=171*	43%		43%	63%	43%	
FOOD AND CANTEEN								
5.1	Is the quality of the food in this prison very / quite good?	*n=170*	39%		39%	37%	39%	
5.2	Do you get enough to eat at meal-times always / most of the time?	*n=173*	32%		32%	31%	32%	
5.3	Does the shop / canteen sell the things that you need?	*n=165*	57%	54%	57%	63%	57%	47%
RELATIONSHIPS WITH STAFF								
6.1	Do most staff here treat you with respect?	*n=164*	61%	76%	61%	68%	61%	64%
6.2	Are there any staff here you could turn to if you had a problem?	*n=171*	62%	72%	62%	69%	62%	63%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	*n=173*	27%	30%	27%	28%	27%	27%
6.4	Do you have a personal officer?	*n=171*	94%		94%	80%	94%	
	For those who have a personal officer:							
6.4	Is your personal or named officer very / quite helpful?	*n=160*	37%		37%	43%	37%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	*n=170*	3%		3%	10%	3%	
6.6	Do you feel that you are treated as an individual in this prison?	*n=169*	39%		39%	43%	39%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	*n=171*	58%		58%	49%	58%	
	If so, do things sometimes change?	*n=99*	20%		20%	32%	20%	
FAITH								
7.1	Do you have a religion?	*n=170*	71%	70%	71%	66%	71%	65%
	For those who have a religion:							
7.2	Are your religious beliefs respected here?	*n=121*	68%		68%	70%	68%	
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	*n=121*	66%		66%	70%	66%	
7.4	Are you able to attend religious services, if you want to?	*n=122*	88%		88%	87%	88%	

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	CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	*n=167*	28%		28%	25%	28%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	*n=171*	75%	45%	75%	58%	75%	57%
8.3	Are you able to use a phone every day (if you have credit)?	*n=170*	27%		27%	91%	27%	
8.4	Is it very / quite easy for your family and friends to get here?	*n=170*	31%		31%	40%	31%	
8.5	Do you get visits from family/friends once a week or more?	*n=168*	11%		11%	18%	11%	
	For those who get visits:							
8.6	Do visits usually start and finish on time?	*n=123*	29%		29%	53%	29%	
8.7	Are your visitors usually treated respectfully by staff?	*n=118*	74%		74%	74%	74%	
	TIME OUT OF CELL							
9.1	Do you know what the unlock and lock-up times are supposed to be here?	*n=167*	90%		90%	91%	90%	
	For those who know what the unlock and lock-up times are supposed to be:							
9.1	Are these times usually kept to?	*n=150*	35%		35%	56%	35%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	*n=168*	39%	13%	39%	18%	39%	38%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	*n=168*	3%	15%	3%	9%	3%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	*n=171*	66%		66%	19%	66%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	*n=171*	1%		1%	3%	1%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	*n=164*	17%		17%	57%	17%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	*n=164*	20%		20%	66%	20%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	*n=171*	74%		74%	64%	74%	
9.7	Do you typically go to the gym twice a week or more?	*n=168*	25%		25%	53%	25%	
9.8	Do you typically go to the library once a week or more?	*n=171*	23%	45%	23%	47%	23%	19%
	For those who use the library:							
9.9	Does the library have a wide enough range of materials to meet your needs?	*n=90*	47%	61%	47%	57%	47%	36%
	APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	*n=171*	73%	80%	73%	72%	73%	77%
	For those who have made an application:							
10.2	Are applications usually dealt with fairly?	*n=162*	48%	57%	48%	51%	48%	50%
	Are applications usually dealt with within 7 days?	*n=163*	22%	40%	22%	38%	22%	28%
10.3	Is it easy for you to make a complaint?	*n=169*	54%	59%	54%	62%	54%	49%
	For those who have made a complaint:							
10.4	Are complaints usually dealt with fairly?	*n=124*	28%	32%	28%	30%	28%	27%
	Are complaints usually dealt with within 7 days?	*n=128*	20%	27%	20%	27%	20%	25%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	*n=140*	36%		36%	27%	36%	

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	For those who need it, is it easy to:							
10.6	Communicate with your solicitor or legal representative?	*n=143*	20%		20%	39%	20%	
	Attend legal visits?	*n=142*	44%		44%	48%	44%	
	Get bail information?	*n=107*	12%		12%	16%	12%	
	For those who have had legal letters:							
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	*n=125*	49%	50%	49%	56%	49%	57%
HEALTH CARE								
11.1	Is it very / quite easy to see:							
	- Doctor?	*n=169*	39%		39%	30%	39%	
	- Nurse?	*n=164*	54%		54%	52%	54%	
	- Dentist?	*n=169*	15%		15%	16%	15%	
	- Mental health workers?	*n=166*	34%		34%	24%	34%	
11.2	Do you think the quality of the health service is very / quite good from:							
	- Doctor?	*n=167*	56%		56%	43%	56%	
	- Nurse?	*n=168*	71%		71%	54%	71%	
	- Dentist?	*n=167*	49%		49%	31%	49%	
	- Mental health workers?	*n=165*	46%		46%	26%	46%	
11.3	Do you have any mental health problems?	*n=168*	46%		46%	42%	46%	
	For those who have mental health problems:							
11.4	Have you been helped with your mental health problems in this prison?	*n=74*	60%		60%	40%	60%	
11.5	Do you think the overall quality of the health services here is very / quite good?	*n=167*	49%		49%	41%	49%	
OTHER SUPPORT NEEDS								
12.1	Do you consider yourself to have a disability?	*n=168*	33%	26%	33%	34%	33%	22%
	For those who have a disability:							
12.2	Are you getting the support you need?	*n=52*	44%		44%	32%	44%	
12.3	Have you been on an ACCT in this prison?	*n=166*	27%		27%	14%	27%	
	For those who have been on an ACCT:							
12.4	Did you feel cared for by staff?	*n=44*	57%		57%	41%	57%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	*n=168*	21%		21%	42%	21%	
ALCOHOL AND DRUGS								
13.1	Did you have an alcohol problem when you came into this prison?	*n=169*	10%	16%	10%	14%	10%	14%
	For those who had / have an alcohol problem:							
13.2	Have you been helped with your alcohol problem in this prison?	*n=16*	75%	60%	75%	50%	75%	60%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	*n=169*	23%	26%	23%	29%	23%	27%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	*n=168*	14%	13%	14%	17%	14%	21%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	*n=169*	5%		5%	11%	5%	
	For those who had / have a drug problem:							
13.6	Have you been helped with your drug problem in this prison?	*n=46*	54%	58%	54%	46%	54%	65%
13.7	Is it very / quite easy to get illicit drugs in this prison?	*n=170*	45%		45%	50%	45%	
13.8	Is it very / quite easy to get alcohol in this prison?	*n=170*	21%		21%	33%	21%	

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n=number of valid responses to question (HMP & YOI Swinfen Hall 2018)

