

HM Inspectorate of Prisons
Youth Justice Board

Children and Young People in Custody 2010–11

An analysis of the experiences of 15–18-year-olds in prison
Amy Summerfield

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The members of the research, development and thematic team who contributed to the collection and analysis of data over the year were:

Adam Altoft
Samantha Booth
Hayley Cripps
Louise Falshaw
Olayinka Macauley
Rachel Murray
Laura Nettleingham
Catherine Nichols
Sherrelle Parke
Amy Pearson
Joseph Simmonds
Michael Skidmore
Helen Wark

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Foreword

Produced jointly with the Youth Justice Board (YJB), this report describes children and young people's own perception of imprisonment. The seventh report to be published, it outlines the responses from surveys carried out annually in all young offender institutions holding children and young people aged 15 to 18 years old. Findings are summarised from 1,052 young men from all nine male establishments and 40 young women from four female establishments.¹ This represents 65% of young men and 95% of young women of the total population at the time the surveys took place.

In 2009–10 we reported that the numbers of children and young people in custody had fallen. The numbers have continued to fall in 2010–11 from 1,977 to 1,822, representing an 8% decline over the reporting period.² As a result, in 2010–11 the children and young people's estate has reduced, with 710 spaces decommissioned and four young offender institutions closed, including a unit for young women.

Demographic information from our surveys indicates a changing profile of the children and young people in custody. It also starkly reflects the vulnerability of this population. The proportion of black and minority ethnic young men, already over-represented, rose to 39% (from 33% in 2009–10), the number of foreign national young men increased to 6% (from 4% in 2009–10) and the number who identified themselves as Muslim reached 16% (compared with 13% in 2009–10). Over half of young men (53%; an increase from 39% in 2009–10) and 48% of young women told us it was their first time in custody – a group more likely to report feeling unsafe. Over a quarter of young men and over half of young women said they had spent some time in local authority care. Thirteen per cent of young men and almost a quarter of young women said they had children of their own. The educational background of the young people was poor: 86% of young men and 82% of young women said they had been excluded from school and around half said they were 14 years or younger when they were last in education. Similarly, many reported health problems. A third of young people reported problems with drugs on arrival at the establishment, and two-thirds of young men said they had received help for these problems. A fifth of young men and 38% of young women said they had emotional or mental health problems.

Disappointingly, young people reported poorer experiences in many important areas of prison life than in 2009–10. Young men were less positive about their treatment in reception and the facilities offered on arrival, and fewer said that they felt safe on their first night. Overall a fifth of young women told us that they had, at some point, felt unsafe in their establishment. Although the proportion of young men who told us that they had ever felt unsafe had fallen, fewer felt that they could tell someone if they were being victimised or believed that a member of staff would take it seriously. This is perhaps indicative of young men's relationships with staff: only 63% told us that they had a member of staff to turn to or that most staff treated them with respect. Both findings reflect a steady deterioration in young men's perceptions of their relationships with staff over the previous reporting periods. In contrast, 84% said they had a member of staff to turn to with a problem, and over two-thirds of young women (67%) told us that most staff treated them with respect. Of the young men who had been to health care, 61% – fewer than in

¹ The male children and young people's estate now has eight establishments following the closure of the young people's unit at Stoke Heath, and the female estate three units following the closure of the Toscana Unit.

² Unpublished analysis by the Youth Justice Board. These figures are a monthly snapshot of the custodial population including 18-year-olds in YOIs, corresponding to the months of March 2010 and March 2011. The March 2011 figures are provisional. The final 2010–11 figures will be finalised in the 2010–11 Youth Justice Statistics.

2009–10 – said the overall quality was good or very good. Although two-thirds of young men said they could use the telephone every day – an improvement on 2009–10 – they reported a worse experience with visits: only 43% told us it was easy for their friends and family to visit them.

Some aspects of daily life had improved, although responses varied considerably across the estate. More young men than in 2009–10 told us they were able to take a shower every day (71%) and that their cell bell was answered within five minutes (33%). Fewer young men reported receiving an adjudication, although fewer now felt that the adjudication process was clearly explained to them. The amount of time spent out of cell had generally improved: more young men said they had daily association (70%) and outside exercise (40%), and almost half of the young women said they were able to visit the gym more than five times a week.

Around three-quarters of young men and almost all young women told us they were taking part in education at the time of the survey. Yet only 64% of young men felt that this education would help them on release and 60% – a fall from 64% in 2009–10 – said they planned to go into education once released. Furthermore, in comparison with 2009–10, young men’s lack of knowledge about who to contact in preparation for release was striking. Although getting a job was cited by young men (and by 52% of young women) as most likely to stop them offending, fewer than half of young people said they knew who to contact in the establishment for help with finding employment. This is regrettable when 92% of sentenced young men and 93% of sentenced young women said they wanted to stop offending, but is perhaps consistent with the finding that only around half of young people felt they had done something during their time in custody that made them think they would be less likely to offend in the future.

The experience of black and minority ethnic and Muslim young men offered continuing themes from previous years. The perceptions of Muslim young men in particular were more negative than non-Muslim young men. Of concern, both black and minority ethnic and Muslim young men were less positive about their relationships with staff than their white and non-Muslim counterparts. Almost a third of Muslim young men told us they had been victimised by a member of staff, compared with 23% of non-Muslim young men. However, both black and minority ethnic and Muslim young men continued to report positively on the respect for their religious beliefs.

As with previous reports, the experiences of young men in dedicated sites was broadly more positive than those in split or mixed sites. Notably, young men in dedicated sites were less likely to say that they had ever felt unsafe in their establishment. They also reported better experiences with health care and were more likely to be involved in purposeful activity. In light of these findings, the move by the YJB towards a focus on dedicated sites is encouraging.

This report has highlighted some deterioration in children and young people’s experience of custody. Despite the falling numbers, this population has well-defined vulnerability and increasing numbers within minority groups. The need, therefore, to provide these young people with support during their time in custody and in preparation for release is as great as ever.

Nick Hardwick
HM Chief Inspector of Prisons

Summary of findings

Only differences that are statistically significant are referred to below.

Demographic findings

- Across the estate, 39% of young men reported that they were from black and minority ethnic backgrounds, an increase from 33% in 2009–10. Twenty-one per cent (n=8) of young women said that they were from black and minority ethnic backgrounds.
- Over half of young men (53%) told us that they had not been in custody before, an increase from 39% in 2009–10. Almost half of young women (48%, n=19) told us that this was their first time in custody.
- Over a quarter of young men (27%) and over half of young women (55%, n=21) said they had spent some time in local authority care.
- Thirteen per cent of young men and almost a quarter of young women (24%, n=9) reported having children.
- Eighty-six per cent of young men and 82% (n=30) of young women said they had been excluded from school. Forty-two per cent of young men and 55% (n=20) of young women said they were 14 years or younger when they last attended school.
- Across the male estate, the Keppel Unit, a specialist unit for vulnerable young men, had the highest proportions of young men who reported being from a Gypsy, Romany or Traveller background (13%), considered themselves to have a disability (38%), had spent time in local authority care (41%) and were 14 years or younger when they were last at school (71%).

Safety

Courts, transfers and escorts

- Seven per cent of young men and young women (n=3) said they had spent more than four hours in the van on their most recent journey. For young men this had increased from 4% in 2009–10. Of those who had spent more than two hours in the van, very few young men (15%) and young women (9%, n=2) said they were offered a toilet break and thirty-five per cent of young men and 26% (n=6) of young women said they were offered something to eat or drink. Fewer young men than in 2009–10 (41% compared with 46%) and 51% (n=20) of young women reported that the van was clean. Most young men (82%) and young women (81%, n=31) told us they felt safe on their most recent journey, although a quarter of young men and almost a third (31%, n=13) of young women said they travelled with adults or someone of a different gender. Both figures for young men are an improvement from 2009–10. Over half of young men (53%) and 73% (n=28) of young women said they were treated well or very well by the escort staff.

First days in custody

- Over three-quarters of young men (77%) and 88% (n=34) of young women said they were in reception for less than two hours. However, fewer young men than in 2009–10 (67% compared with 72%) said they were treated well or very well in reception and fewer felt that they were searched in an understanding way (79% compared with 83%). Seventy-six per cent of young women (n=30) said they were searched in an understanding way and 88% (n=35) said they were treated well or very well in reception.

- Seventy-six per cent of young men and 81% (n=29) of young women (a reduction from 96% in 2009–10) told us they had problems when they first arrived in the establishment. As in 2009–10, not being able to smoke was the most commonly cited problem, reported by 48% of young men and 53% (n=19) of young women. Letting family know where they were and accessing phone numbers were the other most common problems.
- A third of young men and young women reported having drugs problems on arrival and of these, 67% of young men and 92% (n=11) of young women said they had received help for this during their time at the establishment. Eighteen per cent of young men and 10% (n=4) of young women said it was easy or very easy to obtain drugs in their establishment.
- Most young men and young women told us that they had been offered something to eat (80% and 83% respectively) and a free telephone call (75% and 86% respectively) on arrival at their establishment. Only 28% of young men and 48% of young women said they were offered information about feeling low or upset. Young men reported deterioration in all areas of what they were offered on arrival, with the exception of a shower.
- Only 15% of young men and 18% (n=7) of young women said they had access to the prison shop within their first 24 hours. Around a quarter of young men (23%) and young women (26%, n=10) said they had access to a peer mentor, Listener or the Samaritans.
- Seventy-nine per cent of young men said they felt safe on their first night, a reduction from 82% in 2009–10. Unsentenced young men and those in custody for the first time were less likely to report feeling safe on their first night. Eighty-five per cent (n=33) of young women said they felt safe on their first night in custody.
- The majority of young men (92%) and young women (93%, n=37) said they had been on an induction course, and two-thirds of young men and 74% (n=27) of young women said it told them everything they needed to know about the establishment.

Bullying

- Fewer young men than in 2009–10 said they had felt unsafe at some time in their establishment: 27% compared with 31%. A fifth of young women (n=8) said that they had felt unsafe.
- Twenty-three per cent of young men and 18% (n=7) of young women reported that they had been victimised by other young people since being in the establishment. As in 2009–10 the most common form of victimisation by young people was insulting remarks, reported by 14% of young men and 8% (n=3) of young women. A quarter of young men and 11% (n=4) of young women said they had been victimised by a member of staff. Insulting remarks was again the most common form of victimisation by staff, reported by 15% of young men and 8% (n=3) of young women.
- Fifty-six per cent of young men (a fall from 62% in 2009–10) said they would be able to tell someone if they were being victimised and just 31%, a fall from 40% in 2009–10, said that they believed a member of staff would take it seriously. Eighty-two per cent of young women (n=27) said they would be able to tell someone, but less than half (46%, n=17) believed staff would take their reports of victimisation seriously.

Behaviour management

- Forty-seven per cent of young men and 58% (n=21) of young women said they had been treated fairly in their experience of the rewards scheme, and 53% of young men and 61% (n=22) of young women said they felt it encouraged them to change their behaviour. The responses of young men to both questions had deteriorated since 2009–10.
- Just over half of young men (53%, a fall from 58% in 2009–10) and 32% (n=12) of young women reported that they had had an adjudication while at their establishment. A third of young men and 16% (n=6) of young women told us they had been physically restrained. As in 2009–10 the difference between the young male establishments was considerable, ranging from 8% at the Carlford Unit to 66% at the Keppel Unit who said that they had been physically restrained. Twenty-one per cent of young men said they had spent a night in the care and separation unit and, of these, 49% said they had been treated well or very well (an improvement from 41% in 2009–10).

Respect

Residential units

- More young men than in 2009–10 said they could shower every day if they wanted to (71% compared with 64%). This ranged from 29% to 98% in the non-specialist male establishments. All young women said they could shower every day. Thirty-three per cent of young men (an increase from 29% in 2009–10) and 56% (n=21) of young women said their cell bell was usually answered within five minutes.
- Only 17% of young men (a decline from 21% in 2009–10) and 20% (n=8) of young women said that the food was good or very good. Only 44% of young men and 54% (n=21) of young women said the canteen sold a wide enough range of goods to satisfy their needs.

Relationships between staff and young people

- Relationships between staff and young men had deteriorated since 2009–10. Fewer young men said that they had a member of staff to turn to if they had a problem (63% compared with 70% in 2009–10) and fewer felt that most staff treated them with respect (63% compared with 69%). For young women these figures were 84% and 67% respectively. Sentenced young men and those who said it was their first time in custody were more positive about their relationships with staff. Only 36% of young men and 45% (n=17) of young women said a member of staff had checked on them personally in the past week.

Personal officers

- Of the young people who had met their personal officer, 63% of young men and 66% (n=24) of young women said they saw them at least once a week. Fifty-six per cent of young men and 62% (n=22) of young women felt helped by their personal officer.

Faith and religious activity

- Overall 58% of young men and 83% (n=33) of young women reported that it was easy or very easy to access religious services, and 55% of young men and 54% (n=20) of young women said their religious beliefs were respected.

Applications and complaints

- Most young men (86%) said they knew how to make an application and three quarters thought it was easy to do so (76%), although these figures were lower than in 2009–10. Eighty-eight per cent (n=34) of young women told us they knew how to make an application, and 83% (n=32) said that they felt it was easy or very easy to do so.
- Eighty-four per cent of young men and 90% (n=35) of young women said they knew how to make a complaint. Fewer young men felt that complaints were sorted fairly than in 2009–10 (34% compared with 39%). Sentenced young men were more positive about the applications and complaints process than unsentenced young men.

Health services

- Of the young women who had been to health care, 75% (n=28) said the quality was good or very good. However, only 61% of men felt the same, and this had decreased from 65% in 2009–10.
- Only half of young men and 69% (n=9) of young women who reported a mental health problem said that they were receiving help at their establishment.

Purposeful activity**Learning and skills**

- Around three-quarters of young men said they were taking part in education, although there was considerable variation between establishments. Sixty-four per cent of those who had taken part in education felt it would help them on release. Almost all of the young women said they were in education and 79% (n=26) said they thought it would help them.
- Overall, 31% of young men and 23% (n=9) of young women said they were in employment at their establishment. Nineteen per cent of young men (down from 23% in 2009–10) and 18% (n=7) of young women said they were involved in vocational or skills training, and 22% of young men and 46% (n=17) of young women said they were currently involved in offending behaviour programmes.

Physical education and health promotion

- Very few young men (11%) said they could visit the gym more than five times a week, although 44% (n=17) of young women said they could. Sixty-nine per cent of young men said they could visit the gym at least once a week. Forty per cent of young men (an increase from 31% in 2009–10) and 88% (n=33) of young women said they could take daily exercise.

Time out of cell

- The proportion of young men who could go on association every day had increased to 70% from 59% in 2009–10, and remained high for young women at 93% (n=35).

Resettlement

Contact with the outside world

- Two-thirds of young men (an improvement from 56% in 2009–10) and 93% (n=35) of young women said they could use the telephone every day if they wanted to. Forty per cent of young men and 55% (n=21) of young women said they had problems sending or receiving mail.
- Thirty-eight per cent of young men and only 18% (n=7) of young women said they usually received one or more visits a week. Fewer young men than in 2009–10 said their visits started on time (42% compared with 47%) and that their visitors were treated well by staff (43% compared with 51%).

Training planning and remand management

- Only 47% of young men and 58% (n=22) of young women said they had a training plan. Of those, 55% of young men and 69% (n=18) of young women said they had been involved in its development.
- Less than half of young men (42%) and young women (45%, n=16) told us they had had a say in what would happen to them on release. Sixty per cent of young men (a fall from 64% in 2009–10) and 65% (n=23) of young women said they were planning to go into education.
- The proportion of young men who said they knew who to contact for help in all resettlement areas was lower than in 2009–10. Despite this, the proportion of young men who anticipated problems on release was similar to 2009–10.
- Of those who were sentenced, 92% of young men and 93% (n=26) of young women said they wanted to stop offending. However only 47% of young men and 56% (n=15) of young women told us that they had done something, or that something had happened to them while they had been in custody, that would make them less likely to offend in the future. As in 2009–10, getting a job was cited by young men (44%) as most likely to stop them offending and having something to do that wasn't crime was most likely for young women (55%, n=19).

Responses from young men from black and minority ethnic backgrounds

There were clear differences in a range of areas between the reported experiences of young men from white backgrounds and those from black and minority ethnic backgrounds. Only those that are statistically significant are reported below.

Many areas were more negative for black and minority ethnic young men.

- Fewer black and minority ethnic than white young men reported feeling safe on their most recent journey (78% compared with 84%).
- Black and minority ethnic young men reported worse experiences of what they were offered on arrival at the establishment than white young men.
- Only 75% of black and minority ethnic young men reported feeling safe on their first night, compared with 81% of white young men. This was consistent with 2009–10.
- Fewer black and minority ethnic than white young men said they thought the food was good or very good (15% compared with 19%) and that the canteen range was sufficient to meet their needs (35% compared with 50%).

- As in 2009–10 fewer black and minority ethnic than white young men said that most staff treated them with respect: 58% compared with 66%. Fewer said they had a member of staff to turn to with a problem.
- Also consistent with 2009–10, black and minority ethnic young men reported worse access to health care services than white young men in all areas and only 55%, compared with 66% of white young men, said they thought the overall quality of health care was good or very good.
- Black and minority ethnic young men reported poorer experiences in almost all areas of the applications and complaints process than white young men, which was consistent with 2009–10.
- Fewer black and minority ethnic than white young men said they had been treated fairly in their experience of the rewards scheme (40% compared with 51%) and fewer felt that it encouraged them to change their behaviour (47% compared with 57%).
- Fifty-eight per cent of black and minority ethnic young men reported that they had received an adjudication, compared with 50% of white young men.
- Fewer black and minority ethnic than white young men reported that they were involved in a job, vocational or skills training or offending behaviour programmes at the time of the survey. They were less positive than white young men about how these activities would help them on release.
- Fewer black and minority ethnic than white young men said that they usually had one or more visits per week (33% compared with 41%) and they were more negative about the timeliness of visits and their visitors' treatment by staff.

There were, however, areas in which black and minority ethnic young men reported a more positive experience than white young men.

- Black and minority ethnic young men reported fewer problems on arrival than white young men (72% compared with 78%).
- More black and minority ethnic than white young men said it was easy or very easy to access religious services (64% compared with 54%) and 62% said they felt their religious beliefs were respected, compared with only half of white young men. This was consistent with the responses in 2009–10.
- Fewer black and minority ethnic than white young men said it was easy or very easy to obtain illegal drugs in the establishment (11% compared with 22%).
- Nineteen per cent of black and minority ethnic young men said that they had been victimised by another young person, compared with 26% of white young men.
- More black and minority ethnic young men said they were planning to go to school or college once released: 69% compared with 55% of white young men.

Responses from Muslim young men

There were also differences between the reported experiences of Muslim and non-Muslim young men. Only those that are statistically significant are reported below.

Many of the areas showed negative responses from Muslim young men.

- Seventy-two per cent of Muslim young men felt safe on their most recent journey, compared with 83% of non-Muslim young men, and similarly, fewer felt safe on their first night: 71% compared with 80% of non-Muslim young men. These findings were consistent with 2009–10.
- Muslim young men were less positive about the searching and treatment by staff in reception than non-Muslim young men.
- Only 9% of Muslim young men said the food was good or very good, compared with 19% of non-Muslim young men, and fewer said the canteen sold a wide enough variety of products (28% compared with 46% of non-Muslim young men).
- Just 49% of Muslim young men told us that most staff treated them with respect, compared with 66% of non-Muslim young men.
- Muslim young men were less likely to report that it was easy to access health services and of those who had been to health care, 50% said the quality was good or very good, compared with 64% of non-Muslim young men.
- Muslim young men reported a poorer experience of the applications and complaints process than non-Muslim young men.
- Thirty-six per cent of Muslim young men, compared with 26% of non-Muslim young men, said they had felt unsafe in their establishment at some point. More Muslim young men also reported victimisation by staff (32% compared with 23% of non-Muslim young men).
- More Muslim than non-Muslim young men reported that they had been physically restrained: 40% compared with 32%.
- Only 23% of Muslim young men compared with 33% of non-Muslim young men said they had a job in their establishment.

However, Muslim young men reported a more positive experience than non-Muslim young men in a few areas.

- As in 2009–10, more Muslim than non-Muslim young men said it was easy or very easy to access religious services (66% compared with 56%) and that their religious beliefs were respected (68% compared with 53%).
- More Muslim than non-Muslim young men said they had plans to go to school or college on release (71% compared with 59%) although more also felt that they would have a problem getting into education on release (34% compared with 24%).

Dedicated establishments and split sites

Young men in dedicated sites reported more positively than those in split sites on several issues. Only statistically significant differences are reported below.

- More young men in dedicated than split sites said they were searched in an understanding way (81% compared with 76%) and overall they reported that their treatment in reception was better (71% compared with 55%).
- Young men in dedicated sites were more likely to say they felt safe on their first night: 83% compared with 66% of young men in split sites.
- Young men in dedicated sites were more positive than those in split sites about the food and the range of goods in the canteen.
- As in 2009–10, young men in dedicated sites reported a better experience of health services than young men in split sites.
- Young men in dedicated sites reported a better experience with the applications and complaints process than those in split sites: more knew how to make an application or a complaint and more thought it was easy to do so.
- Twenty-six per cent of young men in dedicated sites said they had felt unsafe at some point, compared with 32% in split sites.
- Young men in dedicated sites were more likely than those in split sites to report that they were involved in a job, vocational or skills training or offending behaviour programmes.
- More young men in dedicated sites said they had a training plan: 52% compared with 27% in split sites.

There were some areas in which young men in split sites reported a more positive experience than those in dedicated establishments.

- More young men in split than dedicated sites said they could shower every day if they wanted to (81% compared with 66%) and more said their cell bell was usually answered within five minutes (42% compared with 30%).
- Young men in split sites were more likely to report that they could have daily association than those in dedicated sites (88% compared with 63%) and that they could go outside for exercise every day (43% compared with 36%).
- Sixty-eight per cent of young men in split sites said they saw their personal officer at least once a week, compared with 60% at dedicated sites.

Section 1 Introduction

1.1 Background to children and young people in custody

Research has consistently shown that children and young people in the criminal justice system have high levels of social, health and educational disadvantage.³ A significant number come from unstable family backgrounds. A quarter of boys and two in five girls in custody have reported suffering violence at home⁴ and 27% of young men and 45% of young women have said that they have spent some time in care.⁵

The physical and mental health of children and young people in contact with the youth justice system is markedly worse than children in the general population: 43% have emotional or mental health needs.⁶ Children in custody have disproportionately high levels of substance abuse; they are more than three times more likely to be regular smokers, drinkers and users of illicit drugs.⁷

Many children in custody have low levels of educational attainment. Skills assessments of 5,963 young men entering custody found that 31% had the literacy level and 38% had the numeracy level expected of a seven year old⁸ and 46% were rated as underachieving at school.⁹

This disadvantage can manifest itself in a range of needs and risks which should be identified during assessment by youth offending teams when a young person first enters the system. This assessment determines where a young person will be placed within the secure estate, which includes three types of accommodation.

- Vulnerable young people up to the age of 17 years old who are sentenced to custody or remanded into secure accommodation may be held in secure training centres (STCs). These centres have a capacity of 58–87 spaces with a high staff to young person ratio, allowing the individual's needs to be met in an education-focused environment. In January 2011 there were 263 young people held in STCs.¹⁰
- Young people aged 12 to 14, girls up to the age of 16 and 15–16-year-old young men who are assessed as vulnerable will be housed in secure children's homes (SCHs). These are small units holding between five and 38 young people and are run by local authority social services to attend to the physical, emotional and behavioural needs of the young people they accommodate. In January 2011 there were 160 young people in SCHs.¹¹ Both STCs and SCHs are inspected independently by Ofsted.

³ Jacobson, J., Bhardwa, B., Gyateng, T., Hunter, G. and Hough, M. (2009), *Punishing Disadvantage: A profile of children in custody*. London: Prison Reform Trust.

⁴ Youth Justice Board (2007) *Accommodation needs and experiences of young people who offend*. London: YJB.

⁵ HM Inspectorate of Prisons (2011) *The care of looked after children in custody, A short thematic review*. London: HMIP.

⁶ Healthcare Commission (2009) *Actions speak louder: a second review of healthcare in the community for young people who offend*, Commission for Healthcare Audit and Inspection and HM Inspectorate of Probation.

⁷ Youth Justice Board (2004) *Substance Misuse and the Juvenile Secure Estate*. London: YJB.

⁸ HM Inspectorate of Prisons (2002) *A second chance: a review of education and supporting arrangements within units for juveniles managed by HM Prison Service, a thematic review by HM Chief Inspector of Prisons carried out jointly with the Office for Standards in Education*.

⁹ Youth Justice Board (2006) *Barriers to engaging in education, training and employment*, London: YJB.

¹⁰ <http://www.yjb.gov.uk/en-gb/yjs/Custody/>

¹¹ *Ibid.*

- The largest type of secure accommodation for children and young people is young offender institutions (YOIs), and it is this type of custody that this review reports on. Young men aged 15 to 17 and young women aged 17 who are remanded or sentenced to custody may be placed in YOIs. Young people aged 18 who are coming to the end of their sentence or who are waiting for their transfer to the adult estate may still be held in the children and young people's estate. The YOI estate currently has capacity for 1,933 young men and 42 young women. It comprises eight male establishments with an operational capacity ranging from 64 at Parc to 440 at Hindley. Within the male establishments there are four specialist units holding young people convicted of serious offences and/or those who are considered to be vulnerable, as well as a specialist enhanced resettlement unit. The female estate comprises three small units holding between nine and 17 young women aged 17 to 18 years old. See section 2 for a detailed description of the YOIs in the children and young people's estate.

In our 2009–10 report we noted that the total number of children and young people in custody had fallen. This trend has continued throughout the reporting period, albeit at a less considerable rate. This decline does not reflect a broader trend in the use of custody, which has increased for adults.¹² At March 2010, the number of 15–18-year-olds held in the children and young people's prison estate was 1,977, of which 1,934 were young men and 43 were young women. At March 2011 the total number was 1,822, made up of 1,789 young men and 33 young women. This reflects an 8% reduction over the course of the reporting period.¹³ However, the number of white children sentenced to custody has fallen disproportionately compared with black and minority ethnic children. Between 2007 and 2011 there was a 37% reduction in white children in custody, compared with a 16% reduction in black and minority ethnic children.¹⁴

As a result of fewer young people in custody, the secure estate has shrunk. In 2010–11 the YJB has decommissioned 710 places in the young people's prison estate.¹⁵ Four children and young people's establishments have closed, including two split site male establishments (Brinsford and Castington), a dedicated male establishment (Huntercombe) and the Toscana Unit for young women. The move towards a reduction in split sites is welcome as our previous reports have highlighted the generally more positive experiences of young men in dedicated sites. However, the distance from home for children and young people in custody has increased. In March 2010, 24% were held over 50 miles from their home, including 7% held over 100 miles away. In March 2011 this increased to 30% who were held over 50 miles from home, including 10% held over 100 miles away.¹⁶

¹² Allen, R. (2011) *Last Resort? Exploring the reduction in child imprisonment 2008–11*. London: Prison Reform Trust.