			HMP/YOI Swinfen Hall 2018	All other category C training prisons	HMP/YOI Swinfen Hall 2018	All other category C training prisons surveyed since September 2017	HMP/YOI Swinfen Hall 2018	HMP/YOI Swinfen Hall 2016
	Number of completed questionnaires returned		173	6,660	173	1,586	173	184
SAFETY								
14.1	Have you ever felt unsafe here?	*n=171*	66%	41%	66%	43%	66%	62%
14.2	Do you feel unsafe now?	*n=163*	32%	18%	32%	20%	32%	30%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	*n=158*	51%		51%	31%	51%	
	- Threats or intimidation?	*n=158*	49%		49%	27%	49%	
	- Physical assault?	*n=158*	33%		33%	15%	33%	
	- Sexual assault?	*n=158*	2%		2%	2%	2%	
	- Theft of canteen or property?	*n=158*	39%		39%	23%	39%	
	- Other bullying / victimisation?	*n=158*	22%		22%	15%	22%	
	- Not experienced any of these from prisoners here	*n=158*	41%		41%	58%	41%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	*n=165*	27%		27%	32%	27%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	*n=159*	44%		44%	30%	44%	
	- Threats or intimidation?	*n=159*	36%		36%	23%	36%	
	- Physical assault?	*n=159*	19%		19%	10%	19%	
	- Sexual assault?	*n=159*	1%		1%	2%	1%	
	- Theft of canteen or property?	*n=159*	7%		7%	9%	7%	
	- Other bullying / victimisation?	*n=159*	19%		19%	15%	19%	
	- Not experienced any of these from staff here	*n=159*	44%		44%	59%	44%	
14.6	If you were being bullied / victimised by staff here, would you report it?	*n=165*	38%		38%	49%	38%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	*n=166*	31%		31%	40%	31%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	*n=169*	28%		28%	36%	28%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	*n=170*	21%	9%	21%	12%	21%	18%
	For those who have been restrained in the last 6 months:							
15.4	Did anyone come and talk to you about it afterwards?	*n=36*	25%		25%	18%	25%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	*n=170*	16%		16%	9%	16%	
	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=26*	39%		39%	60%	39%	
	Could you shower every day?	*n=27*	78%		78%	76%	78%	
	Could you go outside for exercise every day?	*n=27*	74%		74%	79%	74%	
	Could you use the phone every day (if you had credit)?	*n=27*	7%		7%	74%	7%	

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		HMP/YOI Swinfen Ha ll 2018	All other category C training prisons	HMP/YOI Swinfen Hall 2018	All other category C training prisons surveyed since September 2017	HMP/YOI Swinfen Hall 2018	HMP/YOI Swinfen Hall 2016
	Number of completed questionnaires returned	173	6,660	173	1,586	173	184
	n=number of valid responses to question (HMP & YOI Swinfen Hall 2018)						
	EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:						
	- Education? *n=164*	46%		46%	57%	46%	
	- Vocational or skills training? *n=162*	24%		24%	39%	24%	
	- Prison job? *n=163*	17%		17%	43%	17%	
	- Voluntary work outside of the prison? *n=156*	2%		2%	4%	2%	
	- Paid work outside of the prison? *n=159*	1%		1%	3%	1%	
16.2	In this prison, have you done the following activities:						
	- Education? *n=162*	81%	81%	81%	79%	81%	75%
	- Vocational or skills training? *n=159*	58%	74%	58%	68%	58%	64%
	- Prison job? *n=160*	74%	84%	74%	78%	74%	74%
	- Voluntary work outside of the prison? *n=154*	19%		19%	33%	19%	
	- Paid work outside of the prison? *n=156*	19%		19%	32%	19%	
	For those who have done the following activities, do you think they will help you on release:						
	- Education? *n=131*	65%	58%	65%	61%	65%	57%
	- Vocational or skills training? *n=92*	79%	60%	79%	68%	79%	55%
	- Prison job? *n= 118*	52%	43%	52%	40%	52%	47%
	- Voluntary work outside of the prison? *n=29*	76%		76%	54%	76%	
	- Paid work outside of the prison? *n=30*	83%		83%	59%	83%	
16.3	Do staff encourage you to attend education, training or work? *n=163*	47%		47%	58%	47%	
	PLANNING AND PROGRESSION						
17.1	Do you have a custody plan? *n=167*	64%		64%	59%	64%	
	For those who have a custody plan:						
17.2	Do you understand what you need to do to achieve your objectives or targets? *n=105*	72%		72%	84%	72%	
17.3	Are staff helping you to achieve your objectives or targets? *n=106*	31%		31%	42%	31%	
17.4	In this prison, have you done:						
	- Offending behaviour programmes? *n=100*	47%		47%	46%	47%	
	- Other programmes? *n=96*	29%		29%	41%	29%	
	- One to one work? *n=100*	42%		42%	33%	42%	
	- Been on a specialist unit? *n=97*	24%		24%	16%	24%	
	- ROTL - day or overnight release? *n=93*	5%		5%	12%	5%	
	For those who have done the following, did they help you to achieve your objectives or targets:						
	- Offending behaviour programmes? *n=47*	77%		77%	69%	77%	
	- Other programmes? *n=28*	75%		75%	65%	75%	
	- One to one work? *n=42*	76%		76%	67%	76%	
	- Being on a specialist unit? *n=23*	74%		74%	44%	74%	
	- ROTL - day or overnight release? *n=5*	40%		40%	33%	40%	

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		HMP/YOI Swinfen Ha ll 2018	All other category C training prisons	HMP/YOI Swinfen Hall 2018	All other category C training prisons surveyed since September 2017	HMP/YOI Swinfen Hall 2018	HMP/YOI Swinfen Hall 2016
	Number of completed questionnaires returned	173	6,660	173	1,586	173	184
	n=number of valid responses to question (HMP & YOI Swinfen Hall 2018)						
PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months? *n=169*	11%		11%	26%	11%	
	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=18*	44%		44%	45%	44%	
18.3	Is anybody helping you to prepare for your release? *n=19*	68%		68%	58%	68%	
18.4	Do you need help to sort out the following for when you are released:						
	- Finding accommodation? *n=19*	68%		68%	62%	68%	
	- Getting employment? *n=19*	74%		74%	61%	74%	
	- Setting up education or training? *n=19*	58%		58%	49%	58%	
	- Arranging benefits? *n=18*	78%		78%	66%	78%	
	- Sorting out finances? *n=19*	84%		84%	55%	84%	
	- Support for drug or alcohol problems? *n=18*	44%		44%	43%	44%	
	- Health / mental Health support? *n=18*	50%		50%	48%	50%	
	- Social care support? *n=18*	33%		33%	37%	33%	
	- Getting back in touch with family or friends? *n=18*	33%		33%	40%	33%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	- Finding accommodation? *n=13*	77%		77%	34%	77%	
	- Getting employment? *n=14*	36%		36%	22%	36%	
	- Setting up education or training? *n=11*	36%		36%	25%	36%	
	- Arranging benefits? *n=14*	29%		29%	25%	29%	
	- Sorting out finances? *n=16*	44%		44%	21%	44%	
	- Support for drug or alcohol problems? *n=8*	63%		63%	49%	63%	
	- Health / mental Health support? *n=9*	56%		56%	27%	56%	
	- Social care support? *n=6*	50%		50%	23%	50%	
	- Getting back in touch with family or friends? *n=6*	83%		83%	31%	83%	
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=161*	48%		48%	51%	48%	

HMP/YOI Swinfen Hall 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.

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		Black and minority ethnic	White	Muslim	Non-Muslim
	Number of completed questionnaires returned	67	103	33	137
	DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 21 years of age?	61%	42%	50%	48%
	Are you 50 years of age or older?	0%	0%	0%	0%
1.3	Are you from a minority ethnic group?			94%	25%
7.1	Are you Muslim?	48%	2%		
11.3	Do you have any mental health problems?	23%	60%	26%	50%
12.1	Do you consider yourself to have a disability?	15%	45%	16%	38%
19.2	Are you a foreign national?	9%	3%	13%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	8%	3%	5%
	ARRIVAL AND RECEPTION				
2.3	When you were searched in reception, was this done in a respectful way?	70%	79%	63%	77%
2.4	Overall, were you treated very / quite well in reception?	75%	88%	72%	85%
2.5	When you first arrived, did you have any problems?	66%	78%	61%	76%
	For those who had any problems when they first arrived:				
2.6	Did staff help you to deal with these problems?	17%	38%	24%	32%
	FIRST NIGHT AND INDUCTION				
3.3	Did you feel safe on your first night here?	63%	54%	52%	58%
3.5	Have you had an induction at this prison?	92%	93%	94%	93%
	For those who have had an induction:				
3.5	Did your induction cover everything you needed to know about this prison?	36%	46%	27%	45%
	ON THE WING				
4.2	Is your cell call bell normally answered within 5 minutes?	17%	19%	9%	19%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	60%	68%	64%	65%
	- Can you shower every day?	21%	30%	15%	29%
	- Do you have clean sheets every week?	45%	67%	42%	62%
	- Do you get cell cleaning materials every week?	26%	33%	18%	33%
	- Is it normally quiet enough for you to relax or sleep at night?	64%	57%	45%	61%
	- Can you get your stored property if you need it?	16%	27%	21%	22%

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	Black and minority ethnic	White	Muslim	Non-Muslim
Number of completed questionnaires returned	67	103	33	137
FOOD AND CANTEEN				
5.2 Do you get enough to eat at meal-times always / most of the time?	28%	35%	18%	34%
5.3 Does the shop / canteen sell the things that you need?	48%	64%	44%	60%
RELATIONSHIPS WITH STAFF				
6.1 Do most staff here treat you with respect?	48%	69%	39%	66%
6.2 Are there any staff here you could turn to if you had a problem?	50%	70%	44%	66%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	19%	31%	12%	31%
6.6 Do you feel that you are treated as an individual in this prison?	34%	42%	30%	40%
FAITH				
For those who have a religion:				
7.2 Are your religious beliefs respected here?	68%	68%	64%	69%
7.3 Are you able to speak to a chaplain of your faith in private, if you want to?	66%	68%	61%	68%
CONTACT WITH FAMILY AND FRIENDS				
8.1 Have staff here encouraged you to keep in touch with your family / friends?	14%	37%	7%	33%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	73%	77%	67%	79%
8.3 Are you able to use a phone every day (if you have credit)?	20%	30%	15%	29%
For those who get visits:				
8.7 Are your visitors usually treated respectfully by staff?	69%	76%	71%	74%
TIME OUT OF CELL				
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	42%	38%	56%	34%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	2%	4%	0%	4%
For those who use the library:				
9.9 Does the library have a wide enough range of materials to meet your needs?	32%	54%	41%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1 Is it easy for you to make an application?	70%	75%	58%	77%
For those who have made an application:				
10.2 Are applications usually dealt with fairly?	44%	52%	29%	52%
10.3 Is it easy for you to make a complaint?	49%	57%	42%	57%
For those who have made a complaint:				
10.4 Are complaints usually dealt with fairly?	19%	36%	7%	34%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	36%	34%	52%	32%

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	Black and minority ethnic	White	Muslim	Non-Muslim
Number of completed questionnaires returned	67	103	33	137
HEALTH CARE				
11.1 Is it very / quite easy to see:				
- Doctor?	33%	42%	12%	45%
- Nurse?	48%	57%	36%	59%
- Dentist?	14%	17%	6%	17%
- Mental health workers?	29%	36%	19%	37%
For those who have mental health problems:				
11.4 Have you been helped with your mental health problems in this prison?	64%	58%	50%	61%
11.5 Do you think the overall quality of the health services here is very / quite good?	50%	49%	42%	50%
OTHER SUPPORT NEEDS				
For those who have a disability:				
12.2 Are you getting the support you need?	38%	47%	0%	48%
SAFETY				
14.1 Have you ever felt unsafe here?	51%	75%	58%	67%
14.2 Do you feel unsafe now?	27%	34%	36%	30%
14.3 Not experienced bullying / victimisation by other prisoners	62%	28%	58%	36%
14.4 If you were being bullied / victimised by other prisoners here, would you report it?	21%	30%	23%	28%
14.5 Not experienced bullying / victimisation by members of staff	41%	47%	25%	48%
14.6 If you were being bullied / victimised by staff here, would you report it?	31%	41%	25%	40%
BEHAVIOUR MANAGEMENT				
15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	25%	34%	19%	33%
15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	14%	38%	12%	33%
15.3 Have you been physically restrained by staff in this prison, in the last 6 months?	29%	17%	39%	17%
15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	15%	24%	14%
EDUCATION, SKILLS AND WORK				
16.3 Do staff encourage you to attend education, training or work?	39%	53%	28%	51%
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	59%	67%	58%	65%
For those who have a custody plan:				
17.3 Are staff helping you to achieve your objectives or targets?	21%	39%	11%	36%
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?	60%	83%	0%	72%
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%	50%	39%	50%

HMP/YOI Swinfen Hall 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
- responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems
- disabled prisoners' responses are compared with those of prisoners who do not have a disability
Please note that these analyses are based on summary data from selected survey questions only.

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	Mental health problems	No mental health problems	Have a disability	Do not have a disability
Number of completed questionnaires returned	77	91	56	112
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2 Are you under 21 years of age?	40%	55%	41%	52%
Are you 50 years of age or older?	0%	0%	0%	0%
1.3 Are you from a minority ethnic group?	18%	54%	16%	48%
7.1 Are you Muslim?	10%	25%	9%	23%
11.3 Do you have any mental health problems?			88%	24%
12.1 Do you consider yourself to have a disability?	65%	8%		
19.2 Are you a foreign national?	4%	8%	0%	9%
19.3 Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	8%	2%	11%	2%
ARRIVAL AND RECEPTION				
2.3 When you were searched in reception, was this done in a respectful way?	75%	76%	75%	76%
2.4 Overall, were you treated very / quite well in reception?	86%	80%	80%	84%
2.5 When you first arrived, did you have any problems?	86%	64%	88%	67%
For those who had any problems when they first arrived:				
2.6 Did staff help you to deal with these problems?	37%	24%	35%	27%
FIRST NIGHT AND INDUCTION				
3.3 Did you feel safe on your first night here?	53%	60%	50%	60%
3.5 Have you had an induction at this prison?	93%	92%	91%	94%
For those who have had an induction:				
3.5 Did your induction cover everything you needed to know about this prison?	44%	41%	42%	43%
ON THE WING				
4.2 Is your cell call bell normally answered within 5 minutes?	16%	18%	16%	19%
4.3 On the wing or houseblock you currently live on:				
- Do you normally have enough clean, suitable clothes for the week?	61%	67%	55%	70%
- Can you shower every day?	24%	29%	24%	28%
- Do you have clean sheets every week?	58%	58%	57%	59%
- Do you get cell cleaning materials every week?	36%	26%	33%	29%
- Is it normally quiet enough for you to relax or sleep at night?	43%	71%	44%	65%
- Can you get your stored property if you need it?	21%	23%	24%	21%