¹³ March 2010 figures: Youth Justice Board (2011) *Youth Justice Statistics 2009/10 England and Wales*. London: YJB. March 2011 figures are analysis by the Youth Justice Board. These figures are a monthly snapshot of the custodial population including 18-year-olds in YOIs, corresponding to the months of March 2010 and March 2011. The March 2011 figures are provisional. The final 2010–11 figures will be finalised in the 2010–11 Youth Justice Statistics.

¹⁴ Ministry of Justice as cited in Allen, R. (2011) *Last Resort? Exploring the reduction in child imprisonment 2008–11*. London: Prison Reform Trust. These figures refer to under 18s only and do not include the 18-year-olds held in the children and young people's prison estate.

¹⁵ <http://www.yjb.gov.uk/en-gb/yjs/Custody/Custodyfigures/>

¹⁶ Unpublished analysis by the Youth Justice Board. Distance from home is calculated by postcode data. These figures refer to under 18s only and do not include the 18-year-olds held in the children and young people's prison estate.

Most young people sentenced to custody will be serving a Detention and Training Order (DTO). The length of sentence will be between four months and two years, with the first half spent in custody and the second served on licence in the community. For very serious offences a young person will be sentenced under Section 90/91 of the Powers of the Criminal Courts (Sentencing) Act 2000 in which the maximum adult penalty for a crime can be applied.

The falling number of children and young people in custody is partly attributable to the reduction in those serving DTOs: between 2007 and 2011 this fell by 37%.¹⁷ The proportion of young people in custody serving DTOs of between 12 and 24 months has fallen by 15% between March 2010 and March 2011.¹⁸ Although the total population is falling, the average length of time spent in custody by each child increased by four days between 2007–08 and 2009–10.¹⁹

1.2 Background to the report

Since September 2001, in collaboration with the YJB, a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in prison custody. Each establishment holding children and young people is now surveyed on an annual basis. This report sets out the survey responses between 1 April 2010 and 31 March 2011. The objective of the survey is to give young people the chance to comment on their treatment and conditions in custody, as part of the evidence base for the Inspectorate of Prisons and the YJB. In some instances, as well as being published in this report, the data collected are used in inspections, where they are triangulated with inspectors' observations, discussions with young people and staff and documentation held in the establishment.

This is the seventh report to be published. The evidence has been collected from nine male establishments and four female establishments. This included 17 separate survey samples, as specialist units within establishments are sampled separately. In total, 1,092 responses have been analysed, with responses from 1,052 young men and 40 young women.

¹⁷ Ministry of Justice as cited in Allen, R. (2011) *Last Resort? Exploring the reduction in child imprisonment 2008–11*. London: Prison Reform Trust

¹⁸ Unpublished analysis by the Youth Justice Board. These figures refer to under 18s only and do not include the 18-year-olds held in the children and young people's prison estate.

¹⁹ *Ibid.*

1.3 Scope of the report

This report contains information on young people's perceptions of their conditions and treatment in custody. Outlined in section 2 is a description of all the establishments in the children and young people's estate where a survey was conducted (see methodology, opposite). Section 3 provides the demographic details of the young men and young women who completed our survey.

Within sections 4–7, young people's perceptions and experiences are described under each of the Inspectorate's healthy prison areas: safety, respect, purposeful activity and resettlement. Under each of these healthy prison areas, the report outlines what the Inspectorate expects²⁰ from an establishment. Each expectation is followed by an overall response to each survey question, which shows an amalgamated response from all the young men or young women in custody. The highest and lowest responses across the male estate are also included. Due to the small numbers of young women in prison custody, a best and worst analysis was not conducted for the female estate.

In addition to the main analysis, responses from young men and young women have been compared to the last reporting period (1 April 2009 to 31 March 2010). The findings are outlined in section 8. Changes were made to the survey in March 2010. For this reason, some of the questions asked during the 2010–2011 reporting period differ from those in the previous period and there is, therefore, no comparator data for 2009–2010.

The responses of young men from black and minority ethnic backgrounds compared with white young men, as well as young Muslim men compared with non-Muslim young men, are also analysed in the report. The findings are discussed in section 9. The numbers were not high enough to conduct any other diversity analyses and there were not enough young women in custody to conduct any diversity analysis for the female estate.

Section 10 outlines the responses from young men in dedicated sites compared with those in split or mixed sites.

Additional analyses comparing the responses of sentenced and unsentenced young men and the responses of young men reporting that it was their first time in custody against those who said they had been in custody before have been conducted and, where relevant, are included within the main sections of the report.

Only differences that are statistically significant are mentioned throughout the text.²¹

²⁰ The Inspectorate inspects YOIs against a set of inspection criteria known as Expectations. *Her Majesty's Inspectorate of Prisons: Expectations for children and young people in prison custody.*

²¹ Statistical difference is used to indicate whether there is a real difference between the figures, i.e. the difference is not due to chance alone.

1.4 Methodology

At each establishment, researchers distributed questionnaires to a randomly selected sample of young people. Every effort was made to speak to each person individually in order to explain the purpose and confidentiality of the survey and to make participants aware of the independence of the Inspectorate. Interviews were conducted with those who said they would have problems completing the survey due to literacy or language difficulties. All completed questionnaires were placed in sealed envelopes and collected by members of the Inspectorate. To ensure child protection issues could be followed up, each questionnaire was numbered. Respondents were made aware of what would happen to the information they were providing.

Selecting the sample

At each establishment visited, a statistical formula²² was used to calculate the baseline sample size needed to ensure that the survey was representative of the population held. The sample selected was greater than the baseline sample size to ensure the baseline was met. The percentage of each population included in the sample is outlined in Tables 1 and 2: this ranged from 42% to 100% across the whole estate. The samples were designed to be a general reflection of the establishments from which they were taken in terms of the number of young people from white backgrounds and the number from black and minority ethnic backgrounds.

Treatment of data

Throughout this report data are weighted to mimic the whole population at each establishment so that the overall responses reflect the entire young people's estate and the individual percentages reflect the whole establishment. All the figures in the comparator tables are weighted data.

The exceptions to this are the demographic details included in sections 3.2.1 to 3.2.6 and 3.4.1 to 3.4.6. This information is not weighted, so that it directly reflects the demographic of our samples in this reporting period. Other exceptions are clearly stated in the text.

Missing data, where respondents have not answered a question, have been excluded from the analysis. This means that percentages may have been calculated from different totals where there are different response rates across questions.

The majority of figures quoted in this report have been rounded.

Some figures quoted may not match those previously published in inspection reports as they have been analysed differently for the purposes of this report.

²² The formula was provided by a Ministry of Justice statistician and has a 95% confidence level with a standard error margin of 3% either way.

Section 2

The children and young people's estate

2.1 Establishments holding young men

During the 12-month survey period, young men were held in the following types of establishment:

- dedicated site – holding young people only (15–18 years old)
- split site – holding young people and young adults (18–21 years old)
- mixed site – holding young people, young adults and adults (over 21 years old)
- specialist unit – small unit within an establishment holding young people convicted of serious offences and/or those who are considered to be vulnerable. There is also an enhanced resettlement unit.

It should be noted that even in a split or mixed site, young people are still held in their own dedicated wings or units.

Anson Unit – specialist unit

Located within HMYOI Wetherby (see opposite) the Anson Unit has an operational capacity²³ for 48 young people. It holds long-term determinate and life-sentenced young people convicted under sections 90/91 of the Powers of the Criminal Courts (Sentencing) Act 2000.²⁴ It also holds those serving sentences for public protection under sections 226 and 228 of the Criminal Justice Act 2003 (Detention for Public Protection). The specialist unit manages these young people towards release or transition to other establishments to serve the rest of their sentence. Since the review period the Anson Unit has had 12 places decommissioned.

Ashfield – dedicated site

Ashfield, in Bristol, opened in November 1999 and changed from a split site to a dedicated site in 2004. It is privately run by Serco Ltd. The certified normal accommodation (CNA)²⁵ for Ashfield is 407 although it has an operational capacity for 360. It holds both sentenced and unsentenced young men.

Carlford Unit – specialist unit

The Carlford Unit is a specialist unit attached to HMYOI Warren Hill (see opposite) with an operational capacity for 30 young people. As with the Anson Unit (see above) it holds long-term sentenced young people and those serving sentences for public protection, and manages them towards release or transition to other establishments to serve the rest of their sentence. The Carlford Unit closed in April 2011.

Cookham Wood – dedicated site

Cookham Wood, in Rochester, Kent, was built in the 1970s and was re-roled from a women's establishment to accommodate young men in July 2007. It has a CNA and operational capacity of 143 young men. It holds both sentenced and unsentenced young men.

²³ The operational capacity of a prison is the total number of prisoners that an establishment can hold taking into account control, security and the proper operation of the planned regime. Prison Service website.

²⁴ This Act covers the cases in YOIs where the grave crime procedures are applied to children. Unlike the more frequently applied detention and training order, sections 90/91 of this Act allow the maximum adult penalty to be applied.

²⁵ CNA is the Prison Service's own measure of accommodation. CNA represents the good, decent standard of accommodation that the Service aspires to provide all prisoners.

Feltham – split site

Feltham, in Middlesex, serves mainly the London area. It opened in 1983 and began holding young people from 1988. The young people's side has an operational capacity of 240 (including the specialist Heron Unit). It holds sentenced, but mainly unsentenced, young people and has the largest population of unsentenced young men.

Heron Unit – specialist unit

The Heron Unit opened in November 2009 as a specialist enhanced resettlement unit within HMYOI Feltham. The 30-bed unit aims to improve the resettlement opportunities for young people from designated London boroughs.

Hindley – dedicated site

Hindley, near Wigan, opened in 1961. Previously a split site, it became a dedicated site for unsentenced and sentenced children and young people in April 2009 and is now the largest establishment in the country holding 15–18-year-olds, with a CNA of 506 and an operational capacity of 440. Hindley has a complex needs unit for young people requiring more intensive interventions.

Keppel Unit – specialist unit

The 48-bed Keppel Unit at HMYOI Wetherby opened in 2008 and is a national resource for very vulnerable young people and those who find it difficult to engage in the regime in larger establishments.

Parc – mixed site

Parc is the only male establishment to hold young people, young adults and adults on the same site. The only private prison in Wales, it opened in 1997 and is run by G4S. The young people's unit has an operational capacity of 64 and holds sentenced and unsentenced young men.

Stoke Heath – split site

Stoke Heath, in Shropshire, opened in 1964 and became a young offender institution in 1988. During the review period the establishment held sentenced and unsentenced young people and young adults, but began in April 2011 to hold only young adults.

Warren Hill – dedicated site

Warren Hill, in Suffolk, opened in 1982. It has a CNA of 222 and an operational capacity of 128 (including the specialist Carlford Unit). It became an establishment exclusively for young people in October 2000 and holds sentenced and unsentenced young men.

Werrington – dedicated site

Werrington, near Stoke-on-Trent, opened in 1895 and has held young people since 1988. It is one of the oldest establishments for young people and has a CNA and operational capacity of 160. At the time of the survey it held only sentenced young men but began to take unsentenced young men in March 2011.

Wetherby – dedicated site

Wetherby, in North Yorkshire, opened in 1958, but only began holding young people in 1983. It has a CNA of 408 and an operational capacity of 398 (including the specialist units of Anson and Keppel). In April 2000 it became a dedicated establishment for sentenced and unsentenced young people.

2.1.1 Changes in the male estate since the 2009–10 reporting period

Three establishments – Brinsford, Castington and Huntercombe – were not surveyed in this reporting period as they no longer held young people. The Anson Unit at Wetherby and the Heron Unit at Feltham were new additions for this reporting period.

2.2 Establishments holding young women

Josephine Butler Unit

The Josephine Butler Unit is in the grounds of HMP Downview, a closed women's prison in Surrey. The 16-bed unit opened in December 2004 and holds sentenced young women and those on remand.

Mary Carpenter Unit

The Mary Carpenter Unit is a discrete unit in the grounds of HMP Eastwood Park, a local closed women's prison in Gloucestershire. The 17-bed unit opened in 2007 and holds sentenced young women and those on remand.

Rivendell Unit

Located in Wakefield, West Yorkshire, the Rivendell Unit is in the grounds of a closed women's local prison, HMP New Hall. Opened in December 2005, this was the largest unit for young women, with an operational capacity of 28. However, this reduced to nine in January 2011.

Toscana Unit

The Toscana Unit is in the grounds of the closed women's prison HMP Foston Hall in Derbyshire. The unit opened in September 2006 with an operational capacity of 16 but closed in August 2010 after the survey had been conducted.

Section 3

Young people in custody

3.1 Introduction

This report summarises the survey responses from all nine young men's establishments, four specialist units and four young women's establishments visited during the year. In total 1,052 young men and 40 young women took part in the survey. Survey information for each establishment across the male and female estate is shown in Tables 1 and 2.

Table 1: Samples from the male estate

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	NUMBER OF RETURNED SURVEYS (RESPONSE RATE)	% OF POPULATION SAMPLED
Ashfield	4 May 2010	211	127 (98%)	60%
Wetherby	28 June 2010	256	124 (80%)	48%
Anson Unit	28 June 2010	24	19 (79%)	79%
Keppel Unit	28 June 2010	34	24 (71%)	71%
Parc	6 July 2010	61	57 (93%)	93%
Warren Hill	14 July 2010	145	99 (92%)	68%
Carlford Unit	12 July 2010	27	27 (100%)	100%
Cookham Wood	28 September 2010	125	105 (84%)	84%
Feltham	18 October 2010	189	118 (94%)	62%
Heron Unit	18 October 2010	29	27 (93%)	93%
Stoke Heath	23 November 2010	115	100 (87%)	87%
Hindley	24 January 2011	282	118 (84%)	42%
Werrington	7 February 2011	124	107 (86%)	86%
Total		1,622	1,052	65%

Table 2: Samples from the female estate

ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	NUMBER OF RETURNED SURVEYS (RESPONSE RATE)	% OF POPULATION SAMPLED
New Hall: Rivendell Unit	24 May 2010	11	11 (100%)	100%
Foston Hall: Toscana Unit	3 June 2010	4	4 (100%)	100%
Downview: Josephine Butler Unit	24 September 2010	12	12 (100%)	100%
Eastwood Park: Mary Carpenter Unit	13 December 2010	15	13 (87%)	87%
Total		42	40	95%

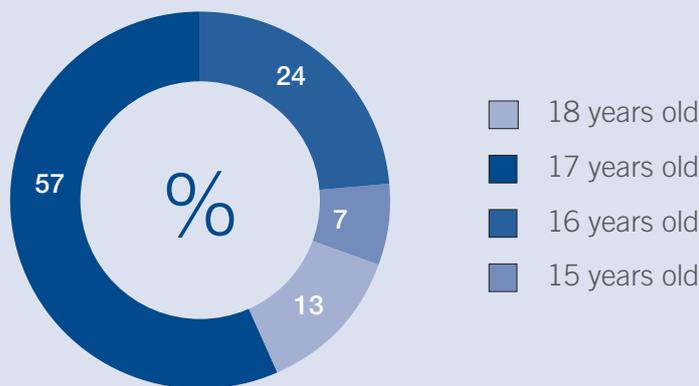
3.2 Profile of young men surveyed

All the young men surveyed were asked to give some basic background and demographic information. Information from 3.2.1 to 3.2.6 is not weighted, so that it directly reflects the demographic of our sample in this reporting period.

3.2.1 Age

Just over half (57%) of young men surveyed reported that they were aged 17, around a quarter (24%) said they were 16, 13% said they were 18 and 7% said they were 15 (see Figure 1).

Figure 1: Age of young men sampled



3.2.2 Nationality and language

The vast majority (94%) of young men surveyed reported that they were British. This was highest at Parc and the Keppel Unit, where all young men said that they were British, and lowest at Feltham and Warren Hill, where 92% said they were. Overall, 90% of young men reported that English was their first language, ranging from all young men at the Keppel Unit and 98% at Parc, to 80% at Feltham.

3.2.3 Ethnicity

Overall, 59% of the young men surveyed reported that they were from a white background and 41% that they were from a black or minority ethnic background. Twenty-two per cent of young men said they were black, 6% said they were Asian and 11% said they were of mixed heritage. The breakdown within these ethnic groups is shown in Table 3.

Figure 2: Ethnicity of young men sampled

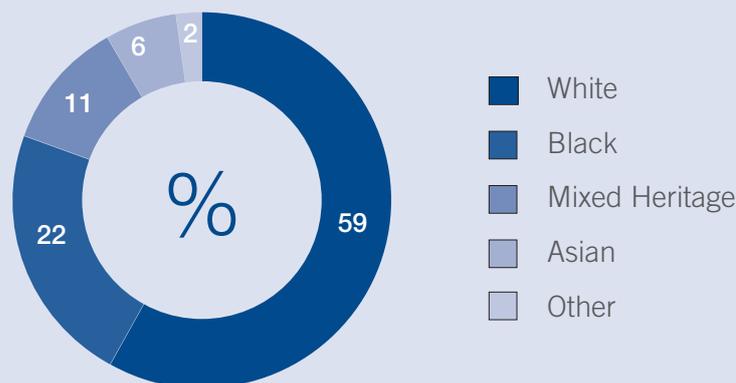


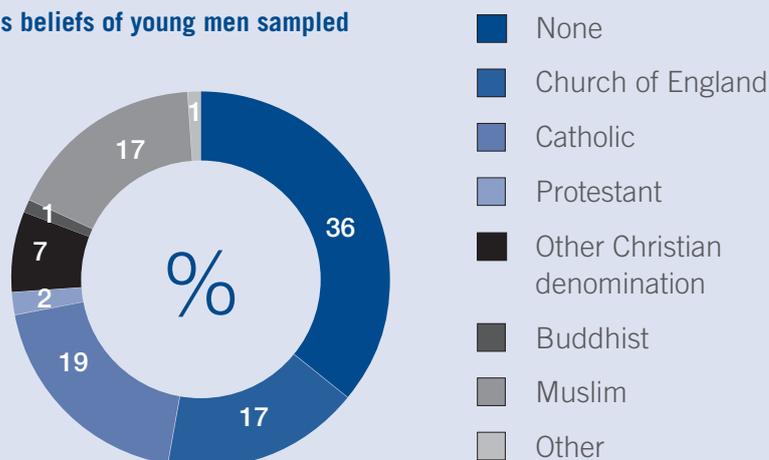
Table 3: Breakdown of ethnic groups of young men sampled

WHITE	BLACK	ASIAN	MIXED HERITAGE	OTHER ETHNIC GROUP
White British 54.8%	Caribbean 11.7%	Pakistani 3.4%	White and Caribbean 7.3%	Chinese 0.3%
White Irish 2%	African 9.5%	Indian 0.3%	White and African 1.4%	Other ethnic group 1.9%
White other 2.1%	Black other 0.7%	Bangladeshi 1.4%	White and Asian 1%	
		Asian other 0.7%	Other mixed heritage group 1.4%	
58.9%	21.9%	5.8%	11.1%	2.2%

As in the 2008–09 and 2009–10 reports, Feltham had the greatest proportion of young men who reported that they were from a black or minority ethnic background (82%). The Keppel Unit had the smallest proportion (8%), followed by Parc (12%).

3.2.4 Religion

Overall, 64% of young men reported that they had a religion. Nineteen per cent stated their religion was Catholic and 17% Church of England. Seventeen per cent of young men said they were Muslim.

Figure 3: Religious beliefs of young men sampled

3.2.7 Are you sentenced?

Just under three-quarters of young men (74%) said that they were sentenced. The specialist units had the greatest proportion of young men who reported being sentenced; this ranged from 96% at the Carlford Unit to all of the young men at the Anson and Heron Units. Apart from the specialist units, Werrington had the greatest proportion of young men who said they were sentenced (84%) and Feltham the lowest, with 42% of young men reporting that they were sentenced.

Of the young men who said they were sentenced, just under half (46%) said they were serving a sentence of 12 months or less.

3.2.8 Have you been in custody before?

Over half (53%) of the young men surveyed said that they had not been in a young offender institution, secure children's home or secure training centre before.

Across the estate, 21% of young men said they had been in their establishment for less than one month. Over half (54%) said they had been in their establishment for between one and six months and 26% for more than six months.

3.2.9 Looked after children

Over a quarter of young men (27%) said that they had spent some time in local authority care.²⁶ Across establishments this was highest at the Keppel Unit (41%), followed by the Carlford Unit (36%) and Hindley (34%). It was lowest at Stoke Heath where a fifth of young men reported that they had spent some time in care.

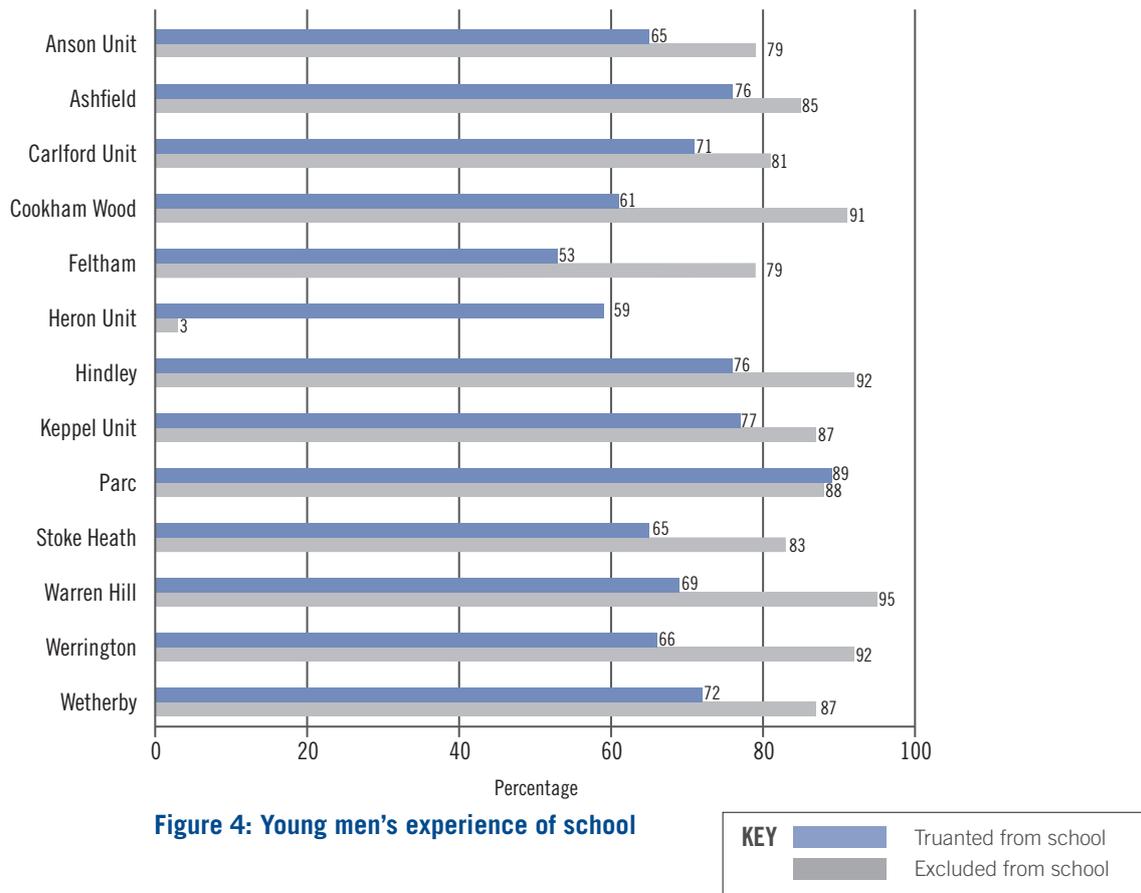
3.2.10 Do you have any children?

Thirteen per cent of young men reported that they had children. This was highest at the Heron Unit (23%) and lowest at the Carlford Unit, where 4% of young men said they had children. For the non-specialist units this ranged from 6% at Feltham to 16% at Wetherby and Hindley.

3.2.11 Educational background

Of the young men surveyed, 42% said they were 14 years or younger when they were last at school. Across the estate, this was highest at the Keppel Unit (71%), Carlford Unit (69%), Anson Unit (58%) and Hindley (51%), and lowest at the Heron Unit (26%) and Feltham (19%). Eighty-six per cent of young men reported that they had been excluded from school. This figure rose to 95% of young men at Warren Hill, and generally dropped no lower than 79% (Feltham and the Anson Unit). However, at the Heron Unit only 3% said they had been excluded. Sixty-nine per cent of young men said that they had truanted from school, ranging from 53% at Feltham to 89% at Parc.

²⁶ The question 'Have you ever been in local authority care?' was added after the survey at Ashfield and so this finding does not include the young men at Ashfield.



3.3 How has the profile of young men changed since 2009–10?

This data is weighted to mimic the whole population at each establishment and for comparator purposes.

- In 2009–10 the number of young men who told us that they were 18 years old was 11%. In 2010–11 this had increased to 14%.
- The proportion of young men who identified themselves as foreign nationals in 2009–10 was 4%. In 2010–11 this had risen to 6%.
- A third of young men in 2009–10 reported that they were from a black or minority ethnic group. This had increased to 39% of young men in 2010–11.
- Thirteen per cent of young men identified their religion as Muslim in 2009–10. This had increased to 16% in 2010–11.
- In 2009–10 the number of young men who said they were sentenced was 77%. In 2010–11 the proportion had dropped to 74%.
- Thirty-nine per cent of young men in 2009–10 told us that it was their first time in custody. The proportion had increased to over half (53%) in 2010–11.
- In 2009–10 90% of young men reported they had been excluded from school and 73% that they had truanted from school. In 2010–11 this had reduced to 86% and 69% respectively.

3.4 Profile of young women surveyed

The 40 young women surveyed were also asked to provide demographic information. Information from 3.4.1 to 3.4.6 is not weighted, so that it directly reflects the demographic of our sample in this reporting period. The number of young women at each of the units was very small and therefore the percentages quoted may represent a small number of young women or a small number of respondents for that question (even though responses were received from nearly all young women at each unit). Therefore, the actual numbers have been included alongside percentages for young women.

3.4.1 Age

The vast majority of young women (97%, n=38) said that they were 17 years old. Only one young woman said she was 18.