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	Mental health problems	No mental health problems	Have a disability	Do not have a disability
Number of completed questionnaires returned	77	91	56	112
FOOD AND CANTEEN				
5.2 Do you get enough to eat at meal-times always / most of the time?	23%	37%	23%	36%
5.3 Does the shop / canteen sell the things that you need?	61%	54%	61%	56%
RELATIONSHIPS WITH STAFF				
6.1 Do most staff here treat you with respect?	69%	55%	73%	57%
6.2 Are there any staff here you could turn to if you had a problem?	65%	61%	70%	60%
6.3 In the last week, has any member of staff talked to you about how you are getting on?	31%	25%	34%	25%
6.6 Do you feel that you are treated as an individual in this prison?	38%	40%	45%	37%
FAITH				
For those who have a religion:				
7.2 Are your religious beliefs respected here?	67%	67%	68%	66%
7.3 Are you able to speak to a chaplain of your faith in private, if you want to?	75%	60%	76%	64%
CONTACT WITH FAMILY AND FRIENDS				
8.1 Have staff here encouraged you to keep in touch with your family / friends?	39%	18%	39%	23%
8.2 Have you had any problems with sending or receiving mail (letters or parcels)?	78%	76%	75%	77%
8.3 Are you able to use a phone every day (if you have credit)?	29%	24%	30%	25%
For those who get visits:				
8.7 Are your visitors usually treated respectfully by staff?	78%	70%	76%	73%
TIME OUT OF CELL				
9.2 Do you usually spend less than 2 hours out of your cell on a typical weekday?	43%	36%	44%	36%
Do you usually spend 10 hours or more out of your cell on a typical weekday?	1%	5%	4%	3%
For those who use the library:				
9.9 Does the library have a wide enough range of materials to meet your needs?	46%	48%	56%	41%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1 Is it easy for you to make an application?	78%	69%	73%	73%
For those who have made an application:				
10.2 Are applications usually dealt with fairly?	45%	49%	43%	51%
10.3 Is it easy for you to make a complaint?	57%	51%	61%	51%
For those who have made a complaint:				
10.4 Are complaints usually dealt with fairly?	32%	26%	26%	31%
10.5 Have you ever been prevented from making a complaint here when you wanted to?	38%	34%	42%	32%

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

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
Number of completed questionnaires returned	77	91	56	112
HEALTH CARE				
11.1 Is it very / quite easy to see:				
- Doctor?	40%	38%	45%	37%
- Nurse?	59%	50%	57%	53%
- Dentist?	13%	17%	14%	16%
- Mental health workers?	40%	29%	32%	36%
For those who have mental health problems:				
11.4 Have you been helped with your mental health problems in this prison?	60%		62%	58%
11.5 Do you think the overall quality of the health services here is very / quite good?	50%	47%	51%	48%
OTHER SUPPORT NEEDS				
For those who have a disability:				
12.2 Are you getting the support you need?	40%	71%	44%	
SAFETY				
14.1 Have you ever felt unsafe here?	71%	62%	73%	63%
14.2 Do you feel unsafe now?	39%	26%	50%	24%
14.3 Not experienced bullying / victimisation by other prisoners	26%	51%	23%	48%
14.4 If you were being bullied / victimised by other prisoners here, would you report it?	27%	26%	33%	24%
14.5 Not experienced bullying / victimisation by members of staff	39%	47%	41%	46%
14.6 If you were being bullied / victimised by staff here, would you report it?	41%	33%	44%	35%
BEHAVIOUR MANAGEMENT				
15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	29%	32%	30%	32%
15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	31%	28%	28%	30%
15.3 Have you been physically restrained by staff in this prison, in the last 6 months?	20%	22%	24%	20%
15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	17%	20%	14%
EDUCATION, SKILLS AND WORK				
16.3 Do staff encourage you to attend education, training or work?	51%	44%	49%	47%
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	72%	57%	68%	62%
For those who have a custody plan:				
17.3 Are staff helping you to achieve your objectives or targets?	28%	36%	31%	32%
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?	89%	50%	100%	54%
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?	43%	53%	49%	49%

HMP/YOI Swinfen Hall 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
-responses of prisoners aged 21 and under are compared with those of prisoners over 21
Please note that these analyses are based on summary data from selected survey questions only.

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		21 and under	Over 21
	Number of completed questionnaires returned	83	88
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	100%	
	Are you 50 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	48%	31%
7.1	Are you Muslim?	20%	18%
11.3	Do you have any mental health problems?	39%	54%
12.1	Do you consider yourself to have a disability?	29%	38%
19.2	Are you a foreign national?	4%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	5%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	73%	75%
2.4	Overall, were you treated very / quite well in reception?	81%	84%
2.5	When you first arrived, did you have any problems?	72%	74%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	27%	33%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	59%	54%
3.5	Have you had an induction at this prison?	92%	94%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	41%	43%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	16%	19%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	60%	71%
	- Can you shower every day?	20%	33%
	- Do you have clean sheets every week?	53%	62%
	- Do you get cell cleaning materials every week?	25%	34%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	51%
	- Can you get your stored property if you need it?	20%	24%

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		21 and under	Over 21
	Number of completed questionnaires returned	83	88
FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	31%	32%
5.3	Does the shop / canteen sell the things that you need?	59%	56%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	52%	70%
6.2	Are there any staff here you could turn to if you had a problem?	52%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	30%
6.6	Do you feel that you are treated as an individual in this prison?	39%	40%
FAITH			
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	67%	67%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	64%	67%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	23%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	70%	81%
8.3	Are you able to use a phone every day (if you have credit)?	21%	32%
	For those who get visits:		
8.7	Are your visitors usually treated respectfully by staff?	68%	80%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	44%	34%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	1%	5%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	54%	43%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	74%	74%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	46%	51%
10.3	Is it easy for you to make a complaint?	48%	62%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	23%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	38%

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	21 and under	Over 21
Number of completed questionnaires returned	83	88

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	41%	38%
	- Nurse?	49%	60%
	- Dentist?	18%	14%
	- Mental health workers?	35%	33%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	53%	64%
11.5	Do you think the overall quality of the health services here is very / quite good?	52%	47%
OTHER SUPPORT NEEDS			
	For those who have a disability:		
12.2	Are you getting the support you need?	55%	37%
SAFETY			
14.1	Have you ever felt unsafe here?	61%	70%
14.2	Do you feel unsafe now?	33%	31%
14.3	Not experienced bullying / victimisation by other prisoners	51%	29%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27%	26%
14.5	Not experienced bullying / victimisation by members of staff	46%	43%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	34%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	31%	31%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	28%	29%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	30%	14%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	14%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	43%	50%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	52%	76%
	For those who have a custody plan:		
17.3	Are staff helping you to achieve your objectives or targets?	24%	36%
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?	80%	64%
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%	52%

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Comparison of survey responses from different residential locations

In this table responses from prisoners on the old accommodation (A and B wings) are compared with those from the rest of the establishment.

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		A and B wings	Rest of the establishment
	Number of completed questionnaires returned	36	135
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	54%	47%
	Are you 25 years of age or younger?	91%	93%
	Are you 50 years of age or older?	0%	0%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	24%	44%
1.4	Have you been in this prison for less than 6 months?	37%	21%
1.5	Are you currently serving a sentence?	100%	99%
	Are you on recall?	3%	4%
1.6	Is your sentence less than 12 months?	0%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	2%
7.1	Are you Muslim?	17%	20%
11.3	Do you have any mental health problems?	50%	44%
12.1	Do you consider yourself to have a disability?	34%	32%
19.1	Do you have any children under the age of 18?	25%	24%
19.2	Are you a foreign national?	8%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	5%
19.4	Have you ever been in the armed services?	0%	5%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	3%	6%
19.7	Do you identify as transgender or transsexual?	0%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	13%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	56%	42%
2.3	When you were searched in reception, was this done in a respectful way?	80%	73%
2.4	Overall, were you treated very / quite well in reception?	86%	82%

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

		A and B wings	Rest of the establishment
	Number of completed questionnaires returned	**36**	**135**
2.5	When you first arrived, did you have any problems?	**89%**	**70%**
2.5	Did you have problems with:		
	- Getting phone numbers?	**28%**	**15%**
	- Contacting family?	**36%**	**26%**
	- Arranging care for children or other dependents?	**0%**	**2%**
	- Contacting employers?	**0%**	**1%**
	- Money worries?	**28%**	**10%**
	- Housing worries?	**6%**	**2%**
	- Feeling depressed?	**50%**	**33%**
	- Feeling suicidal?	**19%**	**13%**
	- Other mental health problems?	**25%**	**18%**
	- Physical health problems?	**6%**	**4%**
	- Drugs or alcohol (e.g. withdrawal)?	**8%**	**4%**
	- Getting medication?	**14%**	**19%**
	- Needing protection from other prisoners?	**14%**	**7%**
	- Lost or delayed property?	**22%**	**25%**
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	**37%**	**28%**
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	**77%**	**70%**
	- Toiletries / other basic items?	**49%**	**51%**
	- A shower?	**46%**	**51%**
	- A free phone call?	**57%**	**68%**
	- Something to eat?	**74%**	**71%**
	- The chance to see someone from health care?	**49%**	**59%**
	- The chance to talk to a Listener or Samaritans?	**11%**	**12%**
	- Support from another prisoner (e.g. Insider or buddy)?	**14%**	**14%**
	- None of these?	**9%**	**5%**
3.2	On your first night in this prison, was your cell very / quite clean?	**19%**	**10%**
3.3	Did you feel safe on your first night here?	**53%**	**58%**
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	**36%**	**47%**
	- Free PIN phone credit?	**28%**	**46%**
	- Numbers put on your PIN phone?	**38%**	**42%**
3.5	Have you had an induction at this prison?	**94%**	**93%**
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	**50%**	**41%**

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	A and B wings	Rest of the establishment
Number of completed questionnaires returned	36	135

ON THE WING			
4.1	Are you in a cell on your own?	94%	80%
4.2	Is your cell call bell normally answered within 5 minutes?	28%	15%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	63%	66%
	- Can you shower every day?	11%	31%
	- Do you have clean sheets every week?	53%	59%
	- Do you get cell cleaning materials every week?	26%	31%
	- Is it normally quiet enough for you to relax or sleep at night?	39%	65%
	- Can you get your stored property if you need it?	14%	24%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	31%	46%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	36%	40%
5.2	Do you get enough to eat at meal-times always / most of the time?	31%	33%
5.3	Does the shop / canteen sell the things that you need?	56%	58%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	55%	63%
6.2	Are there any staff here you could turn to if you had a problem?	53%	64%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	26%
6.4	Do you have a personal officer?	94%	94%
	For those who have a personal officer:		
6.4	Is your personal or named officer very / quite helpful?	35%	38%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	3%	3%
6.6	Do you feel that you are treated as an individual in this prison?	31%	41%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	72%	54%
	If so, do things sometimes change?	27%	18%
FAITH			
7.1	Do you have a religion?	81%	68%
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	69%	67%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	69%	64%
7.4	Are you able to attend religious services, if you want to?	86%	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	26%	29%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	75%	75%
8.3	Are you able to use a phone every day (if you have credit)?	17%	29%
8.4	Is it very / quite easy for your family and friends to get here?	19%	33%
8.5	Do you get visits from family/friends once a week or more?	8%	12%
	For those who get visits:		
8.6	Do visits usually start and finish on time?	37%	28%
8.7	Are your visitors usually treated respectfully by staff?	74%	74%

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	A and B wings	Rest of the establishment
Number of completed questionnaires returned	36	135

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	85%	91%
	For those who know what the unlock and lock-up times are supposed to be:		
9.1	Are these times usually kept to?	41%	34%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	56%	34%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	4%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	83%	60%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	3%	20%
9.5	Do you get association more than 5 days in a typical week, if you want it?	0%	25%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	64%	77%
9.7	Do you typically go to the gym twice a week or more?	23%	25%
9.8	Do you typically go to the library once a week or more?	36%	20%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	55%	45%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	78%	73%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	47%	49%
	Are applications usually dealt with within 7 days?	15%	24%
10.3	Is it easy for you to make a complaint?	56%	54%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	30%	28%
	Are complaints usually dealt with within 7 days?	11%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	43%	32%

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		A and B wings	Rest of the establishment
	Number of completed questionnaires returned	36	135
	For those who need it, is it easy to:		
10.6	Communicate with your solicitor or legal representative?	16%	22%
	Attend legal visits?	59%	40%
	Get bail information?	19%	10%
	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?	44%	49%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	44%	38%
	- Nurse?	63%	52%
	- Dentist?	11%	17%
	- Mental health workers?	37%	33%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	46%	59%
	- Nurse?	60%	74%
	- Dentist?	44%	49%
	- Mental health workers?	54%	44%
11.3	Do you have any mental health problems?	50%	44%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	50%	63%
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	52%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	34%	32%
	For those who have a disability:		
12.2	Are you getting the support you need?	33%	50%
12.3	Have you been on an ACCT in this prison?	37%	23%
	For those who have been on an ACCT:		
12.4	Did you feel cared for by staff?	39%	67%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	28%	19%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	6%	12%
	For those who had / have an alcohol problem:		
13.2	Have you been helped with your alcohol problem in this prison?	50%	79%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	22%	22%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	19%	12%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	3%	5%
	For those who had / have a drug problem:		
13.6	Have you been helped with your drug problem in this prison?	46%	58%
13.7	Is it very / quite easy to get illicit drugs in this prison?	44%	45%
13.8	Is it very / quite easy to get alcohol in this prison?	14%	23%

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

	A and B wings	Rest of the establishment
Number of completed questionnaires returned	36	135

SAFETY			
14.1	Have you ever felt unsafe here?	72%	64%
14.2	Do you feel unsafe now?	38%	30%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	50%	51%
	- Threats or intimidation?	42%	51%
	- Physical assault?	25%	35%
	- Sexual assault?	3%	2%
	- Theft of canteen or property?	36%	40%
	- Other bullying / victimisation?	17%	23%
	- Not experienced any of these from prisoners here	44%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	34%	25%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	44%	43%
	- Threats or intimidation?	38%	35%
	- Physical assault?	18%	19%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	9%	6%
	- Other bullying / victimisation?	21%	18%
	- Not experienced any of these from staff here	41%	46%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	35%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	40%	29%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	31%	28%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	22%	20%
	For those who have been restrained in the last 6 months:		
15.4	Did anyone come and talk to you about it afterwards?	13%	31%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	3%	18%
	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?	0%	35%
	Could you shower every day?	0%	79%
	Could you go outside for exercise every day?	100%	71%
	Could you use the phone every day (if you had credit)?	0%	8%

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	A and B wings	Rest of the establishment
Number of completed questionnaires returned	36	135

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	41%	48%
	- Vocational or skills training?	17%	26%
	- Prison job?	15%	17%
	- Voluntary work outside of the prison?	3%	2%
	- Paid work outside of the prison?	0%	2%
16.2	In this prison, have you done the following activities:		
	- Education?	67%	85%
	- Vocational or skills training?	36%	64%
	- Prison job?	51%	80%
	- Voluntary work outside of the prison?	14%	21%
	- Paid work outside of the prison?	17%	20%
	For those who have done the following activities, do you think they will help you on release:		
	- Education?	50%	69%
	- Vocational or skills training?	62%	82%
	- Prison job?	33%	55%
	- Voluntary work outside of the prison?	80%	75%
	- Paid work outside of the prison?	83%	83%
16.3	Do staff encourage you to attend education, training or work?	39%	48%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	51%	68%
	For those who have a custody plan:		
17.2	Do you understand what you need to do to achieve your objectives or targets?	50%	78%
17.3	Are staff helping you to achieve your objectives or targets?	17%	35%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	35%	49%
	- Other programmes?	29%	28%
	- One to one work?	41%	42%
	- Been on a specialist unit?	12%	25%
	- ROTL - day or overnight release?	6%	5%
	For those who have done the following, did they help you to achieve your objectives or targets:		
	- Offending behaviour programmes?	50%	80%
	- Other programmes?	60%	77%
	- One to one work?	43%	82%
	- Being on a specialist unit?	0%	80%
	- ROTL - day or overnight release?	0%	50%