3.4.2 Nationality and language

The majority of young women (95%, n=37) reported that they were British; two (5%) identified themselves as foreign national. Overall, 93% (n=37) of young women said that English was their first language.

3.4.3 Ethnicity

Seventy-nine per cent of young women (n=30) said that they were from a white background and 21% (n=8) that they were from a black or minority ethnic background. The breakdown within these ethnic groups is detailed in Table 4.

Figure 5: Ethnicity of young women sampled

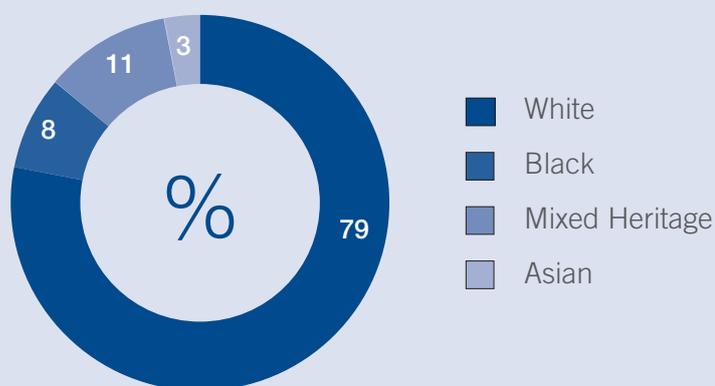


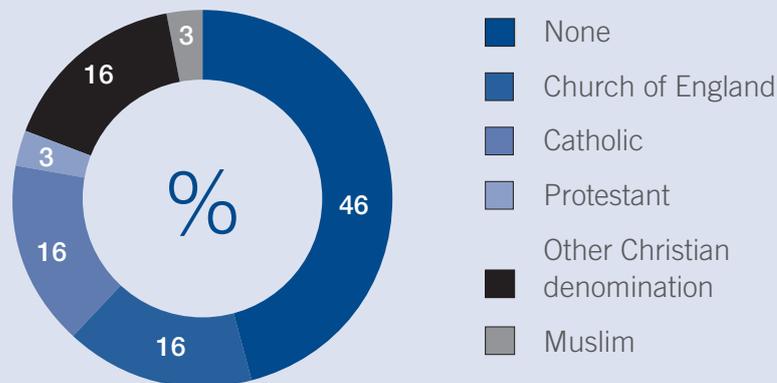
Table 4: Breakdown of ethnic groups of young women sampled

WHITE	BLACK	ASIAN	MIXED HERITAGE
White British 71.1% (n=27)	Caribbean 7.9% (n=3)	Indian 2.6% (n=1)	White and Caribbean 5.3% (n=2)
White Irish 5.3% (n=2)			White and African 5.3% (n=2)
White other 2.6% (n=1)			
79% (n=30)	7.9% (n=3)	2.6% (n=1)	10.6% (n=4)

3.4.4 Religion

Of the young women surveyed, 46% (n=17) said that they had no religion. Church of England, Catholic or any other Christian denomination were each identified by 16% (n=6) of young women as their religion.

Figure 6: Religious beliefs of young women sampled



3.4.9 Looked after children

Over half of the young women surveyed (56%, n=21) told us that they had spent time in local authority care.

3.4.10 Do you have any children?

Almost a quarter (24%, n=9) of young women said that they had children.

3.4.11 Educational background

Over half (55%, n=20) of the young women said that they were 14 years or younger when they were last at school. Three-quarters (n=26) said that they had truanted from school, and 82% (n=30) that they had been excluded.

3.5 How has the profile of young women changed since 2009–10?

This data is weighted to mimic the whole population at each establishment and for comparator purposes.

- In 2009–10 none of the young women reported that they had children. In 2010–11 almost a quarter (24%, n=9) told us that they had.

Section 4 Safety

Children and young people, particularly the most vulnerable, are held safely.

4.1 Courts, transfers and escorts

Expectation: Children and young people travel in safe, decent conditions and in a timely way to and from court and between establishments. During travel the individual needs of young people are recognised and given proper attention. Children and young people travel separately from adults.

4.1.1 What was your most recent transfer like?

Before they arrived in custody, 79% of young men reported that they were told which establishment they were travelling to, but only 3% said they had received written information. None of the young men at the Anson, Heron or Keppel specialist units said they had been given written information, although 8% of young men at the Carlford Unit said they had – the highest percentage across male establishments. Of the non-specialist units this ranged from 1% at Feltham to 5% at Hindley.

Of the young women surveyed, 83% (n=33) said they were told which establishment they would be travelling to, but no young women said they had received written information.

Young people were asked about their most recent journey. Fewer young men than in 2009–10 said the van was clean: 41% compared with 46%. Young men at the Anson Unit gave the worst response, with only 17% saying the van was clean, followed by young men at Stoke Heath (27%). Warren Hill had the best response, with just over half of young men (53%) saying the van was clean.

Over half (51%, n=20) of young women told us that the van was clean.

Eighty-two per cent of young men surveyed said they felt safe on their most recent journey, although a quarter said they had travelled with adults or someone of a different gender. Both of these figures were an improvement from 2009–10, when 75% of young men reported feeling safe and 31% said they had travelled with adults or a person of a different gender. Feelings of safety on the van ranged from 70% of young men at Feltham, to 90% at Hindley. Thirteen per cent of young men at Warren Hill said they had travelled with an adult or someone of a different gender, and this was highest at the Heron Unit (38%), followed by the Anson Unit and Werrington (both 33%).

Eighty-one per cent of young women (n=31) said that they felt safe on their most recent journey, although almost a third (31%, n=13) said that they had travelled with adults or with someone of a different gender.

Seven per cent of young men said they had spent more than four hours in the van on their most recent journey; more than the 4% in 2009–10. This was highest at the Carlford Unit (15%), followed by Stoke Heath and Warren Hill (both 13%). None of the young men at the Anson Unit said they had spent more than four hours in the van, and only 2% of young men at Wetherby said they had. Of the young men who reported spending more than two hours in the van, only 15% said they were offered a toilet break (dropping to 3% at Feltham) and 35% said they were offered something to eat or drink (just 14% at Cookham Wood). Responses to these questions were most positive at the Carlford Unit and Warren Hill, where 44% and 24% respectively said they were offered a toilet break and 70% and 50% respectively said they were offered something to eat or drink.

Seven per cent of young women (n=3) reported that they had spent more than four hours in the van on their most recent journey. Of those that said they had spent more than two hours in the van, only 9% (n=2) said they were offered a toilet break and 26% (n=6) said they were offered something to eat or drink during their journey.

Just over half (53%) of young men told us that they felt they were treated well or very well by the escort staff. This ranged from 42% at Hindley and the Anson Unit to 76% at the Keppel Unit, followed by 69% at the Heron Unit and 59% at Werrington.

Of the young women surveyed 73% (n=28) said they felt they were treated well or very well by the escort staff.

4.2 First days in custody

Expectation: Children and young people feel and are safe on their reception and introduction to the establishment. Their individual needs, both during and on release from custody, are identified and effective plans developed to meet these needs. During induction into the establishment young people are helped to understand establishment routines, are told how to access available services, are given a clear idea of what is expected of them and are helped to cope with imprisonment.

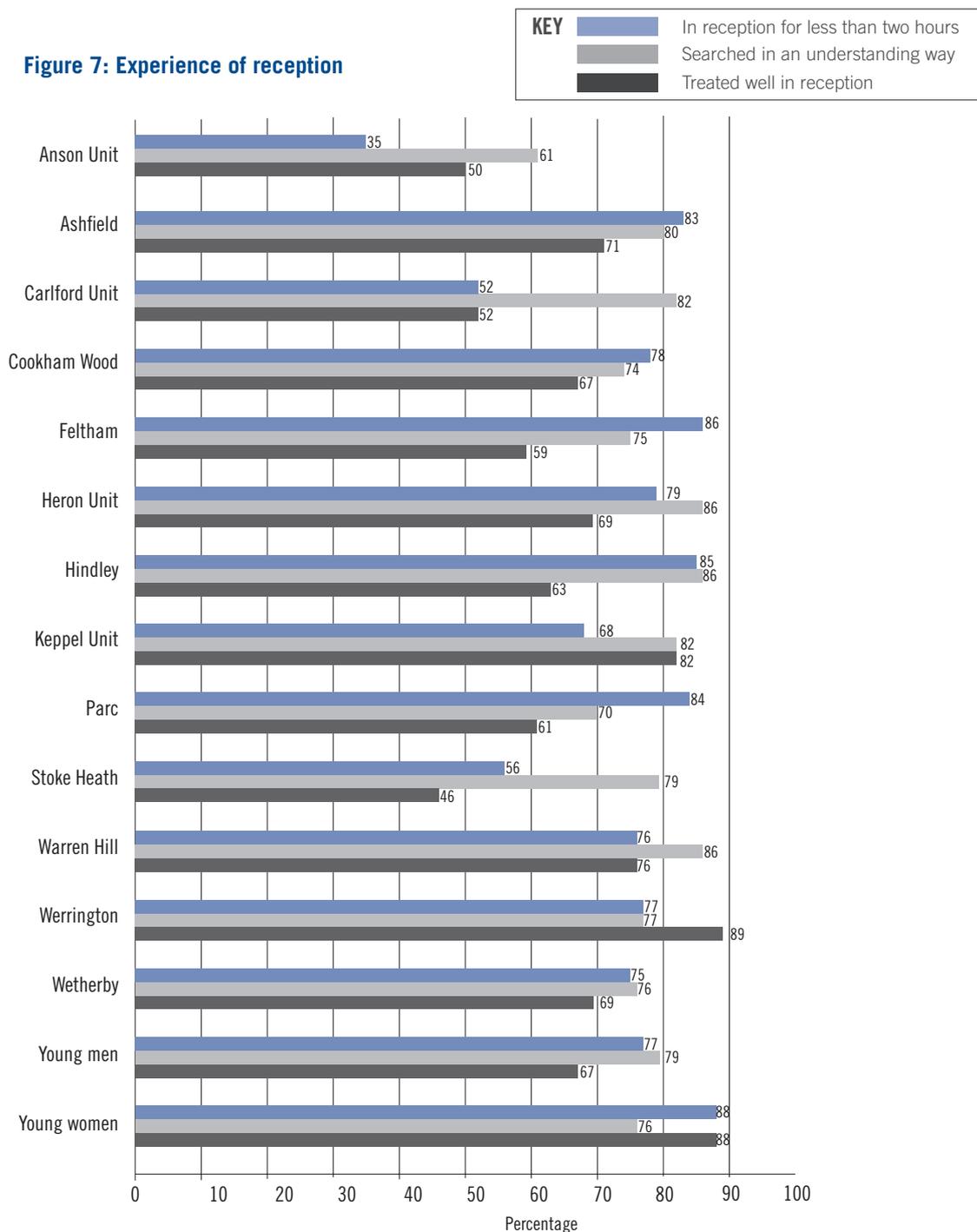
4.2.1 What was your experience of reception?

Just over three-quarters of young men (77%) said they spent less than two hours in reception, ranging from 35% at the Anson Unit, 52% at the Carlford Unit and 56% at Stoke Heath, to 86% at Feltham.

Overall 67% of young men told us they were treated well or very well in reception. This was lower than in 2009–10 when 72% young men reported this. The best response came from Werrington (89%) and the worst was at Stoke Heath, where fewer than half (46%) felt they had been treated well or very well. Sentenced young men were more positive: 69% said they were treated well or very well in reception compared with 63% of unsentenced young men. Young men in custody for the first time also said they were treated better in reception than those who had been in custody before (70% compared with 64%).

Seventy-nine per cent of young men said that they were searched in an understanding way, which again was lower than in 2009–10 (83%). The lowest responses were from the Anson Unit (61%) and Parc (70%) and the highest were at Hindley, Warren Hill and the Heron Unit: all 86%. Fewer young men who said it was their first time in custody than those who said they had been in custody before said that they were searched in an understanding way (77% compared with 82%).

Figure 7: Experience of reception



Of the young women surveyed, 88% (n=34) said they were in reception for less than two hours. Just over three-quarters (76%, n=30) said they were searched in an understanding way and 88% (n=35) reported that they were treated well or very well in reception.

4.2.2 Did you have any problems when you first arrived?

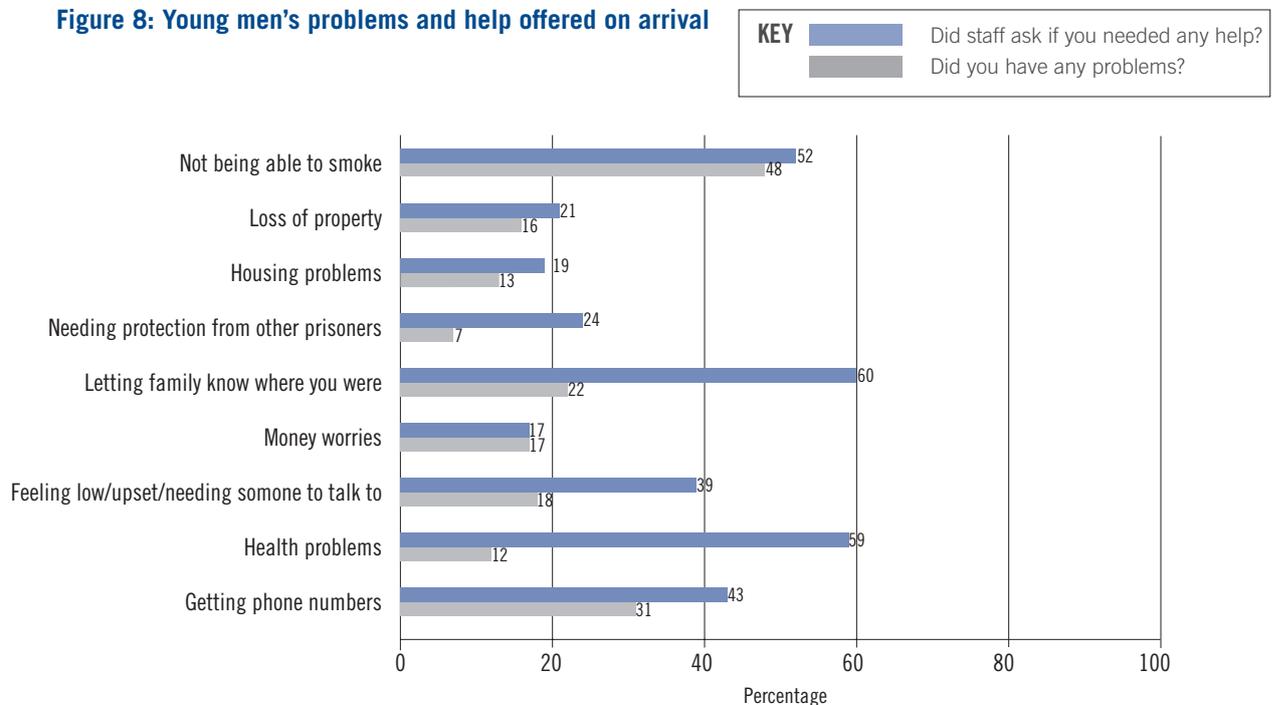
On arrival into custody, just over three-quarters (76%) of young men reported that they had some problems. This was the lowest at the Anson Unit and Warren Hill, with 55% and 66% respectively of young men reporting problems on arrival, and highest at Stoke Heath where 84% reported problems. The most commonly cited problem was not being able to smoke, reported by almost half (48%) of the young men, followed by problems accessing phone numbers (31%) and letting family know where they were (22%). These were also the most common problems in 2009–10. More young men said they had problems with accessing

phone numbers (31%), loss of property (16%) and needing protection from other young people (7%) than in 2009–10 (27%, 13% and 5% respectively).

Sentenced young men reported fewer problems with feeling low or upset or needing someone to talk to than unsentenced young men (16% and 21% respectively). However, more young men who said it was their first time in custody than those who had been in custody before reported these problems (21% compared with 14%).

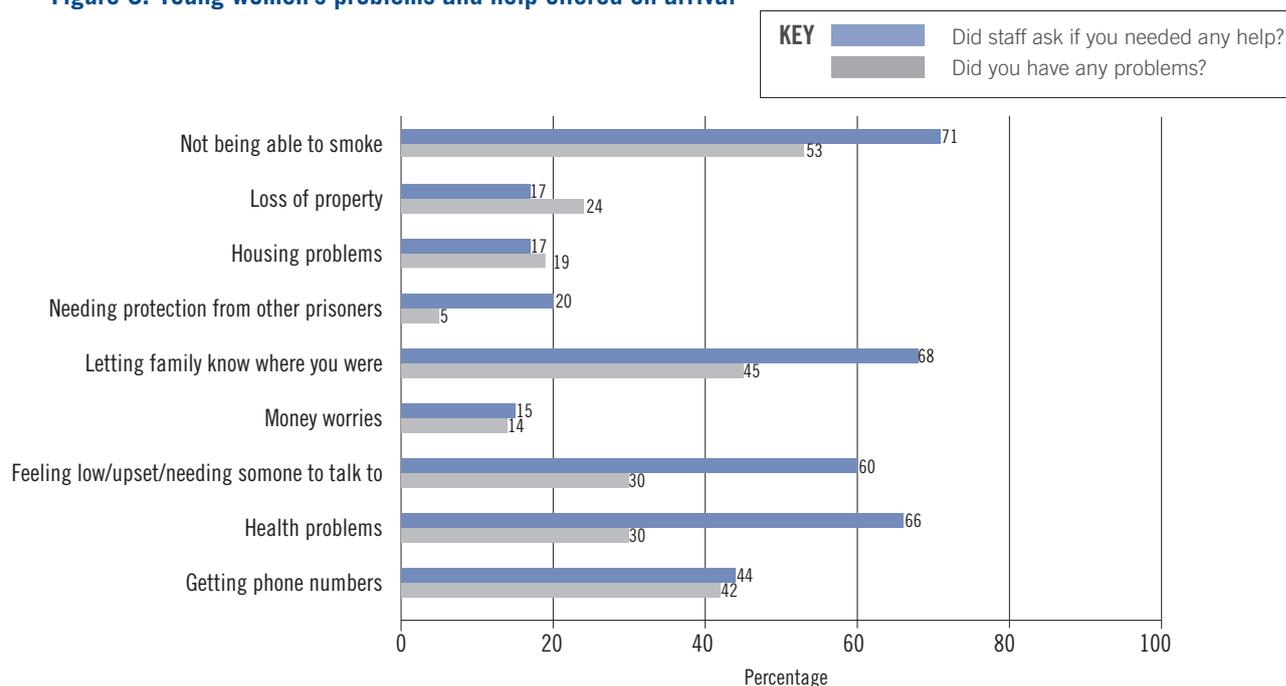
Young men were asked whether staff had offered them help or support for a range of problems when they had first arrived. Sixty per cent said they were asked if they needed help letting family know where they were; 59% if they needed help with health problems (an improvement on the 55% reported in 2009–10); and 52% if they needed help with not being able to smoke (lower than the 57% response in 2009–10). Only 39% of young men said that staff had asked if they needed any support with feeling low or needing someone to talk to on arrival.

Figure 8: Young men's problems and help offered on arrival



Eighty-one per cent of young women (n=29) told us that they had problems on arrival in custody. Although a high figure, this was lower than the 96% reported in 2009–10. The most common problems were similar to those reported by young men, although a higher proportion of young women highlighted each as a problem. Not being able to smoke was the most common problem reported (53%, n=19), although again, this was lower than the 81% reported in 2009–10. Forty-five per cent of young women (n=16) said they had problems letting family know where they were and 42% (n=15) cited problems with getting phone numbers.

When asked if staff offered help or support with problems, 71% of young women (n=28) said staff offered help with not being able to smoke, 68% (n=27) with letting family know where they were and 44% (n=17) with accessing phone numbers. Sixty per cent of young women (n=23) said they were offered help with feeling low, upset or needing someone to talk to on arrival.

Figure 9: Young women's problems and help offered on arrival

4.2.3 Alcohol and drug problems

Of the young men surveyed, 14% said they had problems with alcohol on their arrival at the establishment. None of the young men at the Heron Unit and only 3% at Cookham Wood reported problems with alcohol, but this rose to 32% at the Keppel Unit and a quarter of young men at Parc. Of the young men who reported problems with alcohol on arrival, 63% told us that they had received help with this at their establishment. This ranged from all of the young men at the Keppel and Anson Units to none of the young men at the Carlford Unit. Of the non-specialist units, 88% of young men at Warren Hill, and only 35% at Feltham, told us they had received help.

Overall, a third of young men reported having problems with drugs when they first arrived at their establishment. This ranged from 11% at the Carlford Unit and 14% at Feltham, to 60% of young men at Parc. Nine per cent of young men said they had problems with drugs at the time of the survey. Of the young men reporting problems with drugs on arrival, 66% said they had received help while at their establishment. All of the young men who reported problems with drugs on arrival at the Anson and Carlford Units said they had received help, followed by 95% at the Keppel Unit and 84% at Warren Hill. Only 23% of young men at Cookham Wood who reported problems with drugs on arrival said they had received any help.

Eighteen per cent of those surveyed said that it was easy or very easy to obtain illegal drugs in their establishment. This was highest at Ashfield (27%) and lowest at the Carlford Unit, where none of the young men reported that it was easy to obtain illegal drugs, followed by 8% at Feltham. A fifth of sentenced young men said it was easy or very easy, compared with 13% of unsentenced young men. Fewer young men who said it was their first time in custody said it was easy or very easy: 15% compared with 21% of young men who had been in custody before.

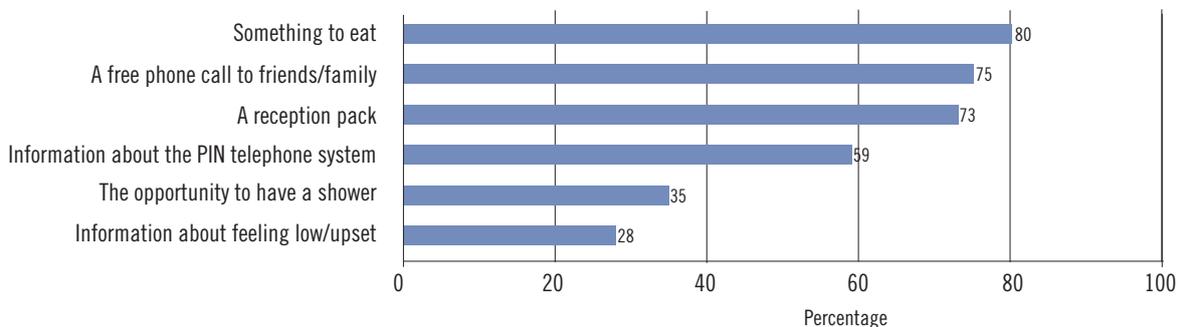
A quarter of the young women surveyed (n=9) said that they had an alcohol problem when they first arrived in custody. Of these, 80% (n=7) said that they had received help for their alcohol problem at their establishment. A third (n=12) reported that they had problems with

drugs on arrival, and 14% (n=5) said they still had a problem with drugs at the time of the survey. Of the young women who reported having a drugs problem, 92% (n=11) said they had received help. Ten per cent of young women (n=4) reported that it was easy or very easy to get illegal drugs in their establishment.

4.2.4 Were you offered anything on arrival?

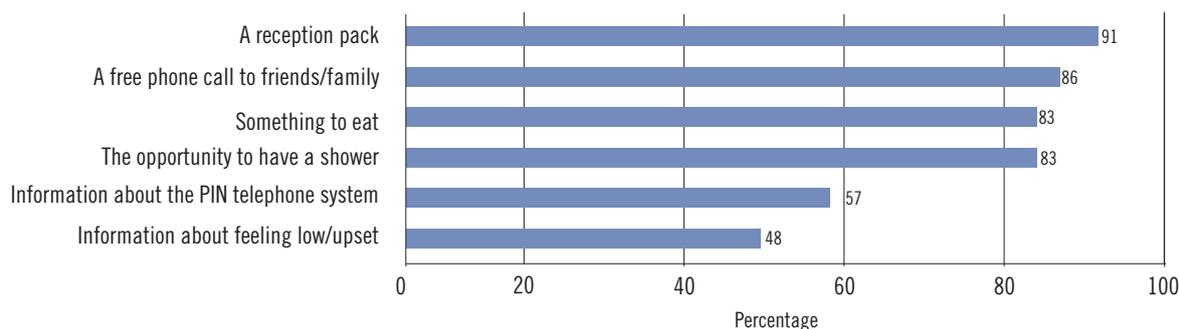
We asked young men what they were offered when they first arrived in custody. A large proportion said that they had been offered something to eat (80%) and a free telephone call to friends and family (75%). Fifty-nine per cent reported that they were given information about the PIN telephone system. Just over a third (35%) of young men said they were offered a shower on arrival and only 28% said they were offered information about feeling low or upset. All of these areas had deteriorated since 2009–10, with the exception of the opportunity to have a shower which had not changed. There were large variations between the male establishments about what was offered on arrival. For example, only 7% of young men at the Heron Unit and 17% at Wetherby said they were given the opportunity to have a shower on arrival, rising to 67% at Hindley. The proportion of young men who told us they were offered information about feeling low or upset on arrival ranged from 14% at Feltham to 35% at Hindley, Stoke Heath and Werrington, and was highest at the Keppel Unit (53%).

Figure 10: Facilities offered to young men on arrival



On arrival in custody, a large proportion of young women said they were offered a reception pack (91%, n=36), a free phone call to friends or family (86%, n=34), a shower (83%, n=33) and something to eat (83%, n=33). Fifty-seven per cent (n=23) said they were given information about the PIN telephone system, and fewer than half (48%, n=19) were offered information about feeling low or upset.

Figure 11 shows the facilities offered to young women on arrival. Less than half (48%, n=19) said they had been given information on support if they felt low or upset.

Figure 11: Facilities offered to young women on arrival

4.3 First night

Young men were asked about what services they had access to within the first 24 hours. Twenty-three per cent stated that they had access to a Listener and 15% to the prison shop or canteen. Both of these figures were the same as in 2009–10. Only a fifth of young men who said it was their first time in custody reported that they had access to a peer mentor or Listener within the first 24 hours – lower than the 26% reported by young men who said they had been in custody before.

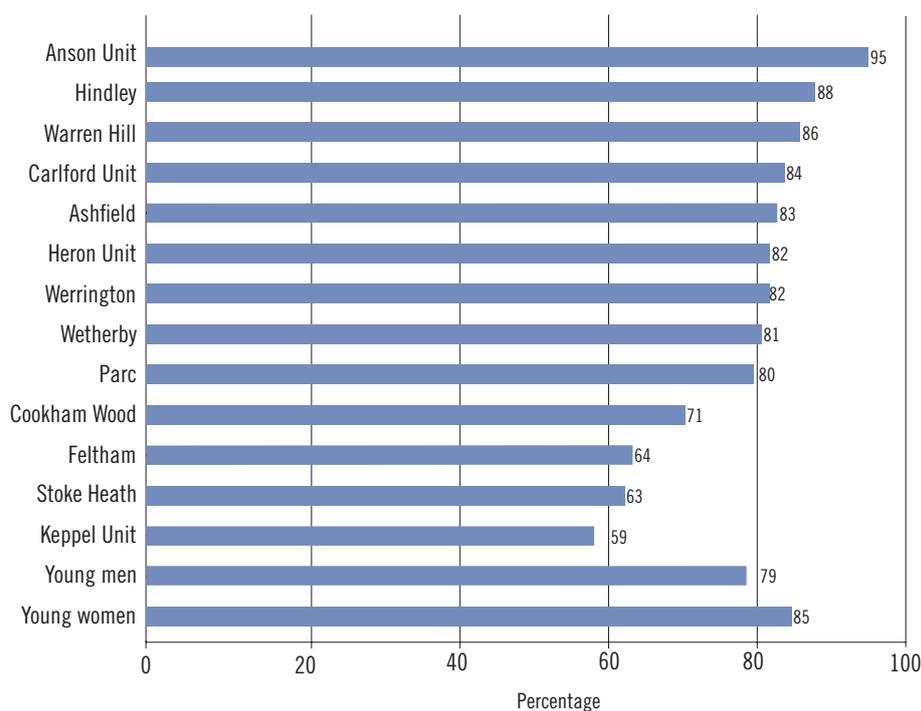
Access to the shop ranged from just 6% at Warren Hill to 30% at Ashfield. Forty-six per cent of young men said they had access to a religious leader, compared with 50% reported in 2009–10. Overall, 72% of young men told us that they saw a member of health care staff before they were locked up on their first night. This ranged from only 31% at Parc to 89% at Werrington.

Within the first 24 hours, 69% (n=26) of young women said they had access to a chaplain or religious leader, 26% (n=10) to a Listener or the Samaritans and 18% (n=7) to the prison shop or canteen. The majority of young women (95%, n=38) reported that they saw a member of health care staff before they were locked up on their first night.

Young men were asked if they felt safe on their first night, and 79% said that they did. This was lower than the 82% in 2009–10. Within the specialist units, the figure was highest at the Anson Unit (a specialist unit for young people with long sentences), where 95% felt safe, and lowest at the Keppel Unit where only 59% said they felt safe. This may be because the Keppel Unit is a specialist unit for vulnerable young men who find it difficult to engage in the regime at larger establishments. Within the non-specialist estate, the lowest response was at Stoke Heath, where 63% said they felt safe on their first night, and the highest response was at Hindley (88%).

More sentenced young men reported feeling safe on their first night in custody: 82% compared with 70% of unsentenced young men. However, fewer young men who said it was their first time in custody said they felt safe on their first night: 73% compared with 85% of young men who had been in custody before.

Eighty-five per cent of young women (n=33) reported that they felt safe on their first night in custody. Figure 12 illustrates the overall proportion of young people who reported feeling safe during their first night in their establishment.

Figure 12: Young people who said they felt safe on their first night

4.4 Induction

Ninety-two per cent of young men said they had been on an induction course. Of these two-thirds (66%) said that it covered everything they needed to know about the establishment. The lowest response came from Feltham (53%) and the highest from Ashfield (81%).

The majority of young women said they had been on an induction course (93%, n=37). Just under three-quarters (74%, n=27) who reported that they had been on an induction course said it covered everything they needed to know about the establishment.

4.5 Bullying

Expectation: There is an establishment culture that promotes mutual respect among staff and children and young people. Children and young people feel safe from bullying and victimisation.

4.5.1 How safe do you feel here?

Overall, just over a quarter of young men (27%) said they had felt unsafe in their establishment at some time. This was an improvement on the 31% reported in 2009–10. Across the estate, this ranged from 10% at Parc to almost half of the young men (48%) at Stoke Heath. Within the specialist units, the Carlford Unit had the lowest proportion (15%) and the Heron Unit had the highest, at 31%. A quarter of sentenced young men said they had felt unsafe at some point – lower than 32% reported by unsentenced young men. Figure 13 shows the areas in establishments in which young men told us they felt unsafe.

A fifth of young women (n=8) said that they had felt unsafe at some point in their establishment. Figure 14 indicates the proportion of all young people who told us they had ever felt unsafe.

Figure 13: Young men – In which areas have you ever felt unsafe?

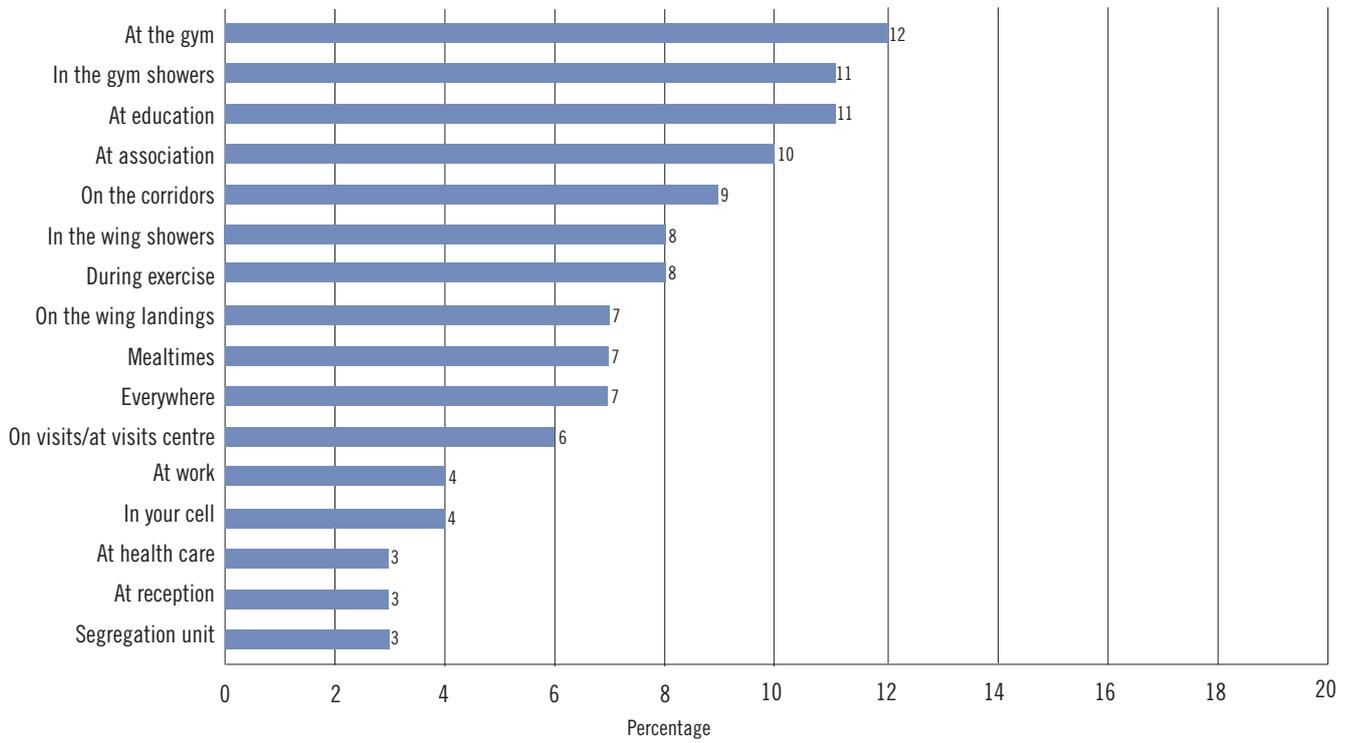
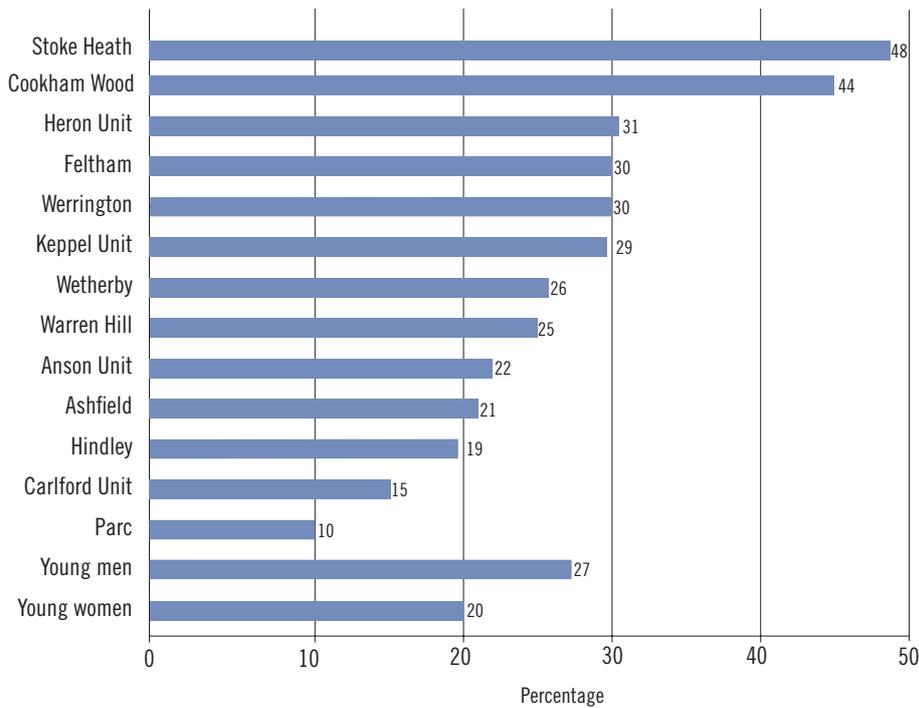


Figure 14: Young people who told us they had ever felt unsafe in their establishment



4.6 Have you been victimised in this establishment?

4.6.1 Have you been victimised by other young people?

Twenty-three per cent of young men said they had been victimised by another young person or group of young people in their establishment. This rose to 44% at the Keppel Unit, which holds young men who have found it difficult to cope in larger establishments, and was lowest at the Heron Unit (7%). Within the non-specialist units, Stoke Heath had the highest reported levels of victimisation by other young people, at 36%, and Hindley the lowest, at 14%. Table 5 details the types of victimisation experienced and the overall percentage of young men reporting it.

Table 5: Types of victimisation by other young men

	Overall percentage of young men who reported experiencing it
Insulting remarks	14%
Physical abuse	11%
For being new	9%
Gang-related issues	6%
Having property taken	5%
For being from a different part of the country	5%
Because of their crime	4%
Racial or ethnic abuse	3%
Because of drugs	3%
Because of religious beliefs	3%
Because of their disability	2%
Sexual abuse	1%

The most common form of victimisation reported by young people was insulting remarks, experienced by 14% of the young men surveyed. Across the estate, this was highest at the Keppel Unit (34%) and lowest at the Anson Unit, where none of the young men reported it. Within the non-specialist units, the figure was highest at Stoke Heath (27%) and lowest at Hindley and Warren Hill (both 9%). Physical abuse was reported by 19% of the young men at Stoke Heath, but this dropped to 3% at Parc and 0% at the Anson and Heron specialist units.

The highest and lowest percentages for other types of victimisation were:

- racial or ethnic abuse – highs of 16% at the Anson Unit and 5% at Stoke Heath; lows of 0% at Parc, the Carlford Unit and the Heron Unit
- because of religious beliefs – highs of 9% at the Keppel Unit, followed by 8% at the Carlford Unit and 5% at the Anson Unit, Cookham Wood and Stoke Heath; lows of 0% at Parc and the Heron Unit
- because of their disability – highs of 9% at the Keppel Unit and 3% at Stoke Heath and Werrington; lows of 0% at Feltham, Warren Hill and the Anson, Carlford and Heron specialist units
- because of drugs – highs of 8% at the Carlford Unit followed by 4% at Ashfield, Cookham Wood, Werrington and Wetherby; lows of 0% at Parc, the Anson Unit and Heron Unit

- having canteen/property taken – highs of 12% at Stoke Heath; lows ranging from 2% at Feltham and Parc to 0% at the Carlford Unit
- being new – a high of 21% at Stoke Heath; lows of 3% at Ashfield and the Heron Unit and 0% at the Anson Unit
- being from a different part of the country – highs of 16% at the Anson Unit, 13% at the Keppel Unit and 9% at Stoke Heath; lows of 2% at Warren Hill and 0% at the Heron Unit
- gang-related issues – a high of 13% at Cookham Wood; lows of 0% at Parc, the Anson Unit and the Keppel Unit
- because of their crime – highs of 9% at the Keppel Unit, 8% at the Carlford Unit and 6% at Cookham Wood; lows of 1% at Warren Hill and 0% at the Heron Unit.

Eighteen per cent of young women (n=7) said that they had been victimised by another young person or group of young people. The most commonly cited forms of victimisation were insulting remarks and victimisation because of their offence, reported by 8% (n=3) of young women. Five per cent of young women (n=2) reported victimisation by physical abuse and because of their race or ethnic origin. Three per cent (n=1) reported victimisation due to drugs or being new. None of the women reported sexual abuse, having their canteen taken, gang-related issues or victimisation due to their religious beliefs, a disability or being from a different part of the country.

4.6.2 Have you been victimised by staff?

A quarter of young men told us that they had been victimised by a member of staff in their establishment. Of the specialist units, this was highest at the Anson Unit (44%) and lowest at the Heron Unit (17%). Within the non-specialist units, the highest proportions reporting victimisation by staff were at Ashfield and Cookham Wood (both 31%) and the lowest at Hindley and Warren Hill (both 15%). Table 6 indicates the types of victimisation by staff and the overall percentage of young men reporting it.

Table 6: Types of victimisation by staff reported by young men

	Overall percentage of young men who reported experiencing it
Insulting remarks	15%
Physical abuse	5%
Racial or ethnic abuse	5%
For being new	4%
Because of their crime	3%
Having property taken	3%
Because of religious beliefs	3%
For being from a different part of the country	3%
Gang-related issues	2%
Because of drugs	2%
Because of their disability	1%
Sexual abuse	1%

As with the victimisation by other young people, insulting remarks was reported to be the most common form of victimisation by staff. Fifteen per cent of young men reported it, ranging from 5% at Parc to almost a quarter (23%) of young men at Ashfield.

For other types of victimisation, the highest and lowest percentages were:

- physical abuse – highs of 17% at the Anson Unit, followed by 11% at Wetherby; lows of 1% at Warren Hill and Werrington and 0% at the Carlford, Heron and Keppel specialist units
- racial or ethnic abuse – highs of 13% at Cookham Wood; lows of 0% at Parc, the Carlford Unit and the Keppel Unit
- because of religious beliefs – highs of 5% at Ashfield; lows of 0% at Hindley, Parc, the Anson Unit and the Keppel Unit
- because of their disability – highs of 3% at Wetherby, the Heron Unit and the Keppel Unit; lows of 0% at Feltham, Hindley, the Anson Unit and the Carlford Unit
- because of drugs – highs of 9% at the Keppel Unit and 5% at Ashfield; lows of 0% at Feltham, Parc, Warren Hill and the Anson, Carlford and Heron specialist units
- having canteen/property taken – highs of 7% at Ashfield; lows of 1% at Feltham, Hindley, Warren Hill and 0% at the Anson Unit and the Heron Unit
- being new – highs of 8% at Feltham; lows of 2% at Parc and Warren Hill and 0% at the Anson, Carlford and Keppel specialist units
- being from a different part of the country – highs of 17% at the Anson Unit, 8% at the Carlford Unit and 4% at Ashfield, Cookham Wood and Wetherby; lows of 0% at Feltham, the Heron Unit and the Keppel Unit
- gang-related issues – highs of 8% at the Carlford Unit and 5% at Stoke Heath; lows of 0% at Cookham Wood, Parc, the Anson Unit and the Heron Unit
- because of their crime – highs of 22% at the Anson Unit and 18% at the Keppel Unit, followed by 3% at Ashfield, Feltham, Hindley, Stoke Heath and the Heron Unit and lows of 1% at Cookham Wood, Warren Hill, Werrington, Wetherby and 0% at the Carlford Unit.

Some areas of victimisation by staff were reported by more young men than in 2009–10. Reported victimisation because of racial or ethnic origin had increased to 5% from 3%; because of religious beliefs to 3% from 1% and being from a different part of the country to 3% from 1%.

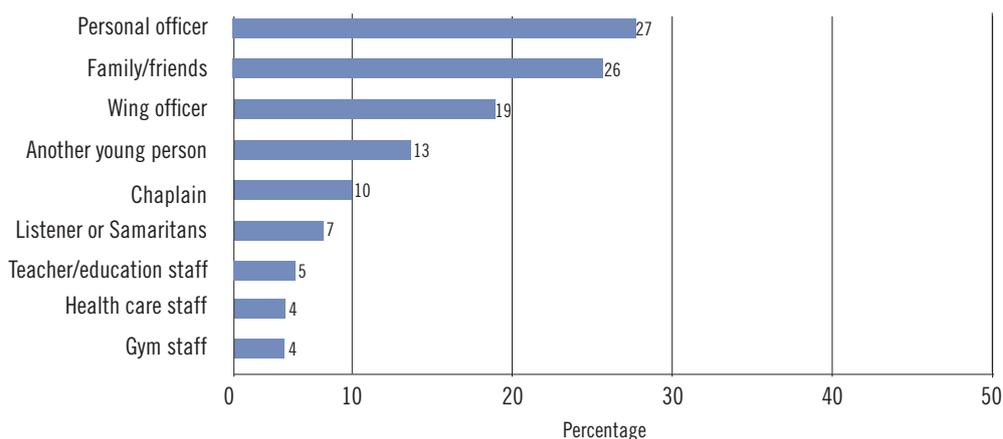
Young men who said that it was their first time in custody reported less victimisation by staff than those who had been in custody before (21% compared with 29%). This included less victimisation in the form of insulting remarks (12% compared with 18%) and physical abuse (3% compared with 8%).

Overall, 11% of young women (n=4) said they had been victimised by a member of staff. Insulting remarks were cited by 8% (n=3) of young women, followed by physical abuse at 5% (n=2). Racial or ethnic abuse or victimisation because of gang-related issues or their offence were each reported by one young woman. None of the young women reported any of the other types of victimisation.

4.6.3 Who would you tell if you were being victimised?

The number of young men who said they would be able to tell someone if they were being victimised was 56%; a fall from 62% in 2009–10. This was lowest at the Anson Unit (33%) and highest at the Keppel Unit (78%). Within the non-specialist units, it was lowest at Feltham (49%) and highest at Wetherby (65%). Figure 15 shows who the young men said they would tell if they were being victimised.

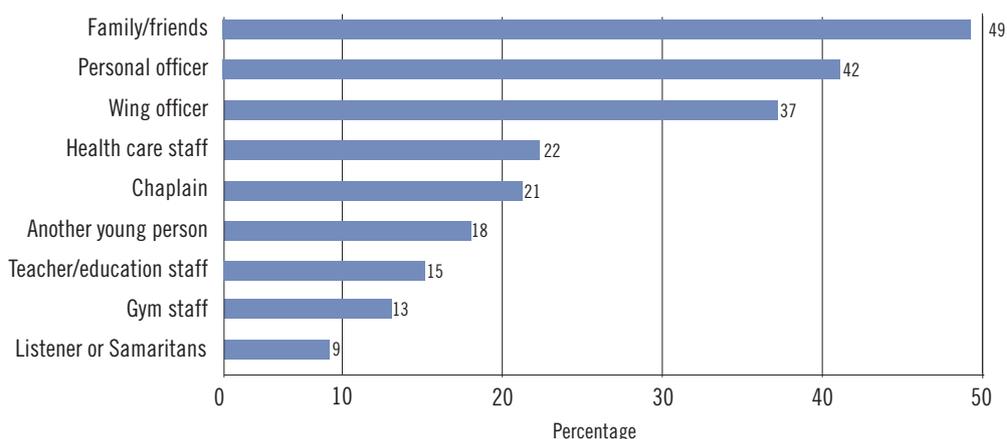
Figure 15: Young men – If you were being victimised who would you tell?



Worryingly, fewer than a third of young men (31%) said they believed that a member of staff would take it seriously if they told them they were being victimised. Again, this was worse than the figures of 40% in 2009–10 and 37% in 2008–09. As with the number of young men who said they would tell a member of staff about victimisation, the percentage of young men who felt it would be taken seriously was highest at the Keppel Unit (59%) and lowest at the Anson Unit (21%). Aside from the specialist units, the figure for Feltham was lowest at 22% (as it was for the proportion of young men who said they would tell someone if they were being victimised), and was highest at Parc (49%).

Eighty-two per cent of young women (n=27) said they would tell someone if they were being victimised. Figure 16 illustrates who young women said they would tell in this situation. Fewer than half (46%, n=17) said that they thought a member of staff would take it seriously if they told them they were being victimised.

Figure 16: Young women – If you were being victimised, who would you tell?



4.6.4 Is shouting through the windows a problem?

Overall, 40% of young men said that shouting through the windows was a problem in the establishment. This was lowest at the Carlford Unit (15%), followed by the Anson Unit (22%) and Warren Hill (29%), and was highest at Wetherby (57%).

Twenty-four per cent (n=9) of young women said that shouting through the windows was a problem in their establishment.

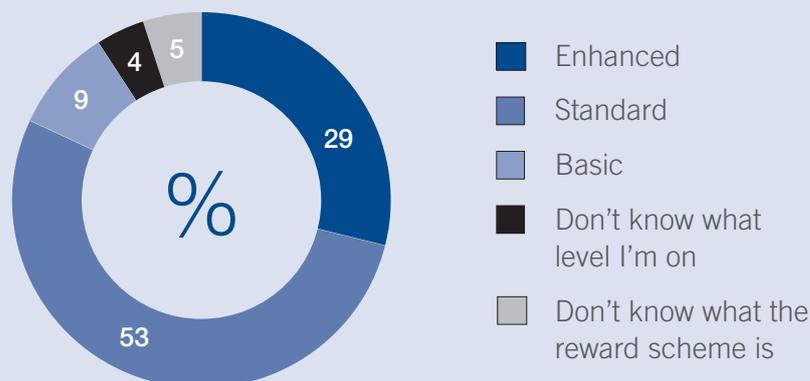
4.7 Behaviour management

Expectation: The primary method of maintaining a safe, well-ordered and constructive environment is the promotion and reward of good behaviour. Children and young people play an active part in developing and maintaining standards of conduct. Unacceptable behaviour is dealt with in an objective, fair and consistent manner as part of an establishment-wide behaviour management strategy which is underpinned by restorative justice principles and good relationships between staff and young people. The application of disciplinary procedures, the use of force and care and separation are applied fairly and for good reason with good governance arrangements.

4.7.1 The rewards and sanctions scheme

Overall, 29% of young men said they were on the enhanced level of the rewards scheme, ranging, within the non-specialist units, from 19% at Stoke Heath to 37% at Parc. In the specialist units, this ranged from 26% at the Heron Unit to 81% at the Carlford Unit. The overall breakdown of the proportion of young men on each level of the rewards scheme is illustrated in Figure 17.

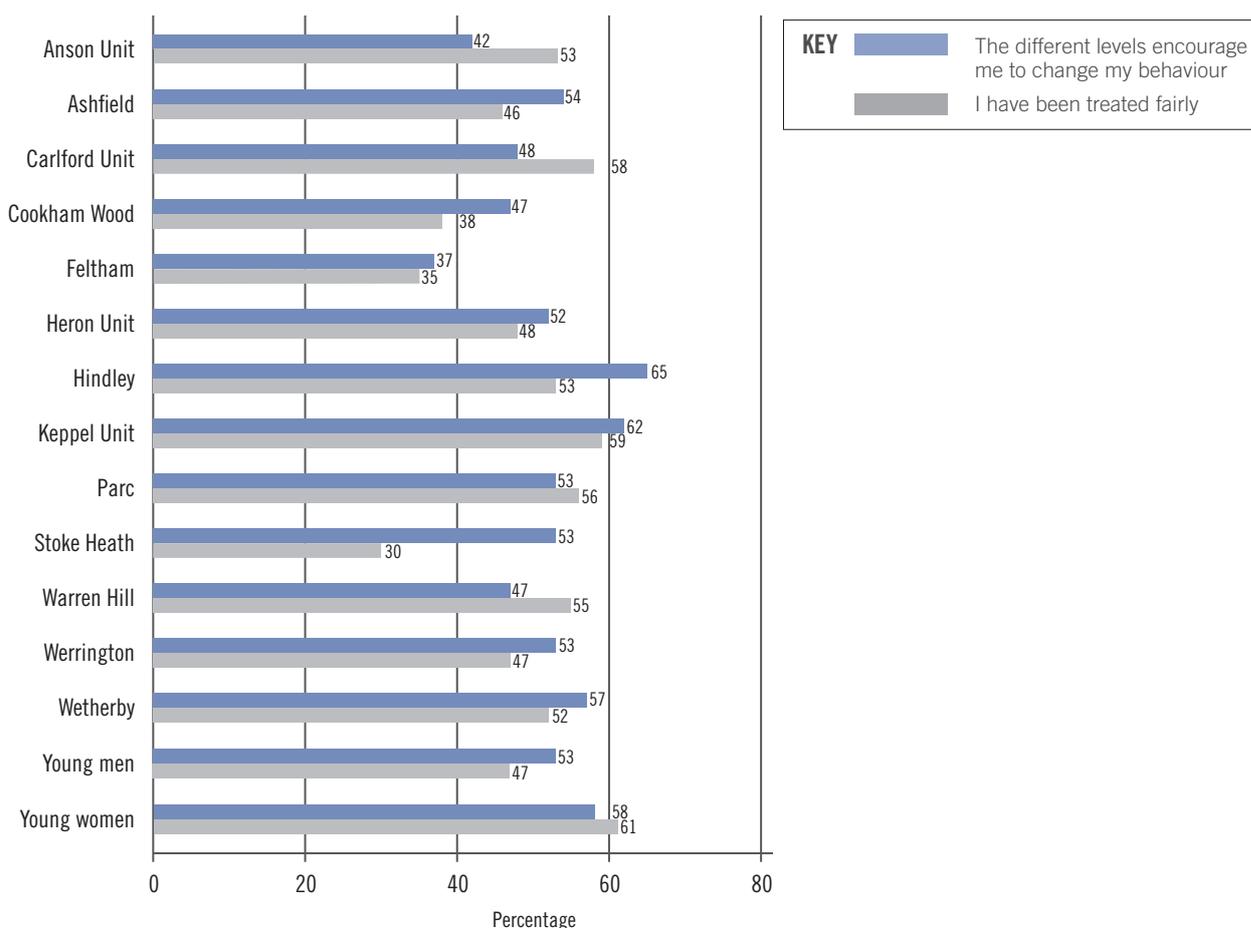
Figure 17: Young men's reward scheme levels



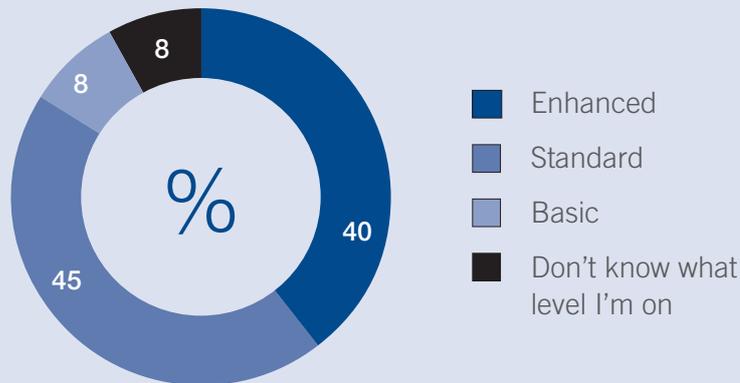
Forty-seven per cent of young men felt they had been treated fairly in their experience of the rewards scheme, and 53% said they thought the different levels encouraged them to change their behaviour. These figures were lower than in 2009–10, when 53% felt they were treated fairly and 58% felt the rewards scheme encouraged them to change their behaviour. Across establishments, 30% of young men at Stoke Heath felt they were treated fairly, rising to 59% at the Keppel Unit, followed by 58% at the Carlford Unit and 56% at Parc. The proportion of young men who said the rewards scheme encouraged them to change their behaviour ranged from 37% at Feltham to 65% at Hindley.