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	A and B wings	Rest of the establishment
Number of completed questionnaires returned	36	135

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	6%	13%
	For those who expect to be released in the next 3 months:		
18.2	Is this prison very / quite near to your home area or intended release address?	0%	50%
18.3	Is anybody helping you to prepare for your release?	50%	71%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	50%	71%
	- Getting employment?	50%	77%
	- Setting up education or training?	50%	59%
	- Arranging benefits?	50%	81%
	- Sorting out finances?	50%	88%
	- Support for drug or alcohol problems?	0%	50%
	- Health / mental Health support?	50%	50%
	- Social care support?	0%	38%
	- Getting back in touch with family or friends?	0%	38%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	100%	75%
	- Getting employment?	0%	39%
	- Setting up education or training?	100%	30%
	- Arranging benefits?	0%	31%
	- Sorting out finances?	0%	47%
	- Support for drug or alcohol problems?		63%
	- Health / mental Health support?	0%	63%
	- Social care support?		50%
	- Getting back in touch with family or friends?		83%
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?	29%	54%

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Comparison of survey responses from different residential locations

In this table responses from prisoners on the specialist enabling environment and PIPE (psychologically informed planned environment) units (D and E wings) are compared with those from the rest of the establishment.

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		D and E wings	Rest of the establishment
	Number of completed questionnaires returned	43	128
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	35%	53%
	Are you 25 years of age or younger?	93%	93%
	Are you 50 years of age or older?	0%	0%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	21%	46%
1.4	Have you been in this prison for less than 6 months?	15%	28%
1.5	Are you currently serving a sentence?	100%	99%
	Are you on recall?	5%	3%
1.6	Is your sentence less than 12 months?	0%	1%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	2%
7.1	Are you Muslim?	2%	25%
11.3	Do you have any mental health problems?	62%	40%
12.1	Do you consider yourself to have a disability?	41%	30%
19.1	Do you have any children under the age of 18?	26%	24%
19.2	Are you a foreign national?	5%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	9%	3%
19.4	Have you ever been in the armed services?	3%	4%
19.5	Is your gender female or non-binary?	2%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	7%	5%
19.7	Do you identify as transgender or transsexual?	2%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	7%	16%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	49%	43%
2.3	When you were searched in reception, was this done in a respectful way?	77%	74%
2.4	Overall, were you treated very / quite well in reception?	81%	84%

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		D and E wings	Rest of the establishment
	Number of completed questionnaires returned	**43**	**128**
2.5	When you first arrived, did you have any problems?	**67%**	**77%**
2.5	Did you have problems with:		
	- Getting phone numbers?	**16%**	**18%**
	- Contacting family?	**23%**	**30%**
	- Arranging care for children or other dependents?	**0%**	**2%**
	- Contacting employers?	**2%**	**0%**
	- Money worries?	**12%**	**15%**
	- Housing worries?	**0%**	**3%**
	- Feeling depressed?	**42%**	**35%**
	- Feeling suicidal?	**16%**	**14%**
	- Other mental health problems?	**26%**	**17%**
	- Physical health problems?	**5%**	**4%**
	- Drugs or alcohol (e.g. withdrawal)?	**5%**	**5%**
	- Getting medication?	**21%**	**16%**
	- Needing protection from other prisoners?	**5%**	**10%**
	- Lost or delayed property?	**26%**	**24%**
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	**25%**	**31%**
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	**71%**	**71%**
	- Toiletries / other basic items?	**52%**	**50%**
	- A shower?	**43%**	**52%**
	- A free phone call?	**74%**	**63%**
	- Something to eat?	**69%**	**73%**
	- The chance to see someone from health care?	**60%**	**56%**
	- The chance to talk to a Listener or Samaritans?	**7%**	**14%**
	- Support from another prisoner (e.g. Insider or buddy)?	**12%**	**14%**
	- None of these?	**12%**	**4%**
3.2	On your first night in this prison, was your cell very / quite clean?	**2%**	**15%**
3.3	Did you feel safe on your first night here?	**58%**	**57%**
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	**45%**	**45%**
	- Free PIN phone credit?	**54%**	**38%**
	- Numbers put on your PIN phone?	**42%**	**41%**
3.5	Have you had an induction at this prison?	**93%**	**93%**
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	**38%**	**44%**

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	D and E wings	Rest of the establishment
Number of completed questionnaires returned	43	128

ON THE WING			
4.1	Are you in a cell on your own?	86%	82%
4.2	Is your cell call bell normally answered within 5 minutes?	24%	16%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	78%	61%
	- Can you shower every day?	52%	18%
	- Do you have clean sheets every week?	83%	49%
	- Do you get cell cleaning materials every week?	44%	25%
	- Is it normally quiet enough for you to relax or sleep at night?	66%	57%
	- Can you get your stored property if you need it?	42%	15%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	56%	39%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	41%	39%
5.2	Do you get enough to eat at meal-times always / most of the time?	35%	31%
5.3	Does the shop / canteen sell the things that you need?	55%	58%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	76%	56%
6.2	Are there any staff here you could turn to if you had a problem?	79%	56%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	28%
6.4	Do you have a personal officer?	100%	92%
	For those who have a personal officer:		
6.4	Is your personal or named officer very / quite helpful?	56%	30%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	5%	2%
6.6	Do you feel that you are treated as an individual in this prison?	45%	37%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	69%	54%
	If so, do things sometimes change?	14%	23%
FAITH			
7.1	Do you have a religion?	62%	74%
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	73%	66%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	68%	65%
7.4	Are you able to attend religious services, if you want to?	92%	86%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	39%	25%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	77%	75%
8.3	Are you able to use a phone every day (if you have credit)?	58%	16%
8.4	Is it very / quite easy for your family and friends to get here?	40%	27%
8.5	Do you get visits from family/friends once a week or more?	7%	12%
	For those who get visits:		
8.6	Do visits usually start and finish on time?	33%	27%
8.7	Are your visitors usually treated respectfully by staff?	81%	71%

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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?	93%	89%
	For those who know what the unlock and lock-up times are supposed to be:		
9.1	Are these times usually kept to?	36%	35%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	28%	42%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	35%	75%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	2%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	41%	8%
9.5	Do you get association more than 5 days in a typical week, if you want it?	40%	13%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	86%	70%
9.7	Do you typically go to the gym twice a week or more?	38%	20%
9.8	Do you typically go to the library once a week or more?	16%	25%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	45%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	84%	71%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	60%	45%
	Are applications usually dealt with within 7 days?	28%	20%
10.3	Is it easy for you to make a complaint?	64%	51%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	42%	24%
	Are complaints usually dealt with within 7 days?	19%	21%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	36%