More sentenced young men said they were on the enhanced level of the rewards scheme than unsentenced young men (34% and 15% respectively) and almost half (49%) said they felt they had been treated fairly in their experience of the scheme, compared with 41% of unsentenced young men. More young men who said it was their first time in custody said they were on the enhanced level of the rewards scheme (32% compared with 25% of those who had been in custody before) and more said that the scheme encouraged them to change their behaviour (58% compared with 46%).

Figure 18: Experience of the rewards scheme



Of the young women surveyed 40% (n=15) said they were on the enhanced level of the rewards scheme. The breakdown is illustrated in Figure 19. Fifty-eight per cent (n=21) felt they had been treated fairly in their experience of the rewards scheme, and 61% (n=22) said the different levels encouraged them to change their behaviour.

Figure 19: Young women's reward scheme levels

4.8 Discipline

Just over half of young men (53%) reported that they had received an adjudication while at their establishment; a drop from 58% in 2009–10. Across establishments this ranged from 42% at the Anson Unit and 50% at the Carlford Unit and Wetherby, to 57% at Werrington and Cookham Wood and 76% at the Keppel Unit. Of those who had received an adjudication, 81% said that the process was clearly explained to them, which was lower than the 88% reported in 2009–10. Interestingly, this was highest at the Keppel Unit (96%), where the highest proportion of young men said they had received an adjudication, and lowest at the Anson Unit (67%), where the lowest proportion of young men told us they had received an adjudication.

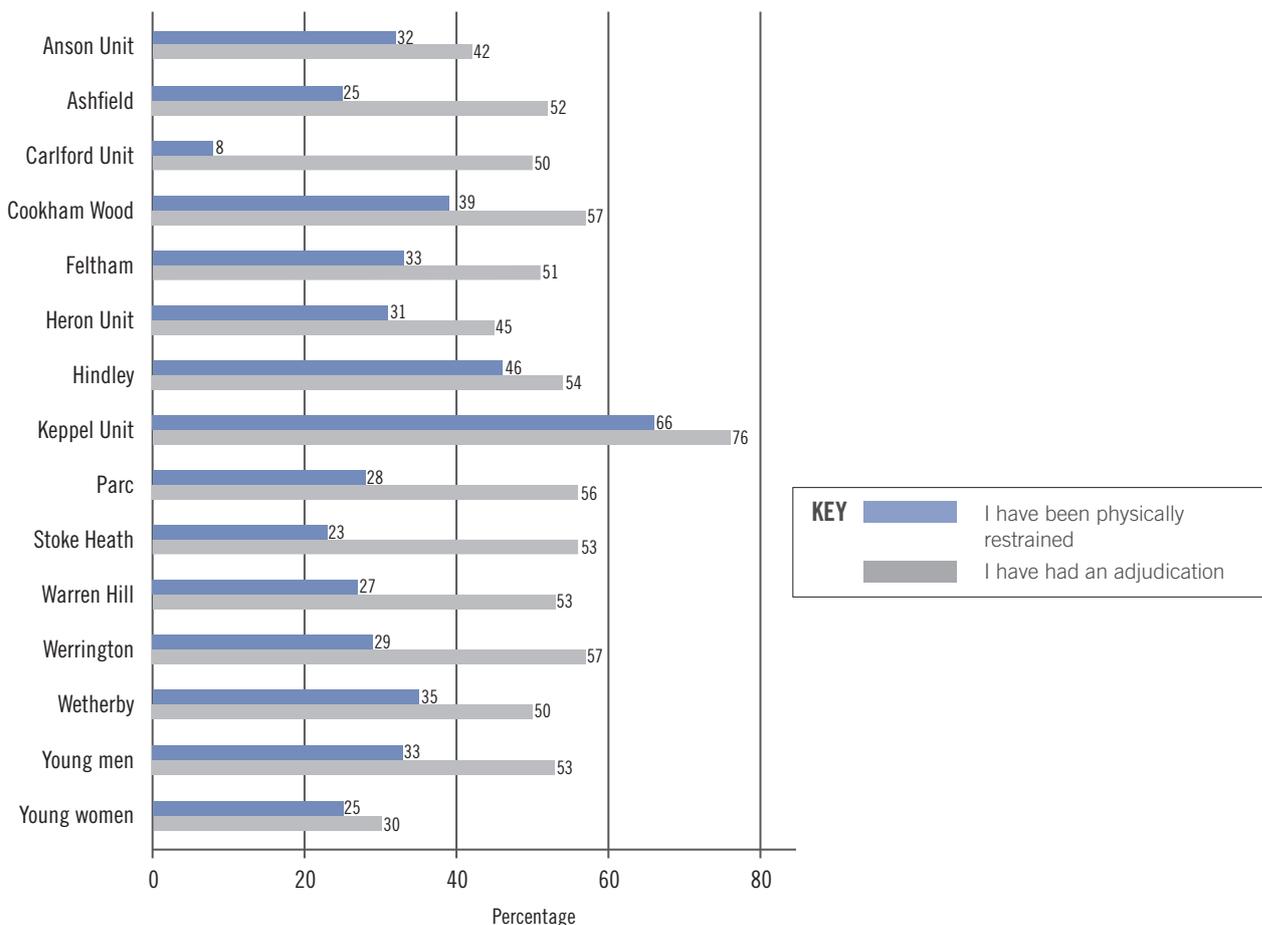
Aside from the specialist units the percentage of young men who said the adjudication process was clearly explained to them ranged from 71% at Stoke Heath to 92% at Warren Hill.

Sentenced young men were more likely to report having received an adjudication: 56% compared with 46% of unsentenced young men. Of the young men who said it was their first time in custody, half said they had received an adjudication – lower than the 57% reported by those who had been in custody before.

Thirty-two per cent of young women (n=12) said that they had received an adjudication during their time at the establishment, and of these, 71% (n=10) said the process was fully explained to them.

A third of young men told us that they had been physically restrained since they had been at their establishment. Within the specialist units this was highest at Keppel (66%, higher than in 2009–10) and lowest at the Carlford Unit (8%, consistent with the previous report). Aside from these units, Stoke Heath had the lowest response at 23% and Hindley the highest, with 46% of young men reporting that they had been physically restrained. A lower proportion of young men who said it was their first time in custody said they had been physically restrained – 29% compared with 38% of young men who had been in custody before. Figure 20 illustrates the proportion of young people who had been disciplined across the estate.

Figure 20: Have you ever been disciplined in this establishment?



Overall, 21% of young men told us that they had spent a night in the care and separation unit (CSU). Of the young men who reported this, half (49%) said they were treated well or very well by staff, an improvement on the 41% in 2009–10. This ranged from 14% at the Heron Unit and 21% at Stoke Heath, to 75% at Wetherby.

Sixteen per cent of young women (n=6) reported that they had been physically restrained while they had been at the establishment. Five young women said they had spent a night in the CSU. None of these young women reported that they were treated well or very well by staff in the CSU: three said they were treated neither well nor badly, and two young women said they were treated very badly. This was worse than in 2009–10 when 75% (n=3) of young women said they were treated well by staff in the CSU.

Section 5 Respect

Children and young people are treated with respect for their human dignity.

5.1 Residential units

Expectation: Children and young people live in a safe, clean, decent and stimulating environment within which they are encouraged to develop independent living skills and learn to live in, and participate positively to, the community.

We asked young men about their day-to-day life in the establishment. Overall, 71% said they could shower every day if they wanted to, an improvement on the 64% reported in 2009–10. There was a marked difference between establishments: the Keppel Unit was the only establishment where all young men reported that they could shower every day, and of the non-specialist units, Parc had the highest proportion at 98%. Although an improvement on the 14% reported in 2009–10, Wetherby still had the lowest proportion, with only 29% of young men saying they were able to shower every day. A third of young men (33%) reported that their cell bell was normally answered within five minutes, compared with 29% in 2009–10. Warren Hill and Werrington had the lowest responses (20%) for this question and Parc the highest (66%).

Seventeen per cent of young men reported that the food was good or very good in the establishment, a decline from 21% in 2009–10. This varied considerably across the estate, from only 5% of young men at Parc to 42% at Ashfield. Fewer than half (44%) of young men said the shop or canteen sold a wide enough range of goods to meet their needs, ranging from 18% at the Anson Unit, 22% at the Carlford Unit and 28% at Feltham to 64% of young men at Ashfield who were satisfied with the canteen range.

All of the young women surveyed said they could have a shower every day if they wanted to. Fifty-six per cent of young women (n=21) reported that their cell bell was usually answered within five minutes. Only a fifth of young women (n=8) said that they found the food in the establishment good or very good and 54% (n=21) reported that the shop sold a wide enough range of products to meet their needs.

5.2 Relationships between staff and children and young people

Expectations: Children and young people are treated with care and fairness by all staff, and are expected, encouraged and enabled to take responsibility for their own actions and decisions. Staff have high expectations of all children and young people and have a role in setting appropriate boundaries. They listen, give time and are genuine in their approach.

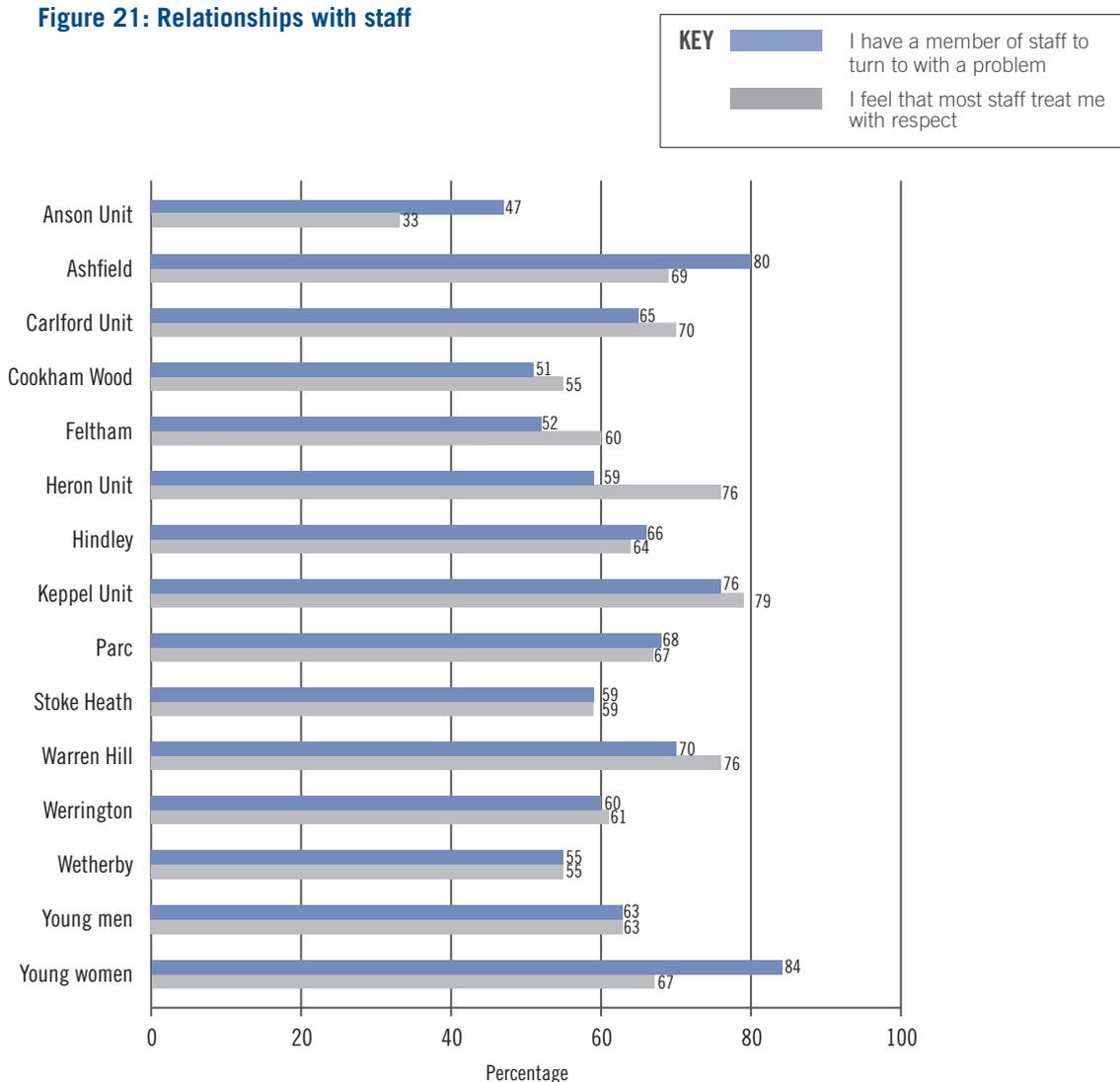
We asked young men if they had a member of staff to turn to if they had a problem: 63% said that they did, lower than the 70% reported in 2009–10. Across establishments, the Anson Unit had the poorest response, with fewer than half of young men (47%) saying they had a member of staff to turn to with a problem. Within the non-specialist units, Cookham Wood had the lowest response (51%), and Ashfield had the highest, with 80% of young men reporting they had a member of staff to turn to.

Of the young men surveyed, 63% said they felt that most staff treated them with respect, lower than the 69% reported in 2009–10. Across establishments, this ranged from a low of

33% at the Anson Unit and 55% at both Wetherby and Cookham Wood, to 76% at Warren Hill and the Heron Unit and 79% at the Keppel Unit. Figure 21 illustrates young people’s responses about their relationships with staff across the estate.

Sentenced young men and those who said it was their first time in custody were more positive about relationships with staff. More sentenced than unsentenced young men said they had a member of staff to turn to if they had a problem (66% compared with 55%), as did young men who said they were in custody for the first time, rather than having been in custody before (66% compared with 59%). Similarly more sentenced than unsentenced young men said that they felt most staff treated them with respect (65% compared with 58%), as did young men in custody for the first time rather than having been in custody before (66% compared with 59%).

Figure 21: Relationships with staff



Overall, 36% of young men told us that a member of staff had checked on them in the past week to see how they were getting on. This figure rose to 66% at the Keppel Unit and, within the non-specialist units, 54% at Parc. It was lowest at the Anson Unit and at Feltham, where only 26% of young men reported that they had been checked on. More young men who were in custody for the first time said that staff had checked on them in the past week: 39% compared with 33% of young men who had been in custody before.

Eighty-four per cent of the young women (n=31) said that they had a member of staff they could turn to if they had a problem, and 67% (n=25) said that they felt most staff treated them with respect. Forty-five per cent of young women (n=17) told us that a member of staff had checked on them personally in the previous week to see how they were getting on.

5.3 Personal officers

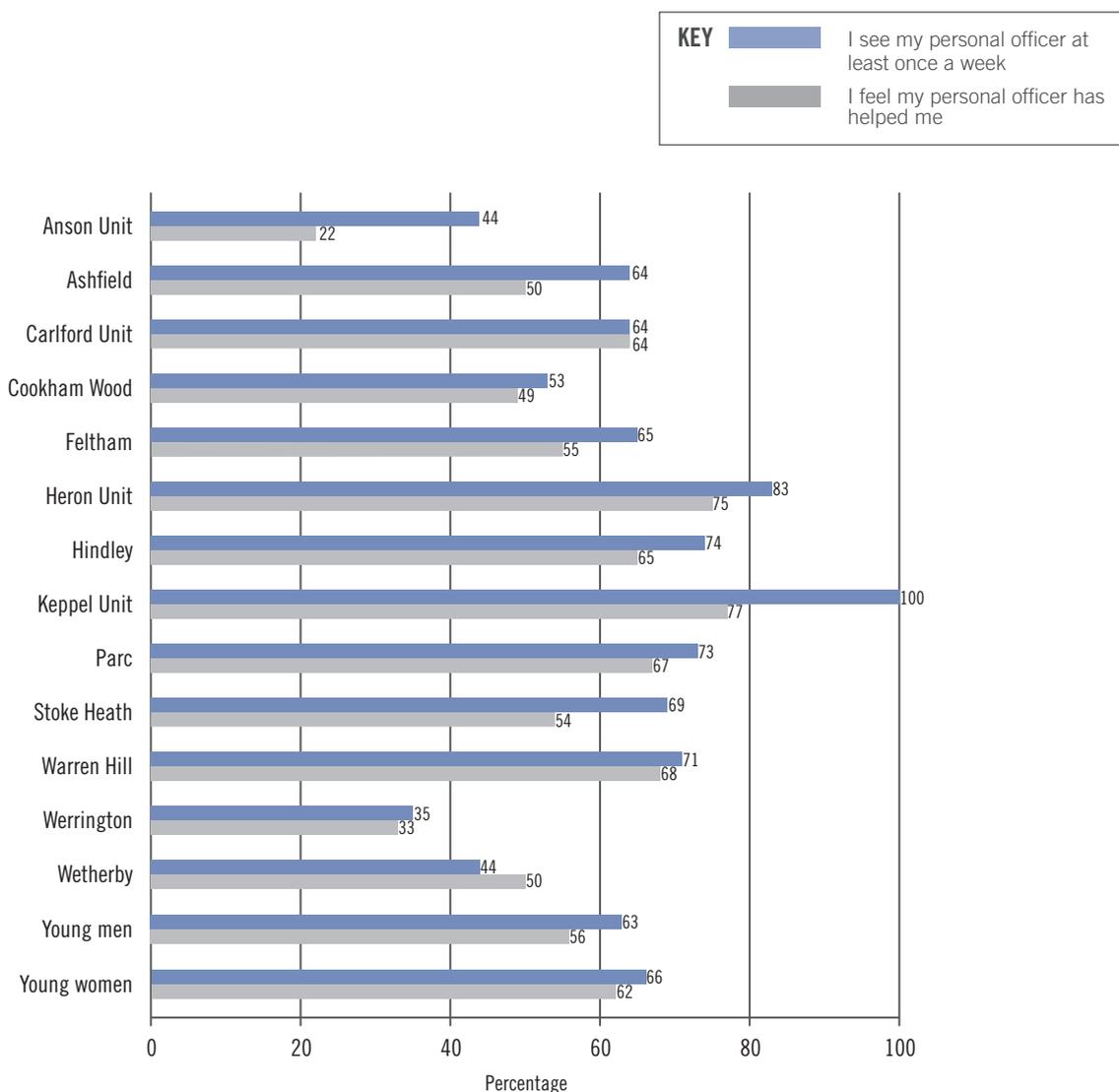
Expectation: A designated officer is the central point of contact and support for each child and young person. This officer takes responsibility for their care and wellbeing by engaging with the child or young person and their network regularly.

At the time of the survey, 20% of young men said that they had not yet met their personal officer. Of the young men that said that they had, just over half (51%) said they had met their personal officer within the first week of arriving at the establishment. This was highest at the Keppel Unit (97%) and lowest at the Anson Unit (32%). Within the non-specialist units, Ashfield had the highest response (61%) and Cookham Wood the lowest (34%).

Overall, 63% of young men said they saw their personal officer at least once a week, and 56% felt that their personal officer had helped them. There was considerable variation across the estate in the amount of contact young men reported with their personal officer. Of the specialist units, as in 2009–10, the best responses were from the Keppel Unit, where all of the young men said they saw their personal officer at least once a week and 77% felt that they were helped by them. The Anson Unit had the lowest responses with 44% saying they could see their personal officer at least once a week and only 22% saying that they felt helped by them. Aside from the specialist units, young men at Werrington provided the lowest responses, with 35% reporting that they saw their personal officer at least once a week and only a third who felt helped by them. The highest responses were at Hindley where 74% of young men said they saw their personal officer at least once a week and Warren Hill, where 68% of young men said they felt helped by them.

Ninety-seven per cent (n=36) of young women told us that they had met their personal officer. Of these, 84% (n= 30) said they had met them during their first week in the establishment. Two-thirds (66%, n=24) reported that they saw their personal officer at least once a week. Sixty-two per cent of young women (n=22) said that they thought their personal officer had helped them. Figure 22 illustrates young people's reported experiences with their personal officers across the estate.

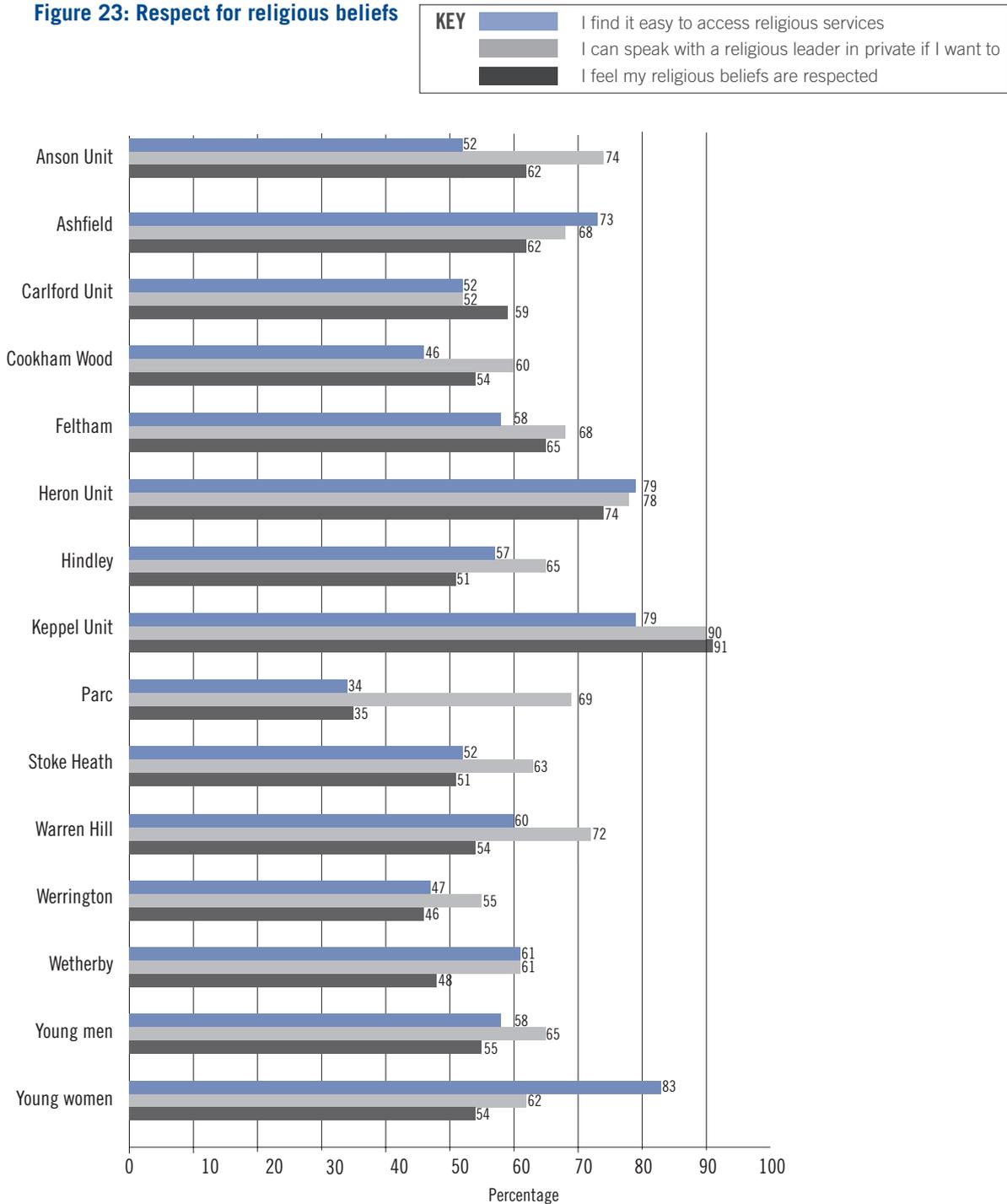
Figure 22: Contact with personal officers



5.4 Faith and religious activity

Expectation: All children and young people are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to the overall care, support and resettlement of all children and young people regardless of faith, including those of no faith.

Fifty-five per cent of young men said they felt their religious beliefs were respected. This ranged from only 35% at Parc to 65% at Feltham, 74% at the Heron Unit and 91% at the Keppel Unit. Overall, 58% said that it was easy to attend religious services, with the lowest response of 34% at Parc. Sixty-five per cent of young men reported that they could speak to a religious leader if they wanted to, ranging from 55% at Werrington to 72% at Warren Hill for the non-specialist units, and from 52% at Carlford to 90% at Keppel for the specialist units. The responses to these questions can be seen in Figure 23.

Figure 23: Respect for religious beliefs

Overall, 54% (n=20) of young women told us they felt their religious beliefs were respected. Eighty-three per cent (n=33) said they could easily attend religious services and 62% (n=22) said they could speak to a religious leader in private if they wanted to.

5.5 Applications and complaints

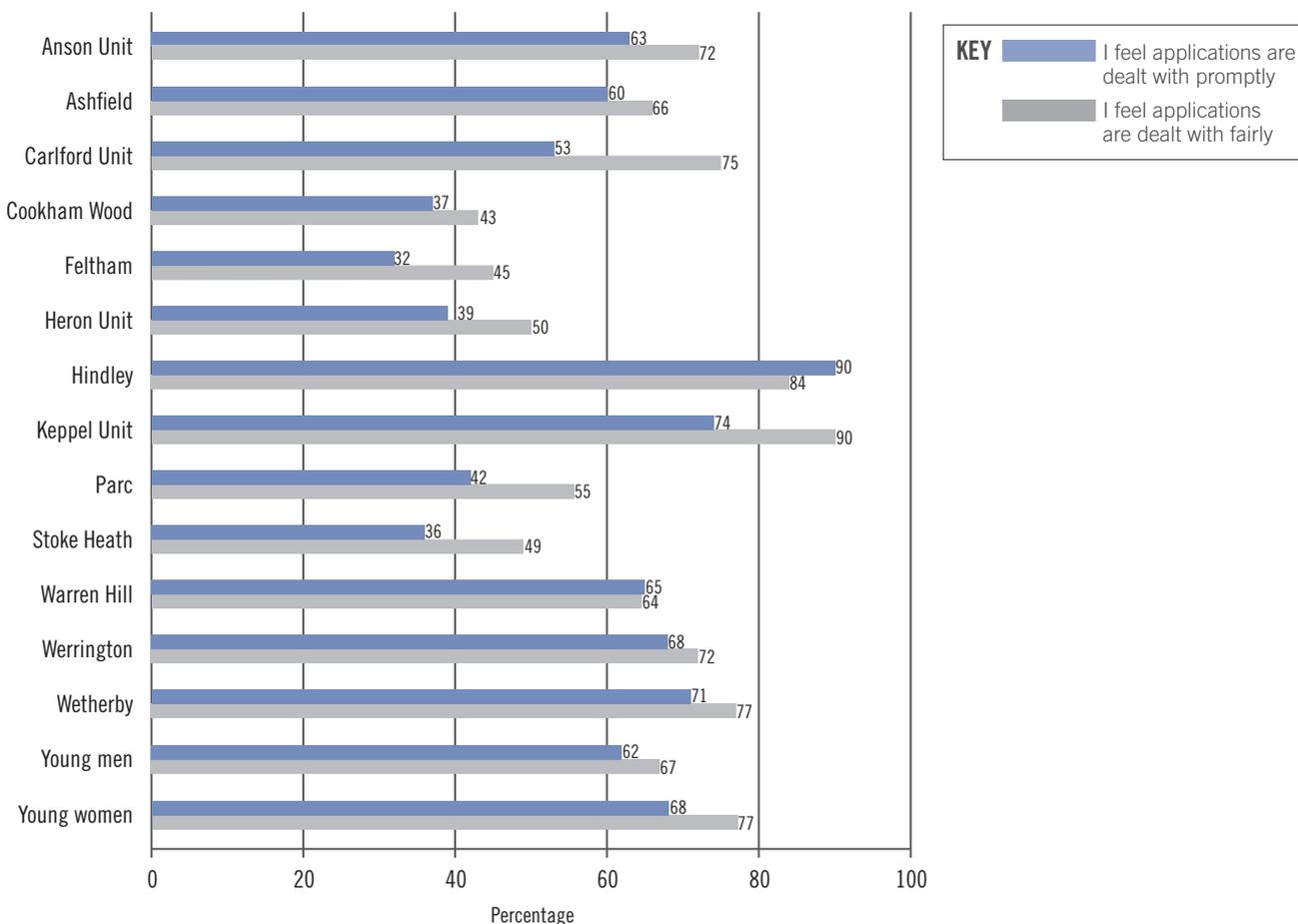
Expectation: Applications and complaints are taken seriously as demonstrated by the effective procedures that are in place, which are easy to access and use, with timely responses provided.

5.5.1 Experience of the application system

Most of the young men surveyed (86%) said they knew how to make an application, and 76% felt it was easy to do so. These responses were lower than in 2009–10 when 90% of young men said they knew how to make an application and 82% felt it was easy to do so. Across establishments, knowing how to make an application ranged from 45% of young men at the Heron Unit and 67% at its parent establishment, Feltham, to 97% at Hindley and all of the young men at the Keppel Unit. Sixty-seven per cent of young men who had made an application felt that it was dealt with fairly, and 62% felt it was dealt with promptly (within seven days) – the latter was an improvement on the 55% reported in 2009–10. Figure 24 shows the number of young men at each establishment and overall number of young women who had made an application and felt that it was dealt with fairly and promptly.

Sentenced young men reported a more positive experience of the applications process than unsentenced young men. More knew how to make an application (88% compared with 80%) and thought it was easy to do so (79% compared with 65%). Of those who had made an application, more sentenced than unsentenced young men said it was dealt with fairly (71% compared with 52%) and promptly (64% compared with 54%). Fewer young men who said it was their first time in custody said they knew how to make an application than those who had been in custody before (84% compared with 90%), or thought it was easy to make an application (73% compared with 79%). However more young men who said it was their first time in custody said that their application was dealt with fairly than those who had been in custody before (70% compared with 64%).

Figure 24: Young people who felt applications were dealt with fairly and promptly



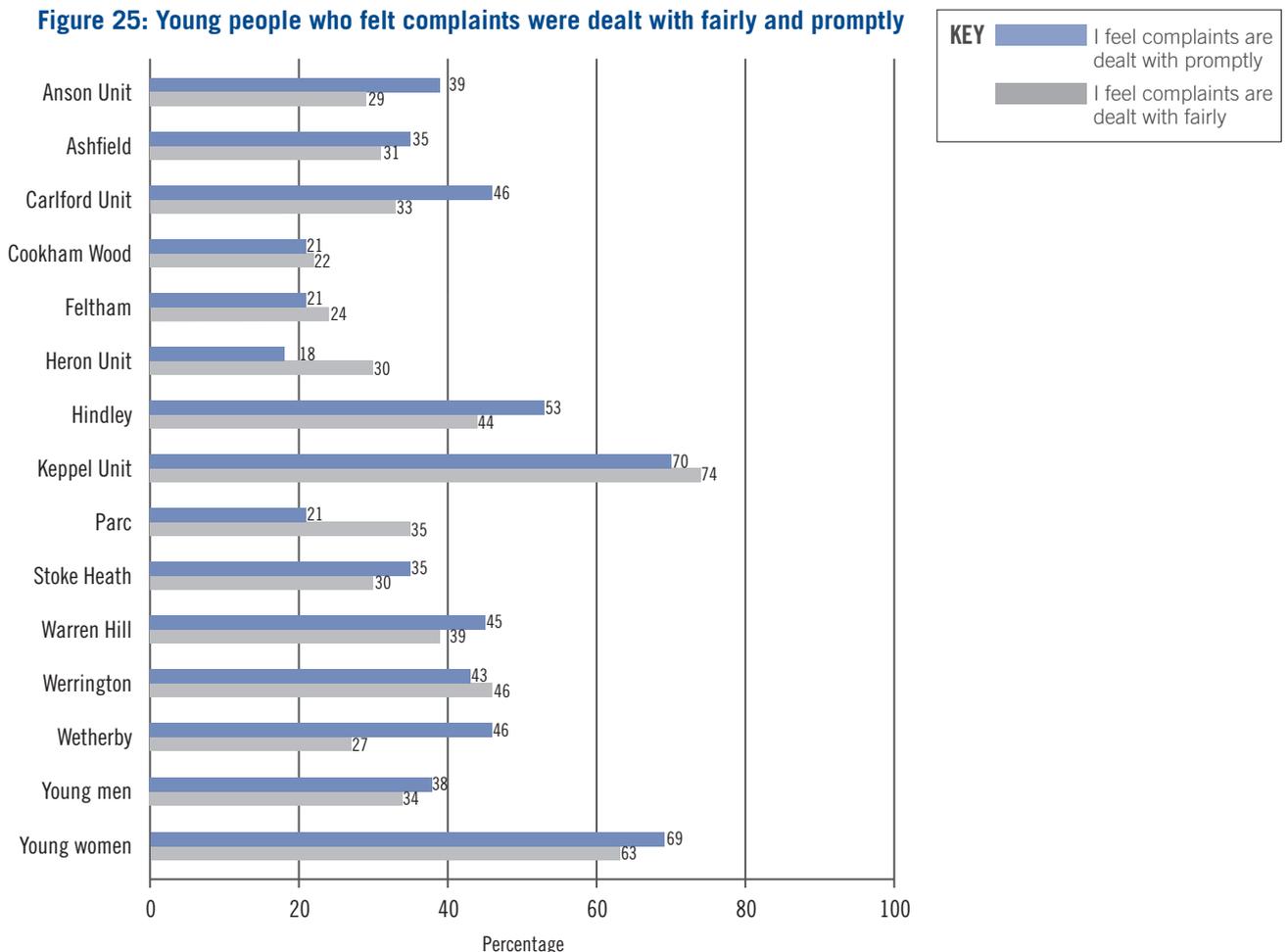
Overall, 88% (n=34) of young women told us they knew how to make an application, and 83% (n=32) said that they felt it was easy or very easy to do so. Of the young women who said they had made an application, 77% (n=22) said it was dealt with fairly, and 68% (n=18) that it was dealt with promptly (within seven days).

5.5.2 Experience of the complaints system

Eighty-four per cent of young men said they knew how to make a complaint, and 65% felt it was easy to do so. This was lower than the 69% of young men in 2009–10 who said they felt it was easy. The proportion of young men who said they knew how to make a complaint was highest at the Keppel Unit (97%), followed by Parc (92%), and lowest at Stoke Heath (72%). Perhaps unsurprisingly these findings mirror the proportion of young men who said it was easy to make a complaint: it was highest at the Keppel Unit (88%), followed by Parc and Warren Hill (both 78%), and lowest at Stoke Heath (48%).

Of the young men who said they had made a complaint, a third (34%) felt it was sorted out fairly, a decrease from 39% in 2009–10. Across establishments, the lowest number was at Cookham Wood, where only 22% felt complaints were sorted out fairly, and the highest was at the Keppel Unit (74%), followed by 46% at Werrington. Thirty-eight per cent of those who had made a complaint felt it was sorted out promptly, down from 44% in 2009–10. Seventeen per cent of young men said they had been prevented from making a complaint when they had wanted to. This ranged from 7% at Warren Hill and the Heron Unit to 24% at Parc. Figure 25 shows the number of young men at each establishment and overall number of young women who had made a complaint and felt that it was dealt with fairly and promptly.

Figure 25: Young people who felt complaints were dealt with fairly and promptly



As with applications, sentenced young men were more positive about all areas of the complaints process than unsentenced young men. More knew how to make a complaint (87% compared with 77%) and thought it was easy to do so (68% compared with 57%). Of those who had made a complaint, more said that it was dealt with fairly (36% compared with 24%) and promptly (42% compared with 24%). As with the applications process, fewer young men in custody for the first time said they knew how to make a complaint than those young men who had been in custody before (81% compared with 89%) or thought it was easy to do so (60% compared with 71%).

Ninety per cent of young women (n=35) said they knew how to make a complaint, and 78% (n=29) said it was easy or very easy to do so. Of those who reported having made a complaint, 63% (n=16) said the complaint was dealt with fairly and 69% (n=17) said it was dealt with promptly. Eight per cent of young women (n=3) said they had been prevented from making a complaint when they had wanted to.

5.5.3 Access to other services

We asked young people whether they could speak to certain people when they needed to. Of the young men:

- 31% said they could speak to a peer mentor or Listener (lower than the 36% in 2009–10). This was highest at the Keppel Unit (59%), followed by Hindley (43%), and lowest at Feltham (20%)
- 29% said they could speak to a member of the Independent Monitoring Board (IMB). This was highest at the Keppel Unit (76%), followed by the Carlford Unit (36%) and Ashfield (35%), and lowest at Parc (12%)
- 37% said they could speak to an advocate. Again, this was highest at the Keppel Unit (66%) followed by Ashfield (62%), and lowest at Feltham (23%).

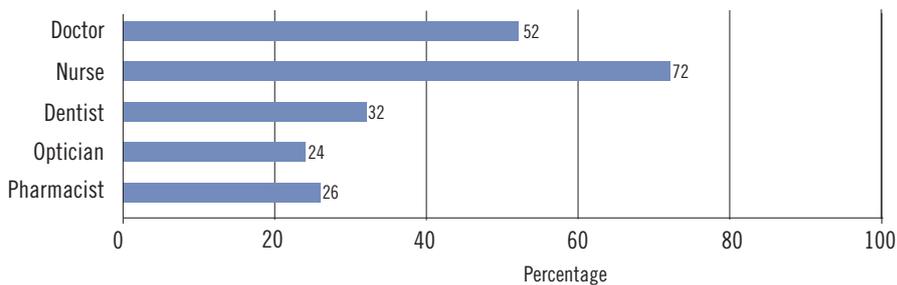
Of the young women:

- 49% (n=18) said they could speak to a peer mentor or Listener
- 40% (n=14) said they could speak to a member of the IMB
- 50% (n=18) said they could speak to an advocate.

5.6 Health services

Expectation: Children and young people are cared for by a health service that assesses and meets their health needs while in custody and which promotes continuity of health and social care on release. The standard of health services provided is equivalent to that which children and young people could expect to receive in the community.

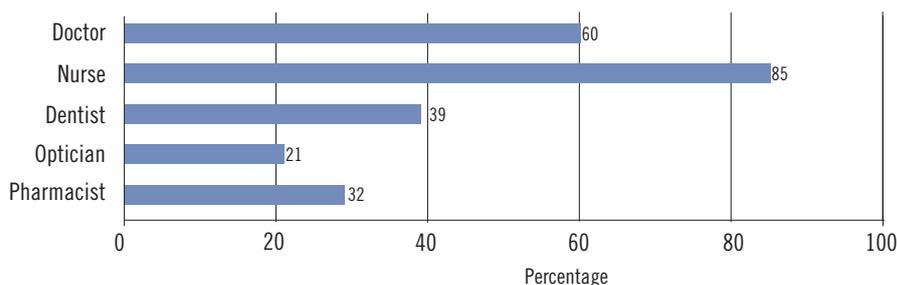
Sixty-one per cent of young men reported that they had a full health assessment the day after their arrival, ranging from 51% at Feltham to 74% at Hindley. Of the young men who had been to health care, 61% (lower than the 65% in 2009–10) reported that the overall quality was good or very good. The number was highest at Keppel Unit (96%), followed by Werrington (81%), and was lowest at Feltham (34%). Figure 26 illustrates the number of young men who said it was easy to access different health services.

Figure 26: Young men who found it easy to access health services

Fifty-six per cent of young men reported that they were on medication. Of these, 34% said they were allowed to keep the medication in their cell. This ranged from only 22% at Ashfield to 57% at Warren Hill.

Sentenced young men reported more positive experiences of health care than unsentenced young men: of those who had been to health care 65% said the overall quality was good or very good, compared with 52% of unsentenced young men. Sentenced young men also reported better access to all health services than unsentenced young men.

Most young women (87%, n=33) said that they had a full health assessment the day after their arrival. Of the young women who had been to health care, three-quarters (n=28) told us that they found the overall quality good or very good. Eighty-five per cent of young women (n=32) said that it was easy or very easy to see the nurse, and 60% (n=23) said it was easy or very easy to see the doctor. Figure 27 shows the number of young women who said it was easy or very easy to access different health services.

Figure 27: Young women who found it easy to access health services

The majority of young women surveyed said they were on medication (91%, n=34). Of these, 42% (n=14) said they were allowed to keep it in their cells.

5.6.1 Mental health

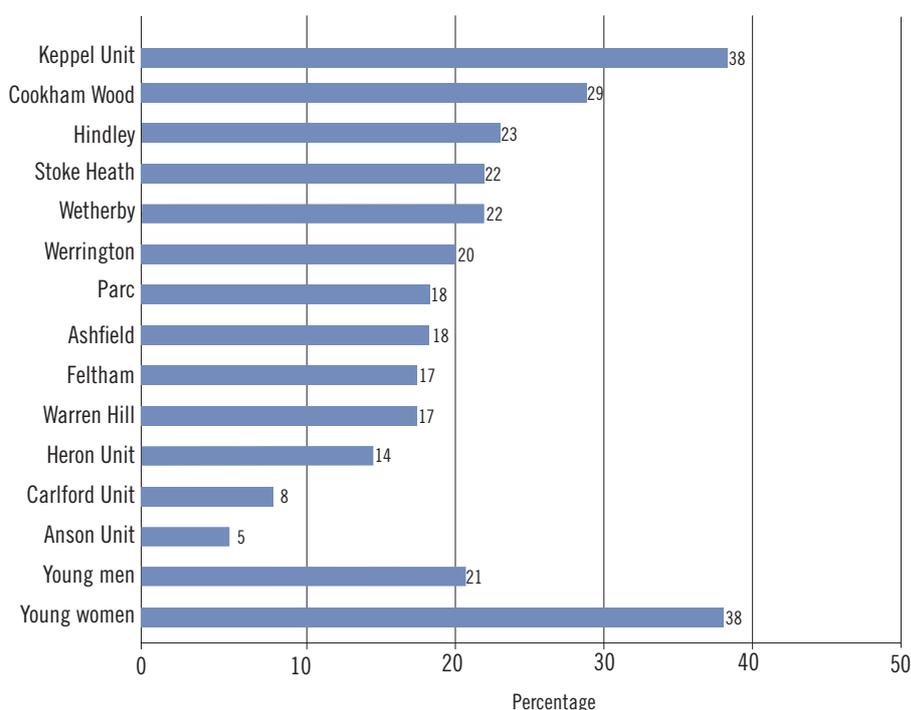
We asked young men if they felt they had mental health or emotional wellbeing problems and 21% reported that they did, lower than the 23% in 2009–10. As with the 2009–10 reporting period the proportion of young men who said they had a mental health problem was highest at the Keppel Unit (38%). This figure is consistent with the purpose of the unit of providing support for those who find it difficult to cope. The lowest proportion was at the

Anson Unit (5%). Aside from the specialist units the figure ranged from 17% at Feltham and Warren Hill, to 29% at Cookham Wood.

Only half of the young men who reported mental health problems said they were receiving help for them. Within the specialist units, all of the young men at the Anson and Carlford Units who reported mental health problems said they were receiving help, while only a quarter of those at the Heron Unit said they were. Aside from the specialist units, responses were highest at Ashfield (73%) and lowest at Werrington (24%).

Of those young men with a mental health problem more sentenced young men said they were receiving help than unsentenced young men (54% compared with 39%).

Figure 28: Young people who reported having emotional or mental health problems



Overall 38% (n=14) of young women reported that they had emotional or mental health problems. Of these, 69% (n=9) said they were receiving help at the establishment for these problems.

Section 6

Purposeful activity

Children and young people are able, and expected to, engage in activity that is likely to benefit them.

6.1 Learning and skills

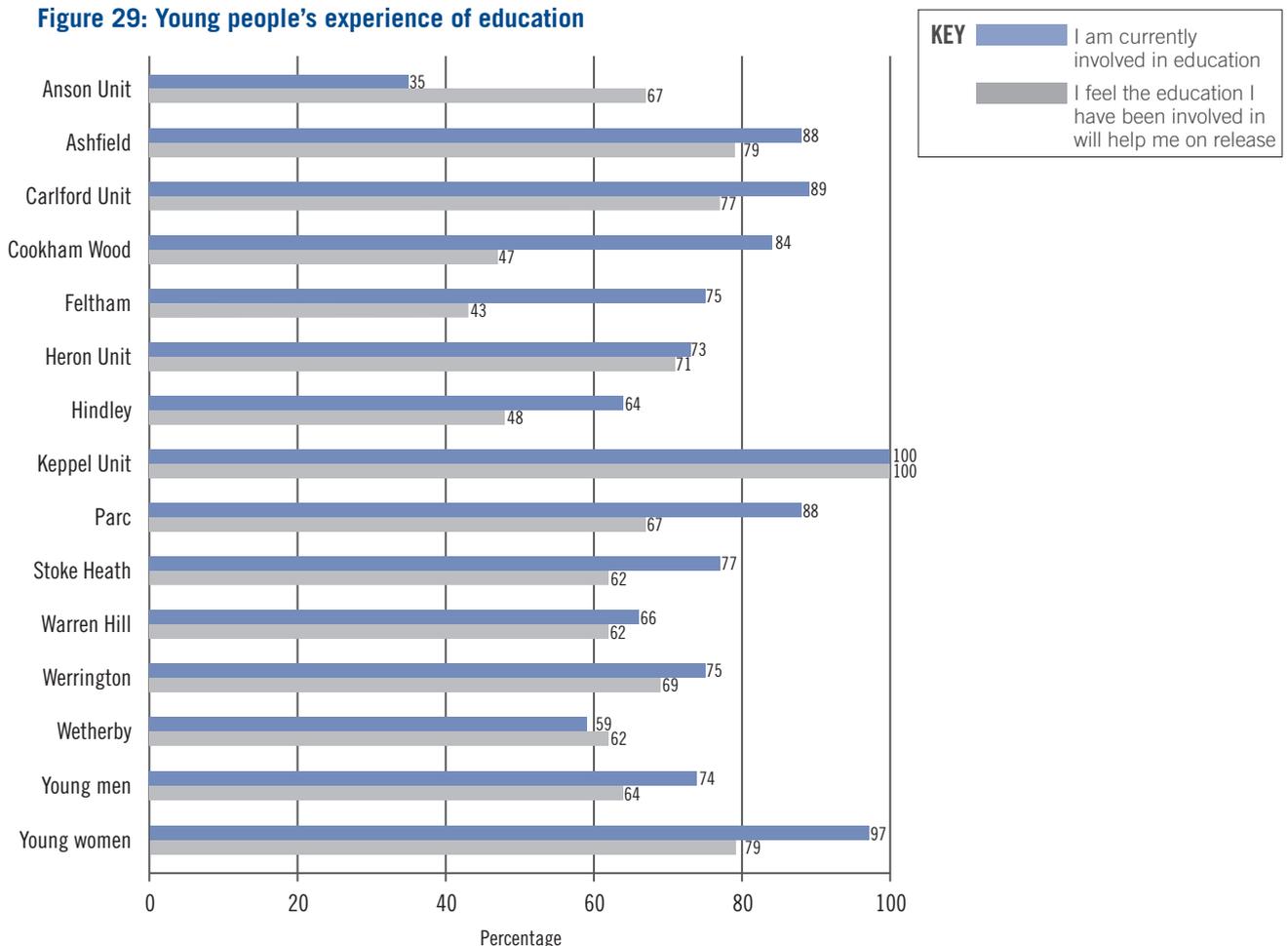
Expectation: Learning and skills are central to the regime of the establishment and all children and young people are engaged in good quality provision that meets their individual needs and enables them to achieve their full potential.

6.1.1 Are you taking part in education?

At the time of the survey, 74% of young men said they were taking part in education, though there was considerable variation across establishments. While all young men in the Keppel Unit and 89% at the Carlford Unit reported being in education, only 35% at the Anson Unit reported that they were. Apart from the specialist units, the proportion of young men reporting that they were taking part in education ranged from 59% at Wetherby to 88% at Ashfield and Parc. At Werrington this figure had risen to 75%, an improvement on the 40% reported in 2009–10.

Of the young men who reported taking part in education at some point during their time in the establishment, only 64% felt it would help them on release (lower than the 69% response in 2009–10). The highest results were at the Keppel Unit (100%), followed by 79% at Ashfield, and the lowest at Feltham (43%). Figure 29 illustrates the number of young people who reported they were in education and felt it would help them on release.

Figure 29: Young people's experience of education



Young men who said it was their first time in custody were more likely to say they were involved in education at the time of the survey (78%), compared with those who had been in custody before (70%). Of those involved in education, more first-timers felt it would help them on release (67%) than those who had been in custody before (60%).

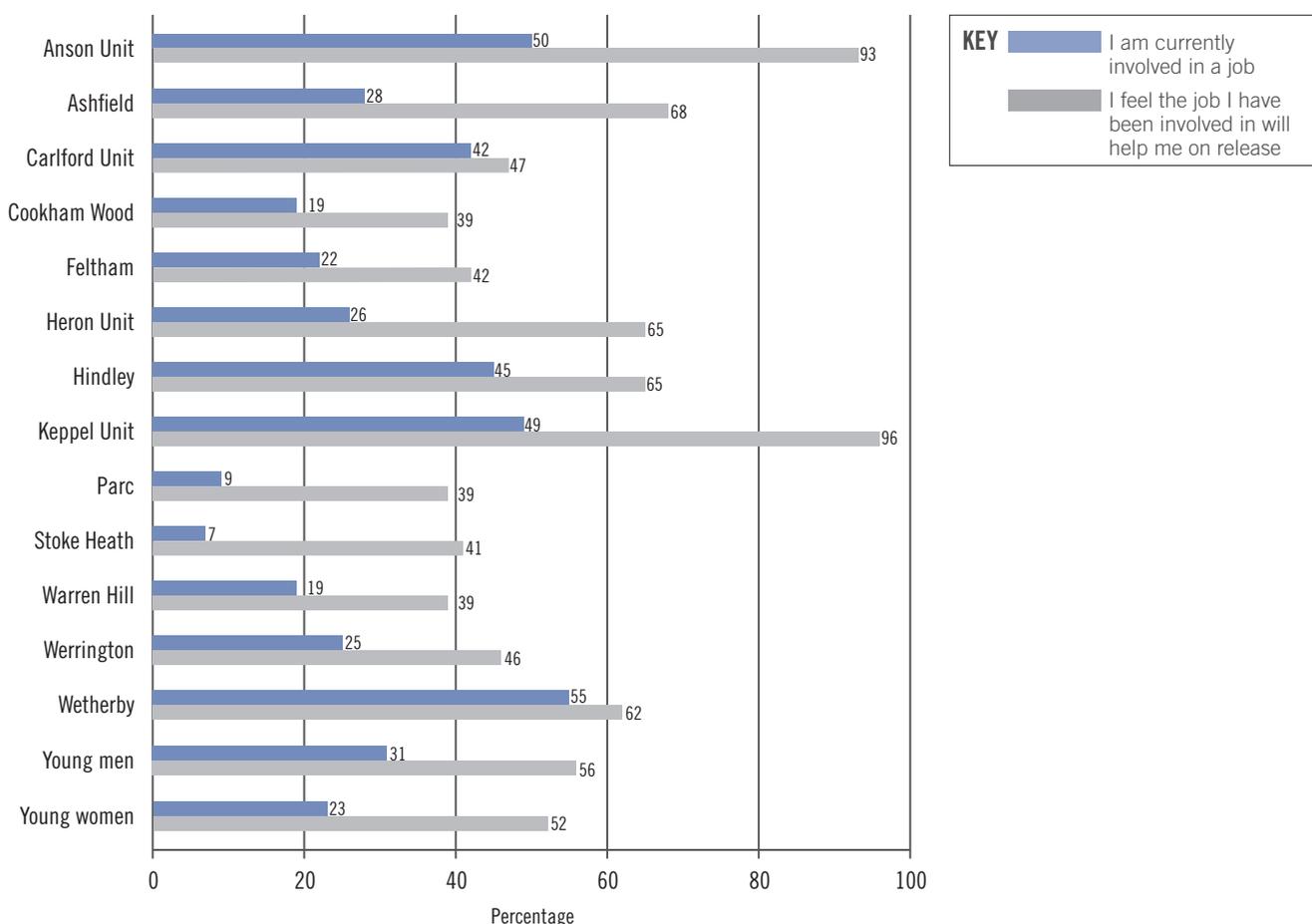
Almost all of the young women (97%, n=36) reported that they were taking part in education at the time of the survey. Of these, 79% (n=26) said they thought it would help them on release.