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	Number of completed questionnaires returned	43	128
	For those who need it, is it easy to:		
10.6	Communicate with your solicitor or legal representative?	23%	20%
	Attend legal visits?	51%	42%
	Get bail information?	13%	12%
	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?	59%	44%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	51%	36%
	- Nurse?	67%	50%
	- Dentist?	22%	14%
	- Mental health workers?	37%	33%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	55%	56%
	- Nurse?	79%	69%
	- Dentist?	69%	41%
	- Mental health workers?	53%	44%
11.3	Do you have any mental health problems?	62%	40%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	65%	57%
11.5	Do you think the overall quality of the health services here is very / quite good?	50%	50%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	41%	30%
	For those who have a disability:		
12.2	Are you getting the support you need?	53%	43%
12.3	Have you been on an ACCT in this prison?	32%	24%
	For those who have been on an ACCT:		
12.4	Did you feel cared for by staff?	62%	57%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	24%	20%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	14%	9%
	For those who had / have an alcohol problem:		
13.2	Have you been helped with your alcohol problem in this prison?	100%	64%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	36%	18%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	12%	14%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	2%	6%
	For those who had / have a drug problem:		
13.6	Have you been helped with your drug problem in this prison?	73%	45%
13.7	Is it very / quite easy to get illicit drugs in this prison?	55%	41%
13.8	Is it very / quite easy to get alcohol in this prison?	19%	21%

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Number of completed questionnaires returned	43	128

SAFETY			
14.1	Have you ever felt unsafe here?	64%	66%
14.2	Do you feel unsafe now?	23%	34%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	58%	49%
	- Threats or intimidation?	55%	47%
	- Physical assault?	37%	31%
	- Sexual assault?	5%	1%
	- Theft of canteen or property?	50%	35%
	- Other bullying / victimisation?	26%	20%
	- Not experienced any of these from prisoners here	37%	42%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	21%	29%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	44%	43%
	- Threats or intimidation?	42%	34%
	- Physical assault?	14%	20%
	- Sexual assault?	3%	1%
	- Theft of canteen or property?	6%	7%
	- Other bullying / victimisation?	17%	19%
	- Not experienced any of these from staff here	47%	44%
14.6	If you were being bullied / victimised by staff here, would you report it?	31%	40%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	32%	31%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	34%	27%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5%	25%
	For those who have been restrained in the last 6 months:		
15.4	Did anyone come and talk to you about it afterwards?	100%	22%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	15%
	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%	28%
	Could you shower every day?	100%	68%
	Could you go outside for exercise every day?	100%	63%
	Could you use the phone every day (if you had credit)?	33%	0%

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	D and E wings	Rest of the establishment
Number of completed questionnaires returned	43	128

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	50%	45%
	- Vocational or skills training?	32%	21%
	- Prison job?	27%	14%
	- Voluntary work outside of the prison?	5%	1%
	- Paid work outside of the prison?	5%	0%
16.2	In this prison, have you done the following activities:		
	- Education?	78%	81%
	- Vocational or skills training?	70%	53%
	- Prison job?	88%	69%
	- Voluntary work outside of the prison?	22%	18%
	- Paid work outside of the prison?	19%	20%
	For those who have done the following activities, do you think they will help you on release:		
	- Education?	83%	60%
	- Vocational or skills training?	93%	73%
	- Prison job?	67%	44%
	- Voluntary work outside of the prison?	75%	76%
	- Paid work outside of the prison?	86%	83%
16.3	Do staff encourage you to attend education, training or work?	59%	43%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	78%	60%
	For those who have a custody plan:		
17.2	Do you understand what you need to do to achieve your objectives or targets?	94%	64%
17.3	Are staff helping you to achieve your objectives or targets?	45%	26%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	71%	37%
	- Other programmes?	48%	21%
	- One to one work?	62%	33%
	- Been on a specialist unit?	55%	9%
	- ROTL - day or overnight release?	8%	5%
	For those who have done the following, did they help you to achieve your objectives or targets:		
	- Offending behaviour programmes?	90%	65%
	- Other programmes?	77%	71%
	- One to one work?	89%	65%
	- Being on a specialist unit?	88%	33%
	- ROTL - day or overnight release?	50%	33%

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	D and E wings	Rest of the establishment
Number of completed questionnaires returned	43	128

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	**20%**	**9%**
	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?	**29%**	**55%**
18.3	Is anybody helping you to prepare for your release?	**75%**	**64%**
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	**88%**	**55%**
	- Getting employment?	**88%**	**64%**
	- Setting up education or training?	**63%**	**55%**
	- Arranging benefits?	**86%**	**73%**
	- Sorting out finances?	**88%**	**82%**
	- Support for drug or alcohol problems?	**43%**	**46%**
	- Health / mental Health support?	**43%**	**55%**
	- Social care support?	**43%**	**27%**
	- Getting back in touch with family or friends?	**43%**	**27%**
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	**57%**	**100%**
	- Getting employment?	**43%**	**29%**
	- Setting up education or training?	**20%**	**50%**
	- Arranging benefits?	**33%**	**25%**
	- Sorting out finances?	**57%**	**33%**
	- Support for drug or alcohol problems?	**100%**	**40%**
	- Health / mental Health support?	**67%**	**50%**
	- Social care support?	**67%**	**33%**
	- Getting back in touch with family or friends?	**100%**	**67%**
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?	**64%**	**44%**

HMP/YOI Swinfen Hall 2018

Comparison of survey responses from different residential locations

In this table responses from the new-build accommodation (post-2004) (F, G, I and J wings) are compared with those from the rest of the establishment.

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		F, G, I and J wings	Rest of the establishment
	Number of completed questionnaires returned	92	79
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	53%	44%
	Are you 25 years of age or younger?	93%	92%
	Are you 50 years of age or older?	0%	0%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	54%	22%
1.4	Have you been in this prison for less than 6 months?	24%	25%
1.5	Are you currently serving a sentence?	99%	100%
	Are you on recall?	3%	4%
1.6	Is your sentence less than 12 months?	1%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	0%
7.1	Are you Muslim?	28%	9%
11.3	Do you have any mental health problems?	35%	56%
12.1	Do you consider yourself to have a disability?	28%	38%
19.1	Do you have any children under the age of 18?	24%	25%
19.2	Are you a foreign national?	6%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	8%
19.4	Have you ever been in the armed services?	6%	1%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	6%	5%
19.7	Do you identify as transgender or transsexual?	0%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	15%	13%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	38%	52%
2.3	When you were searched in reception, was this done in a respectful way?	72%	78%
2.4	Overall, were you treated very / quite well in reception?	83%	83%

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		F, G, I and J wings	Rest of the establishment
	Number of completed questionnaires returned	92	79
2.5	When you first arrived, did you have any problems?	72%	77%
2.5	Did you have problems with:		
	- Getting phone numbers?	14%	22%
	- Contacting family?	27%	29%
	- Arranging care for children or other dependents?	2%	0%
	- Contacting employers?	0%	1%
	- Money worries?	10%	19%
	- Housing worries?	2%	3%
	- Feeling depressed?	29%	46%
	- Feeling suicidal?	12%	18%
	- Other mental health problems?	14%	25%
	- Physical health problems?	3%	5%
	- Drugs or alcohol (e.g. withdrawal)?	3%	6%
	- Getting medication?	17%	18%
	- Needing protection from other prisoners?	9%	9%
	- Lost or delayed property?	25%	24%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	29%	31%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	69%	74%
	- Toiletries / other basic items?	51%	51%
	- A shower?	55%	44%
	- A free phone call?	65%	66%
	- Something to eat?	73%	71%
	- The chance to see someone from health care?	58%	55%
	- The chance to talk to a Listener or Samaritans?	14%	9%
	- Support from another prisoner (e.g. Insider or buddy)?	14%	13%
	- None of these?	2%	10%
3.2	On your first night in this prison, was your cell very / quite clean?	13%	10%
3.3	Did you feel safe on your first night here?	58%	56%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	48%	41%
	- Free PIN phone credit?	42%	42%
	- Numbers put on your PIN phone?	42%	40%
3.5	Have you had an induction at this prison?	92%	94%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	42%	43%