6.1.2 Do you have a job here?

At the time of the survey, 31% of young men said they had a job in the establishment, ranging from 7% at Stoke Heath to 55% at Wetherby. Of these young men, just over half (56%) thought it would help them on release. As with the figures for education, this was highest at the Keppel Unit (96%), followed by 93% at the Anson Unit and 68% at Ashfield. The lowest figures were at Cookham Wood, Parc and Warren Hill at 39%. Figure 30 shows the proportion of young people who reported they were in employment and felt it would help them on release.

As with 2009–10, sentenced young men were more likely to have a job than unsentenced young men (36% compared with 19%). Of those with a job, more sentenced young men said they thought that it would help them on release (60% compared with 44% of unsentenced young men).

Figure 30: Young people involved in a job

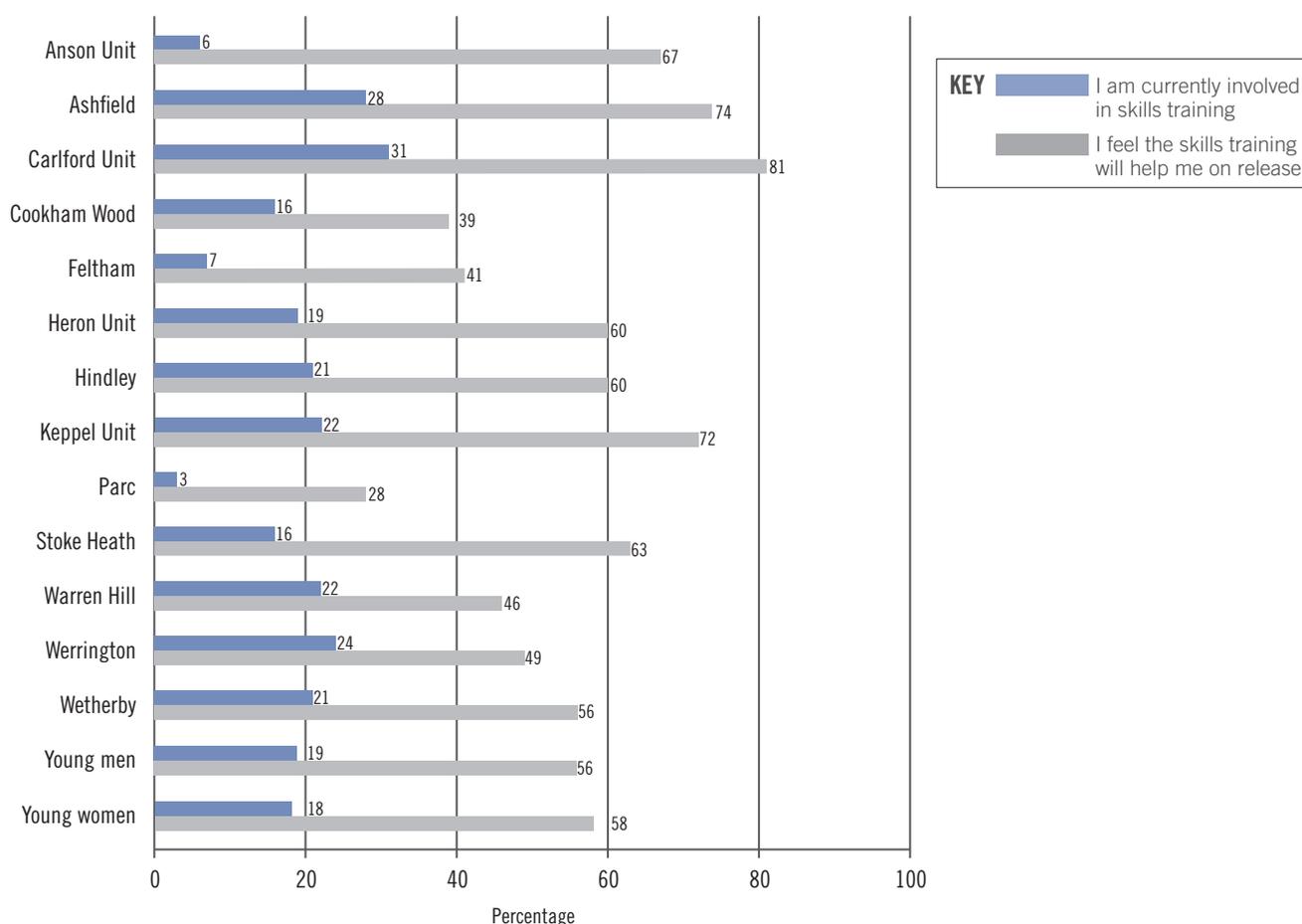


Twenty-three per cent of young women (n=9) said that they were currently taking part in a job. Of those who had ever been involved in a job at the establishment, 52% (n=12) said they thought it would help them on release.

6.1.3 Are you taking part in vocational or skills training?

Overall, 19% of young men reported that they were taking part in vocational or skills training, a decrease from 23% in 2009–10. This was lowest at Parc (3%) and was highest at the Carlford Unit (31%) followed by Ashfield (28%). Fifty-six per cent of young men felt vocational or skills training would help them once they were released, varying from 28% at Parc to 74% at Ashfield and 81% at the Carlford Unit. Figure 31 illustrates the proportion of young people who reported that they were in vocational or skills training and who felt that it would help them on release.

Figure 31: Young men involved in vocational or skills training



At the time of the survey, 18% (n=7) of young women said they were involved in vocational or skills training. Fifty-eight per cent (n=13) reported that they thought it would help them once they were released.

6.1.4 Are you taking part in offending behaviour programmes?

Overall, 22% of young men said they were taking part in offending behaviour programmes, with the highest percentage at the Keppel Unit (66%) and the lowest at Warren Hill (8%). Ashfield was the highest of the non-specialist units at 41%. Half of young men who had been involved in offending behaviour programmes said that they would find them helpful on release.

The young men at the Keppel Unit were most positive about how helpful the offending behaviour programme would be on release (72%). Of the non-specialist units, Ashfield reported the highest response at 59%, and Feltham the lowest at 33%.

Forty-six per cent (n=17) of young women reported that they currently took part in offending behaviour programmes. Sixty-nine per cent (n=19) said they would find the programmes helpful on release.

6.1.5 Are you taking part in any activity?

Ten per cent of young men reported that they did not have a job and were not taking part in education, vocational training or offending behaviour programmes. Only one young woman said she was not taking part in any of these activities.

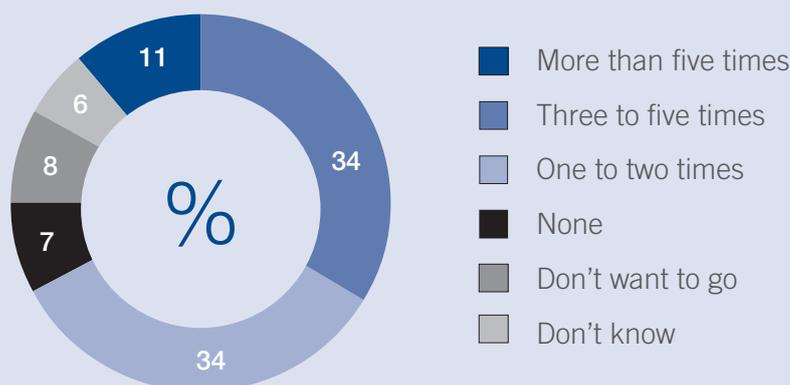
6.2 Physical education and health promotion

Expectation: PE is central to helping children and young people to become confident individuals, maintain a healthy lifestyle, use spare time constructively, develop skills and gain qualifications while in custody and on release back into the community. PE is enjoyable and inclusive for all, regardless of ability or previous experience. Programmes contain a variety of activities to meet the needs and interests of all children and young people.

6.2.1 How often do you go to the gym?

Eleven per cent of young men said that they were able to go to the gym more than five times each week (see Figure 32 for the overall breakdown). Again the response across the establishments varied greatly, from none at Stoke Heath, 2% at Feltham and 3% at Parc, to 29% at Hindley.

Figure 32: Young men – How many times do you go to the gym each week?

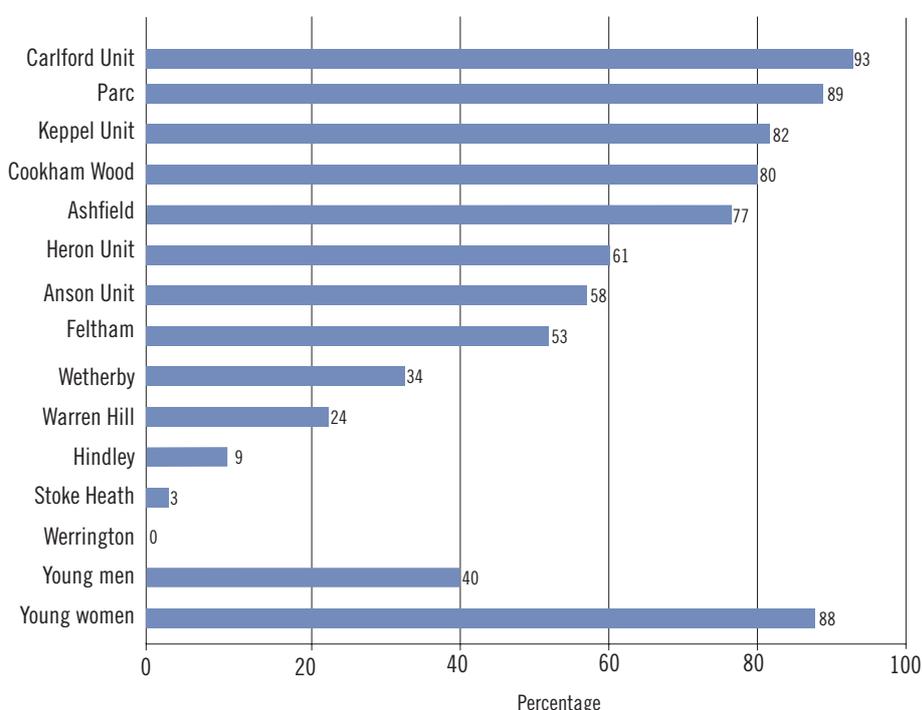


Forty-four per cent (n=17) of young women reported that they were able to go to the gym more than five times each week. This was an improvement on the 12% reported in 2009–10.

6.2.2 Can you go outside for exercise daily?

Overall, 40% of young men reported that they were usually able to take part in outside exercise every day, an increase from 31% in 2009–10 and 28% in 2008–09. Similar to responses in 2009–10, the figures across the estate varied greatly from none at Werrington and 3% at Stoke Heath, to 89% at Parc and 93% at the Carlford Unit. The Keppel Unit saw an improvement from 46% in 2009–10 to 82% in 2010–11. Conversely, there was a significant decrease at Hindley to 9% from 58% in 2009–10. Figure 33 indicates the proportion of young people who said they could take daily exercise across the estate.

Figure 33: Young men who said they could exercise outside daily



Eighty-eight per cent (n=33) of young women reported that they could usually go outside for exercise every day.

6.3 Time out of cell

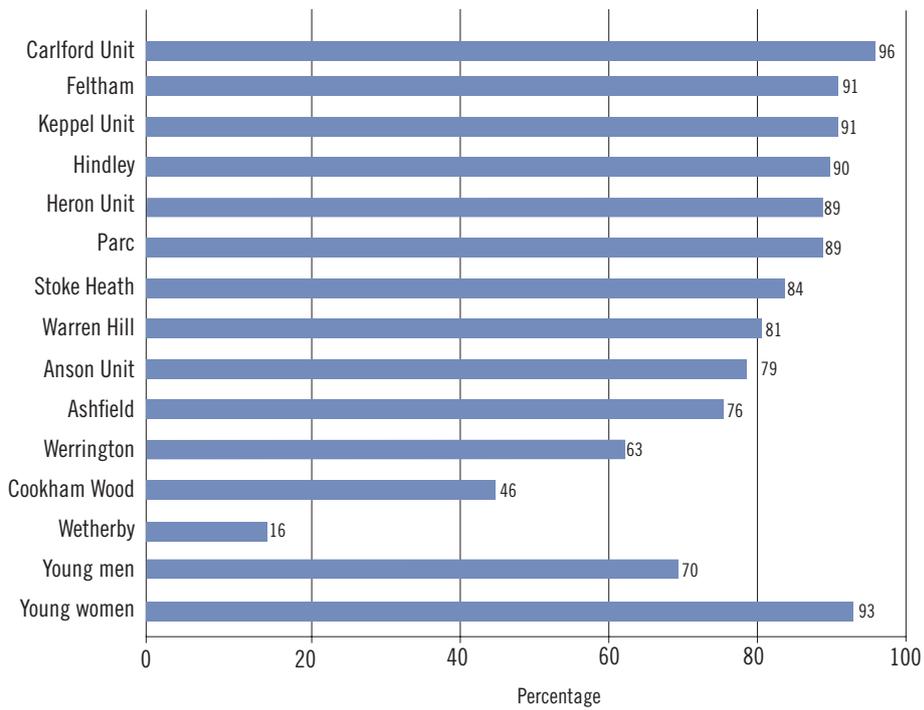
Expectation: All children and young people are actively enabled and encouraged to engage in out of cell activities, and they are offered a timetable of regular and varied events.

6.3.1 Association

Of the young men surveyed, 70% told us that they usually had association every day, an improvement from 59% in 2009–10. Like the previous year, the range varied greatly across establishments and was generally higher in the specialist units. As in 2009–10, the figure was highest at the Carlford Unit at 96%. Aside from the specialist units, Feltham had the highest response of 91%, and Wetherby the lowest at 16%, which was also the case in 2009–10.

Overall, 93% (n=35) of young women said they usually had association every day.

Figure 34: Young people who said they had association every day



Section 7 Resettlement

Children and young people are prepared for their release into the community and helped to reduce the likelihood of reoffending.

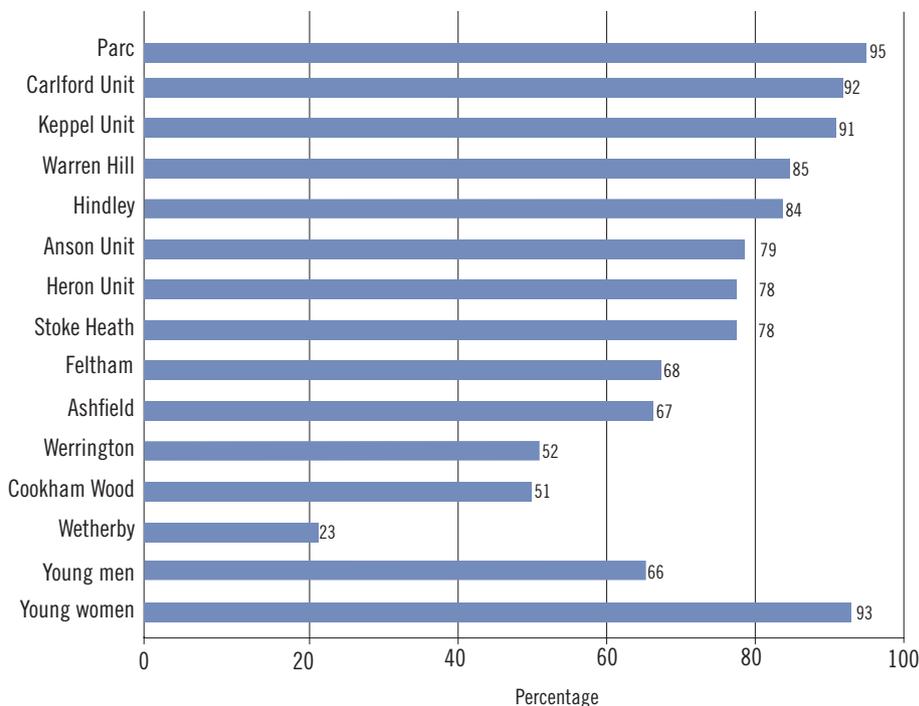
7.1 Contact with the outside world

Expectation: Children and young people are helped and encouraged to contact family and friends through regular access to mail, telephones and visits in order to develop, maintain and strengthen relationships.

7.1.1 Are you able to use the telephone daily?

Sixty-six per cent of young men told us that they were usually able to use the telephone every day if they wanted to. This was an improvement from 56% in 2009–10, and from 50% in 2008–09. As in 2009–10, Wetherby had by far the lowest proportion at only 23%, and was the only establishment where fewer than half of the young men said they could use the telephone daily. Cookham Wood had the next lowest response at 51%, and Parc had the highest at 95%.

Figure 35: Young people who said they could access the telephone every day



Of the young women surveyed, the vast majority (93%, n=35) reported that they were able to use the telephone every day if they wanted to.

Overall, 40% of young men reported that they had experienced problems with sending or receiving mail. Reported figures were highest at Stoke Heath (63%), and lowest at Parc (21%).

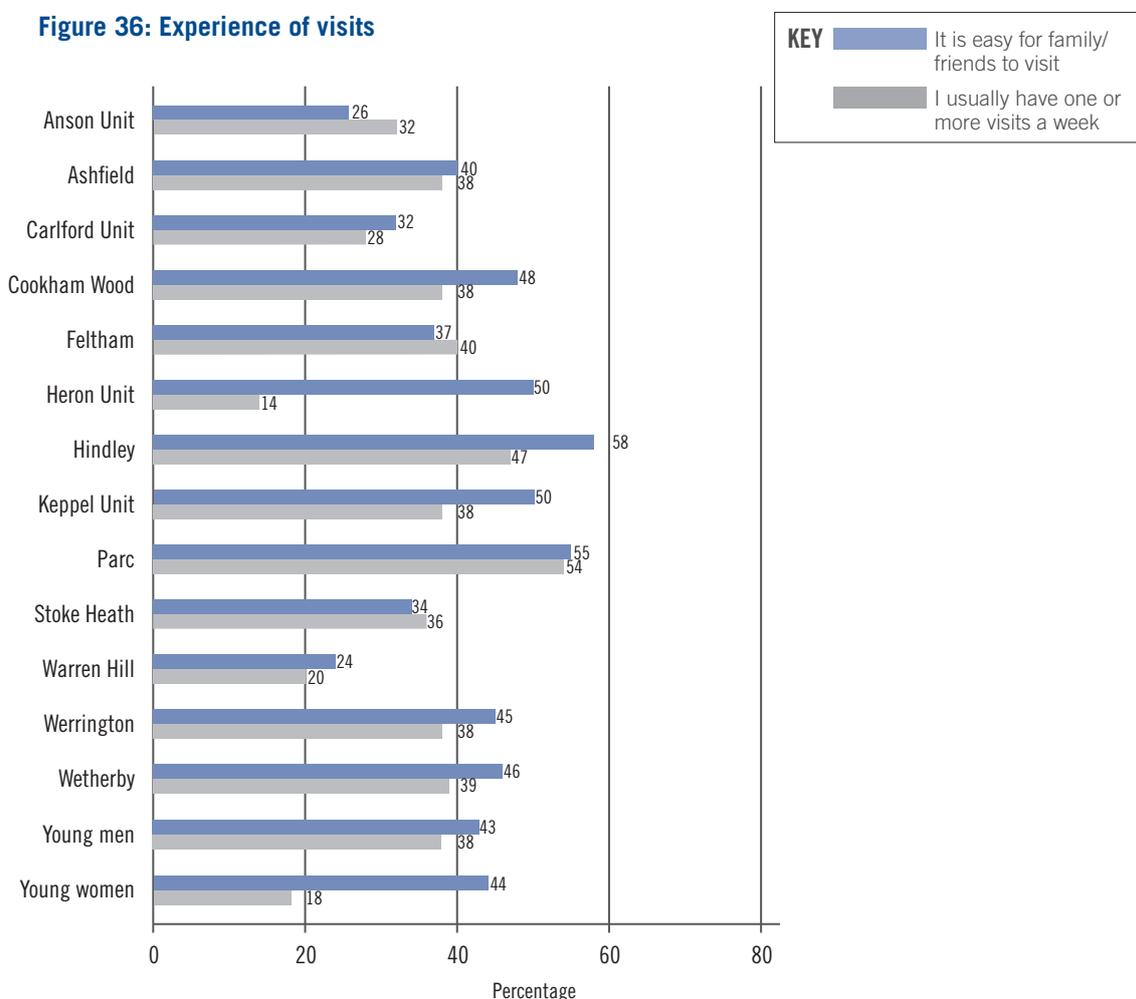
The proportion of young women who reported that they had experienced problems with sending or receiving mail was 55% (n=21).

7.1.2 Is it easy for you to get visits here?

Fewer than half of young men in custody (43%) said that it was easy or very easy for their family and friends to visit them, a decline from 49% in 2009–10. Fewer than a quarter of young men at Warren Hill (24%) felt this was the case, compared with the highest response at Hindley (58%). Overall, thirty-eight per cent of young men said they usually had one or more visits a week from family or friends. This ranged from 14% at the Heron Unit and 20% at Warren Hill to 54% at Parc. Four per cent of young men said that they never received visits.

Forty-two per cent reported that their visits started on time, compared with 47% in 2009–10. Only 20% of young men at Stoke Heath said that this was the case, and the highest response was at Hindley (68%). Forty-three per cent of young men said their family and friends were treated well or very well by the visits staff (compared with 51% in 2009–10). This ranged from 28% at Warren Hill to 54% at Werrington and the Carlford Unit and 62% at the Keppel Unit.

Figure 36: Experience of visits



Of the young women surveyed, 44% (n=16) reported that it was easy or very easy for their friends or family to visit them. Only 18% (n=7) said that they usually received one or more visits a week, and one young woman said she did not receive any visits. Fewer than a third of young women (30%, n=11) said that their visits generally started on time, and 54% (n=20) said they thought their visitors were treated well or very well by visits staff. Figure 36 details young people’s experiences of visits across the estate.

7.2 Training planning and remand management

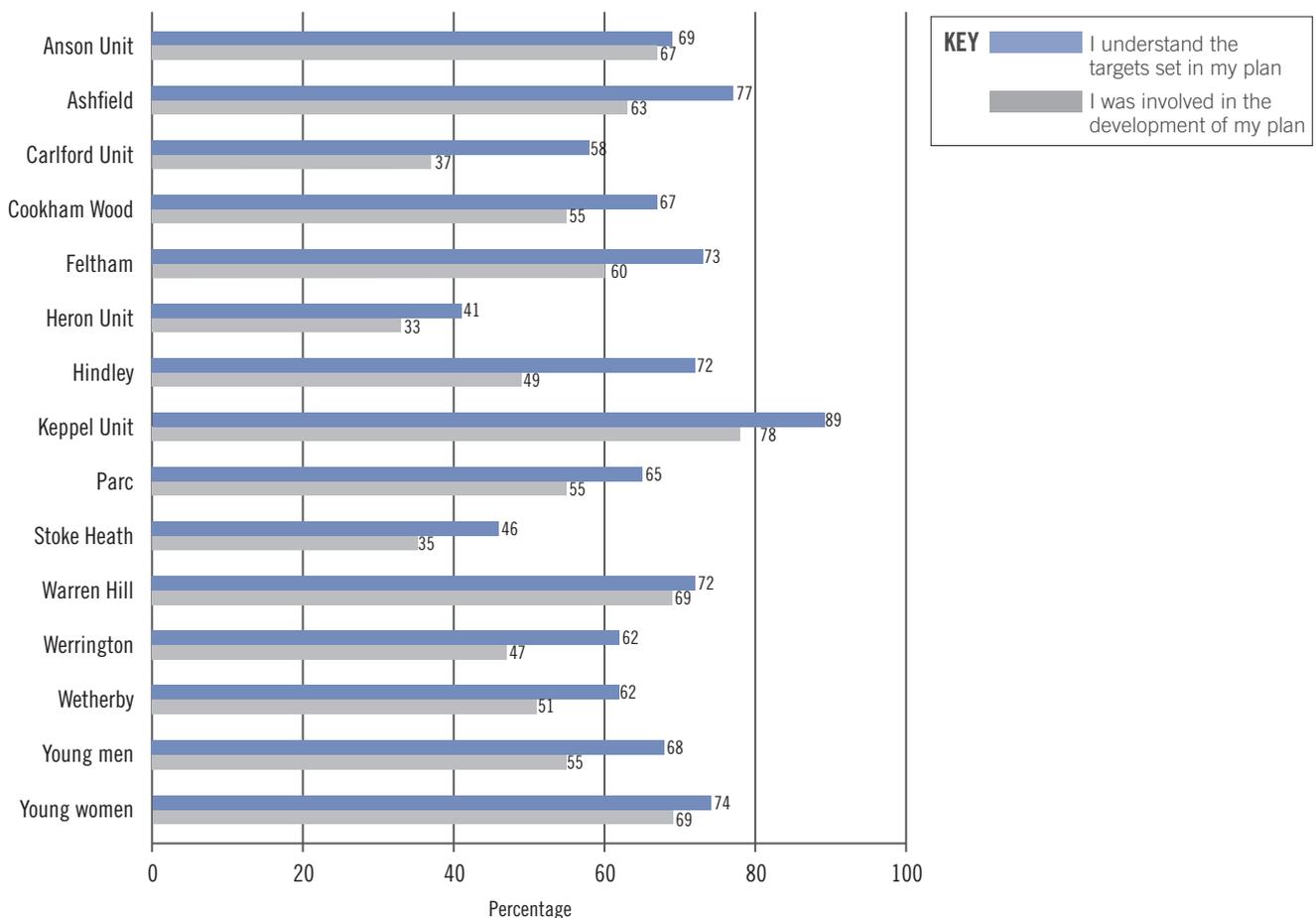
Expectation: Planning for a child or young person's release starts upon arrival. All children and young people contribute to the development of their own training or remand management plan, which is based on an individual assessment of risks and needs. The plan is a product of collaboration between the establishment, the young person, their parents or carers and their youth offending team. The plan is reviewed regularly and implemented throughout and after their time in custody to ensure a seamless transition to the community.