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ON THE WING			
4.1	Are you in a cell on your own?	77%	90%
4.2	Is your cell call bell normally answered within 5 minutes?	11%	26%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	61%	71%
	- Can you shower every day?	21%	34%
	- Do you have clean sheets every week?	48%	69%
	- Do you get cell cleaning materials every week?	25%	36%
	- Is it normally quiet enough for you to relax or sleep at night?	64%	53%
	- Can you get your stored property if you need it?	15%	30%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	42%	45%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	40%	39%
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	33%
5.3	Does the shop / canteen sell the things that you need?	59%	55%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	57%	66%
6.2	Are there any staff here you could turn to if you had a problem?	57%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	29%
6.4	Do you have a personal officer?	91%	98%
	For those who have a personal officer:		
6.4	Is your personal or named officer very / quite helpful?	28%	47%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	2%	4%
6.6	Do you feel that you are treated as an individual in this prison?	39%	39%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	47%	71%
	If so, do things sometimes change?	21%	20%
FAITH			
7.1	Do you have a religion?	71%	71%
	For those who have a religion:		
7.2	Are your religious beliefs respected here?	64%	71%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	63%	69%
7.4	Are you able to attend religious services, if you want to?	86%	89%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	25%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	74%	76%
8.3	Are you able to use a phone every day (if you have credit)?	16%	40%
8.4	Is it very / quite easy for your family and friends to get here?	30%	30%
8.5	Do you get visits from family/friends once a week or more?	14%	8%
	For those who get visits:		
8.6	Do visits usually start and finish on time?	25%	35%
8.7	Are your visitors usually treated respectfully by staff?	71%	78%

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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?	90%	90%
	For those who know what the unlock and lock-up times are supposed to be:		
9.1	Are these times usually kept to?	33%	38%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	37%	40%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	2%	4%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	72%	57%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	10%	24%
9.5	Do you get association more than 5 days in a typical week, if you want it?	17%	22%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	72%	76%
9.7	Do you typically go to the gym twice a week or more?	19%	31%
9.8	Do you typically go to the library once a week or more?	21%	25%
	For those who use the library:		
9.9	Does the library have a wide enough range of materials to meet your needs?	45%	50%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	81%
	For those who have made an application:		
10.2	Are applications usually dealt with fairly?	44%	54%
	Are applications usually dealt with within 7 days?	22%	22%
10.3	Is it easy for you to make a complaint?	49%	60%
	For those who have made a complaint:		
10.4	Are complaints usually dealt with fairly?	22%	36%
	Are complaints usually dealt with within 7 days?	26%	15%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	36%

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	For those who need it, is it easy to:		
10.6	Communicate with your solicitor or legal representative?	22%	19%
	Attend legal visits?	34%	55%
	Get bail information?	9%	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?	44%	53%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	32%	48%
	- Nurse?	46%	65%
	- Dentist?	14%	17%
	- Mental health workers?	32%	37%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	60%	51%
	- Nurse?	72%	70%
	- Dentist?	39%	58%
	- Mental health workers?	40%	53%
11.3	Do you have any mental health problems?	35%	56%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	61%	59%
11.5	Do you think the overall quality of the health services here is very / quite good?	53%	46%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	28%	38%
	For those who have a disability:		
12.2	Are you getting the support you need?	48%	44%
12.3	Have you been on an ACCT in this prison?	19%	34%
	For those who have been on an ACCT:		
12.4	Did you feel cared for by staff?	71%	50%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	17%	26%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	10%	10%
	For those who had / have an alcohol problem:		
13.2	Have you been helped with your alcohol problem in this prison?	67%	86%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	16%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	11%	15%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	7%	3%
	For those who had / have a drug problem:		
13.6	Have you been helped with your drug problem in this prison?	44%	62%
13.7	Is it very / quite easy to get illicit drugs in this prison?	40%	50%
13.8	Is it very / quite easy to get alcohol in this prison?	24%	17%

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SAFETY			
14.1	Have you ever felt unsafe here?	64%	68%
14.2	Do you feel unsafe now?	33%	30%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	48%	54%
	- Threats or intimidation?	49%	49%
	- Physical assault?	34%	31%
	- Sexual assault?	0%	4%
	- Theft of canteen or property?	35%	43%
	- Other bullying / victimisation?	22%	22%
	- Not experienced any of these from prisoners here	41%	41%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27%	27%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	43%	44%
	- Threats or intimidation?	32%	40%
	- Physical assault?	21%	16%
	- Sexual assault?	1%	1%
	- Theft of canteen or property?	6%	7%
	- Other bullying / victimisation?	18%	19%
	- Not experienced any of these from staff here	45%	44%
14.6	If you were being bullied / victimised by staff here, would you report it?	37%	38%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	27%	36%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	26%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	27%	13%
	For those who have been restrained in the last 6 months:		
15.4	Did anyone come and talk to you about it afterwards?	25%	30%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	20%	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?	29%	43%
	Could you shower every day?	72%	86%
	Could you go outside for exercise every day?	61%	100%
	Could you use the phone every day (if you had credit)?	0%	29%

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	47%	46%
	- Vocational or skills training?	23%	25%
	- Prison job?	13%	21%
	- Voluntary work outside of the prison?	0%	4%
	- Paid work outside of the prison?	0%	3%
16.2	In this prison, have you done the following activities:		
	- Education?	87%	73%
	- Vocational or skills training?	61%	54%
	- Prison job?	76%	71%
	- Voluntary work outside of the prison?	20%	18%
	- Paid work outside of the prison?	21%	18%
	For those who have done the following activities, do you think they will help you on release:		
	- Education?	63%	68%
	- Vocational or skills training?	76%	83%
	- Prison job?	48%	56%
	- Voluntary work outside of the prison?	75%	77%
	- Paid work outside of the prison?	82%	85%
16.3	Do staff encourage you to attend education, training or work?	44%	50%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	63%	66%
	For those who have a custody plan:		
17.2	Do you understand what you need to do to achieve your objectives or targets?	69%	78%
17.3	Are staff helping you to achieve your objectives or targets?	29%	35%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	37%	58%
	- Other programmes?	18%	41%
	- One to one work?	30%	54%
	- Been on a specialist unit?	8%	39%
	- ROTL - day or overnight release?	4%	7%
	For those who have done the following, did they help you to achieve your objectives or targets:		
	- Offending behaviour programmes?	70%	81%
	- Other programmes?	78%	72%
	- One to one work?	75%	76%
	- Being on a specialist unit?	50%	78%
	- ROTL - day or overnight release?	50%	33%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	10%	13%
	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?	67%	22%
18.3	Is anybody helping you to prepare for your release?	67%	70%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	56%	80%
	- Getting employment?	67%	80%
	- Setting up education or training?	56%	60%
	- Arranging benefits?	78%	78%
	- Sorting out finances?	89%	80%
	- Support for drug or alcohol problems?	56%	33%
	- Health / mental Health support?	56%	44%
	- Social care support?	33%	33%
	- Getting back in touch with family or friends?	33%	33%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	100%	63%
	- Getting employment?	33%	38%
	- Setting up education or training?	40%	33%
	- Arranging benefits?	29%	29%
	- Sorting out finances?	38%	50%
	- Support for drug or alcohol problems?	40%	100%
	- Health / mental Health support?	60%	50%
	- Social care support?	33%	67%
	- Getting back in touch with family or friends?	67%	100%
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?	50%	47%



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.