Overall, 47% of young men said they had a training plan (sentence plan or remand plan). This ranged from 21% at Feltham to 62% at Ashfield, 68% at the Keppel Unit and 79% at the Anson Unit. Fifty-five per cent of those with a plan said that they had been involved in its development. This ranged from 78% at the Keppel Unit to 33% at the Heron Unit. Aside from the specialist units, the range was between 35% at Stoke Heath and 69% at Warren Hill.

Sixty-eight per cent of young men said they understood the targets set in their plan. As with the involvement in developing plans, the Keppel Unit had the highest response at 89% and the Heron Unit had the lowest at 41%. Aside from the specialist units, Stoke Heath had the lowest response at 46% and Ashfield the highest at 77%. Figure 37 shows young people's reported experiences with their training planning across the estate.

More sentenced young men (57%) reported that they had a training plan than unsentenced young men (21%). Of those with a training plan, a greater proportion of sentenced young men (58%) said they were involved in the development of their plan and that they understood the targets within it (72%), compared with 39% and 47% respectively for unsentenced young men.

Figure 37: How involved are young people in their training plans?

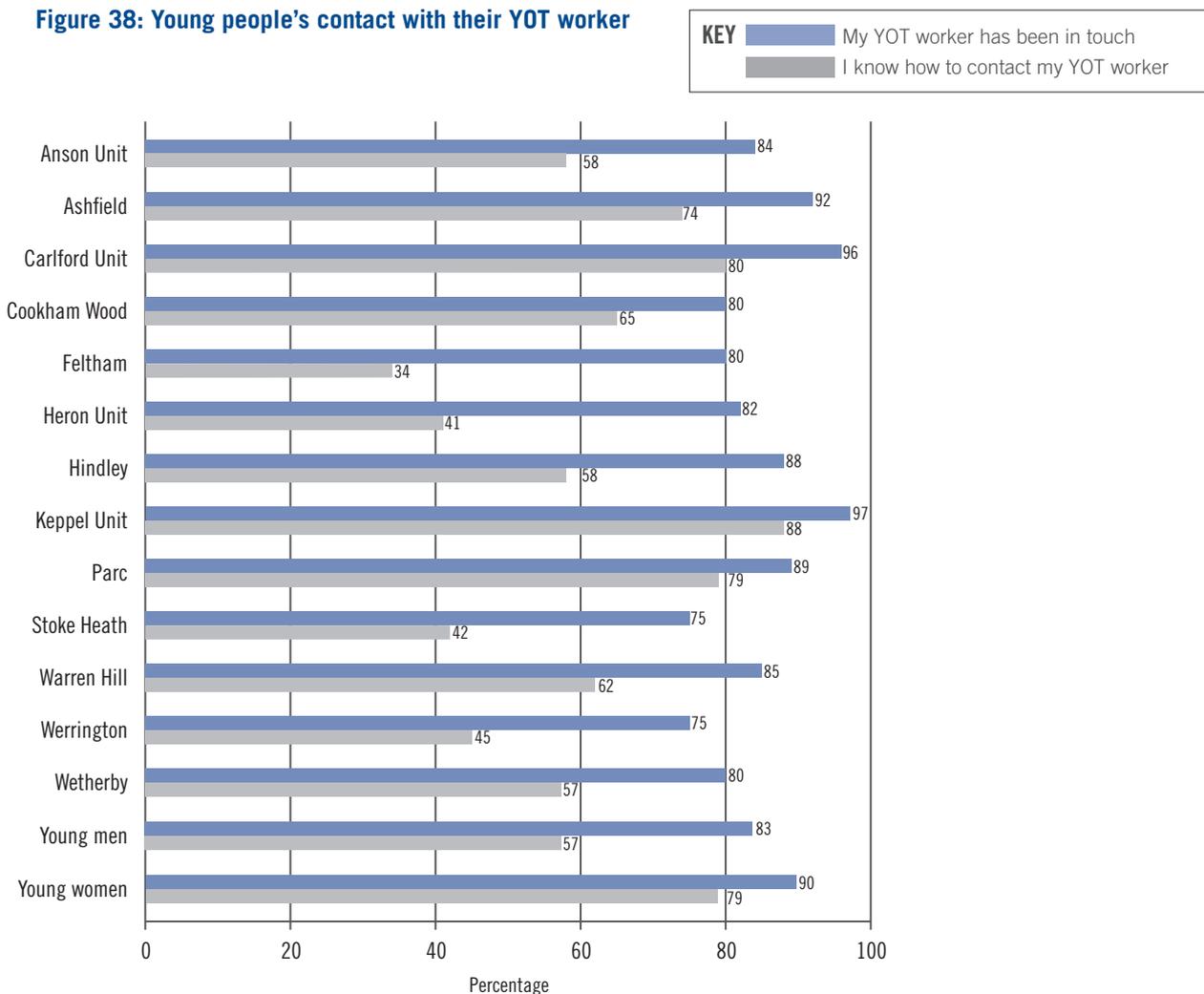


Fifty-eight per cent of young women (n=22) reported that they had a training plan. Of these, 69% (n=18) said they had been involved in the development of their plan and 74% (n=19) said that they understood the targets within it.

7.2.1 Contact with YOT workers

Overall, 57% of young men reported that that they knew how to get in touch with their YOT worker. The Keppel Unit had the highest proportion of young men who reported this (88%), followed by 80% at the Carlford Unit and 79% at Parc. Feltham had the lowest proportion at 34%. Eighty-three per cent of young men said that their YOT worker had been in touch since they had been at their establishment. Again, the Keppel Unit (97%) followed by the Carlford Unit (96%) had the highest responses, then Ashfield at 92%. Stoke Heath and Werrington had the lowest responses across the estate, with 75% of young men saying their YOT worker had been in touch. Fewer young men who said it was their first time in custody said they knew how to contact their YOT worker (55%) compared with those who had been in custody before (60%).

Figure 38: Young people's contact with their YOT worker



Ninety per cent of young women (n=34) reported that their YOT worker had been in touch since they arrived in their establishment, and 79% (n=29) said they knew how to contact them.

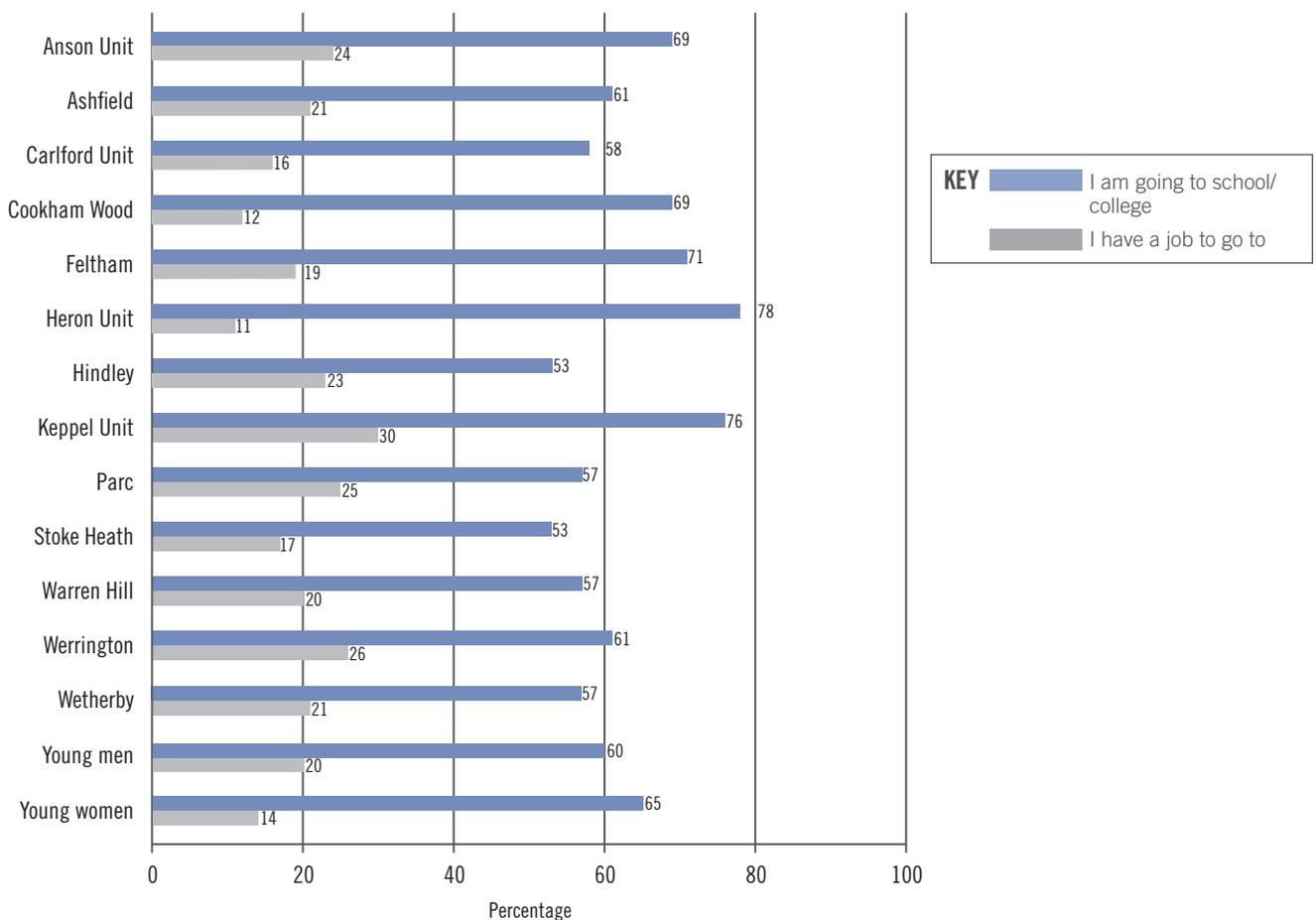
7.3 Plans for release

When asked if they had had a say in what would happen to them once released, 42% of young men reported they had. This was highest at the Keppel Unit (76%), followed by Parc (55%), and was lowest at Feltham (22%). Half of sentenced young men reported this, compared with only 21% of unsentenced young men.

Sixty per cent of young men said they were going into education on release (compared with 64% in 2009–10), and a fifth of young men reported that they had a job to go to. Across establishments, the Heron Unit, a specialist unit with a focus on enhanced resettlement support, had the highest proportion of young men who said they were going into education (78%) but the lowest proportion saying they had a job to go to on release (11%). The Keppel Unit had the next highest response of those going to education (76%) and also the highest proportion saying they had a job to go to on release (30%). Of the non-specialist units, 53% of young men at Hindley and Stoke Heath said they were planning to go to school or college on release and this figure rose to 71% at Feltham. Twelve per cent of young men at Cookham Wood said they had a job to go to on release, rising to 26% at Werrington.

More young men who told us it was their first time in custody said they were going to school or college on release (64%) or had a job to go to on release (24%) than young men who had been in custody before (56% and 17% respectively).

Figure 39: Young people's plans for release



Overall, less than half of young women (45%, n=16) told us that they had had a say in what would happen to them on release. Sixty-five per cent (n=23) said they were planning to go to school or college, and 14% (n=5) told us that they had a job to go to.

7.3.1 Problems on release

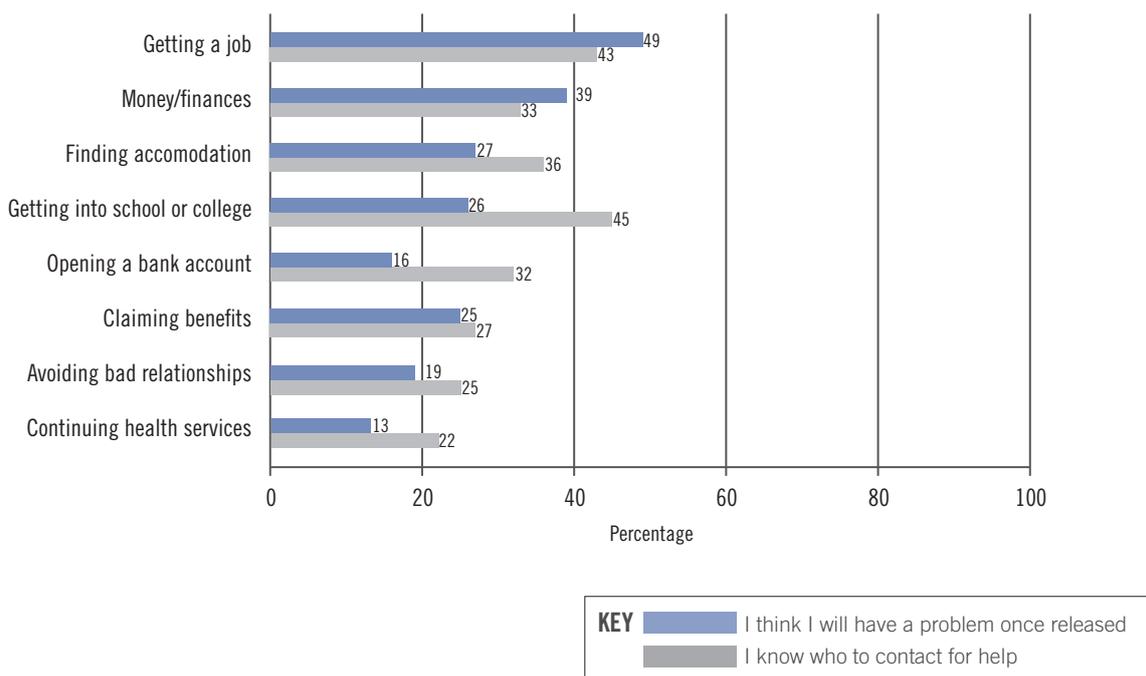
We asked young people if they knew who to contact for various resettlement issues in preparation for release. In all areas, a lower proportion of young men said they knew who to contact for help than in 2009–10.

The Keppel Unit had the highest proportion of young men who knew who to contact in preparation for release in all resettlement areas. Feltham had the lowest proportion in all but one resettlement area, ‘getting into education’, where it had the second lowest proportion. The Heron Unit, a specialist unit within Feltham, had joint lowest responses with Feltham in two areas – only 13% said they knew who to contact for help with claiming benefits and 17% said they knew who to contact to open a bank account.

In all resettlement areas, sentenced young men had better responses for knowing who to contact in preparation for release than unsentenced young men.

Despite poorer responses for knowing who to contact than in 2009–10, the number of young men reporting that they thought they would have problems on release was similar to the number reported in 2009–10 (see Figure 40 for the overall responses). The exception was those reporting problems opening a bank account, which had increased to 16% from 13%. Although more young men at the Keppel Unit said they knew who to contact for help, they were most likely to report that they thought they would have problems on release in most of the resettlement areas. The Carlford Unit had the lowest proportion of young men reporting that they thought they would have problems on release in five of the eight resettlement areas.

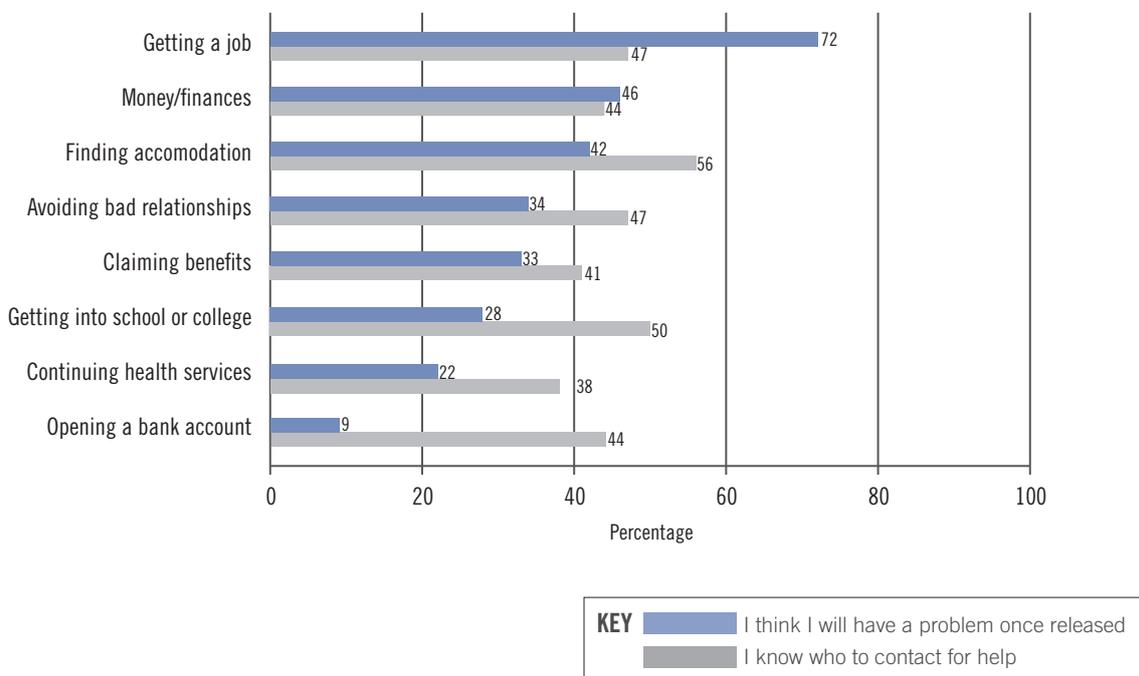
Figure 40: Young men – Do you think you will have any problems once released and do you know who to contact for help?



Of the young men who said it was their first time in custody, fewer reported that they knew who to contact for help in preparation for release for six of the eight resettlement areas, compared with those who had been in custody before. Despite this, these young men were less likely to report that they thought they would have problems for five of the same six resettlement areas compared with young men who had been in custody before.

For young women, the top three problems they thought they would have on release were finding a job (72%, n=22), money and finances (46%, n=14) and finding accommodation (42%, n=13). Less than half of the young women (47%, n=15) said they knew who to contact for getting a job, half (n=16) knew who to contact for getting into school or college, and 56% (n=18) knew who to contact for finding accommodation.

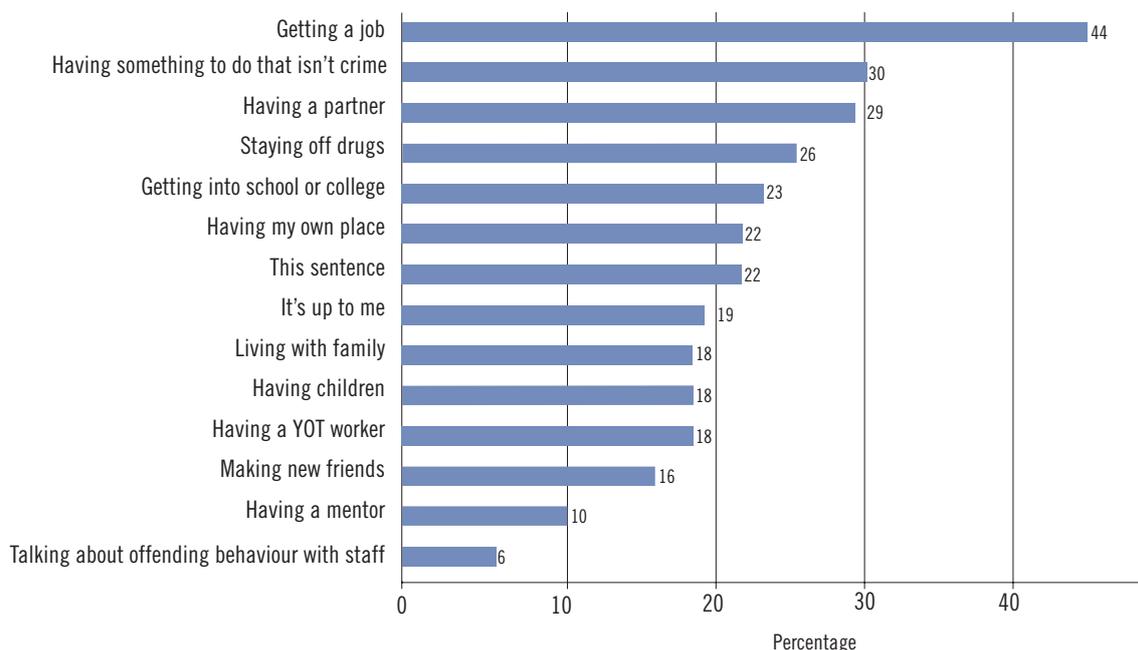
Figure 41: Young women – Do you think you will have any problems once released and do you know who to contact for help?



7.3.2 Do you want to stop offending?

Of the young men who said they were sentenced, 92% said that they wanted to stop offending. This was consistent with previous reporting periods and across establishments, ranging from 89% at Werrington to 98% at Ashfield.

Sentenced young men felt that getting a job was most likely to stop them from offending in the future (44%), followed by having something to do that was not crime (30%) and having a partner (29%). These responses were consistent with those reported in 2009–10. Figure 42 shows the breakdown of responses to this question.

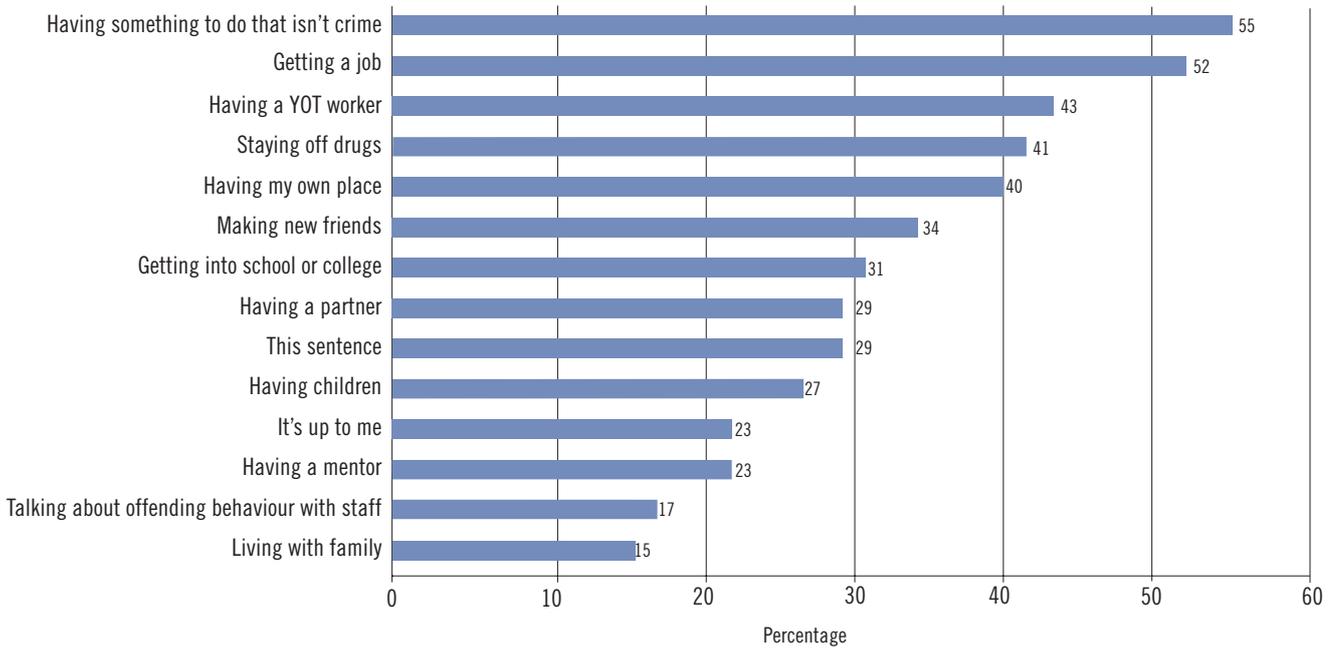
Figure 42: Young men – What is most likely to stop you offending in the future?

Less than half of the sentenced young men (47%) said that they had done something, or something had happened to them in their establishment, that would make them less likely to offend in the future. This figure was highest at the Keppel Unit (75%), followed by Parc (73%) and was lowest at Cookham Wood (37%).

Young men who reported that it was their first time in custody were more likely to say they wanted to stop offending (95%) than young men who had been in custody before (89%). They were also more likely to report that they had done something while in custody that would make them less likely to offend in the future (51% compared with 43%).

Overall, 93% (n=26) of sentenced young women said they wanted to stop offending. Having something to do that was not crime was cited by over half (55%, n=19) of young women as most likely to stop them reoffending. This was followed by getting a job (52%, n=18) and having a YOT worker (43%, n=15). Figure 43 shows the overall breakdown of responses to this question. Just over half of sentenced young women (56%, n=15) said they had done something, or something had happened to them during their time in the establishment, that would make them less likely to offend in the future.

Figure 43: Young women – What is most likely to stop you offending in the future?



Section 8

Young people in custody – have things improved?

8.1 Background to the analysis

Only significant changes in survey results have been highlighted in the previous section and the comparator in Appendices B (young men) and F (young women) show all responses that are statistically different between the survey results from the 2009–10 and 2010–11 periods. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance.

The survey was updated for the 2010–11 period. For the young men’s survey analysis, out of the 156 questions which can be compared with 2009–10 data, 15 (10%) were significantly better and 48 (31%) were significantly worse. For the young women’s survey analysis, only three questions (2%) were significantly better and one was significantly worse.

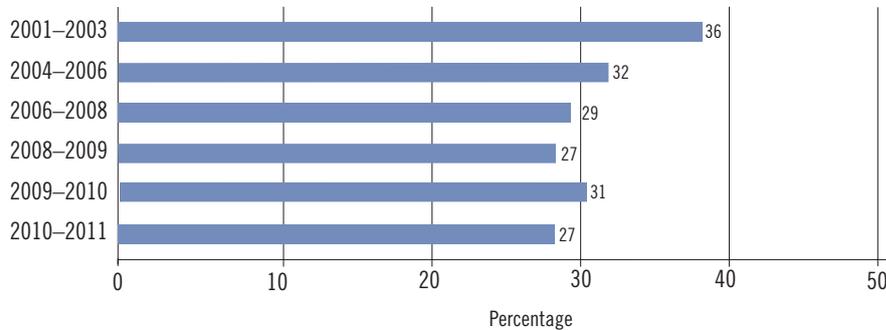
8.2 Summary of changes

8.2.1 Young men – Improvements

- Fewer young men in 2010–11 than in 2009–10 said that they had ever been excluded from school (86% and 90% respectively) or reported that they had truanted from school at some point (69% and 73% respectively).
- More young men reported feeling safe on their most recent journey (82% compared with 75% in 2009–10) and fewer young men said they had travelled with an adult or someone of a different gender (25% compared with 31%).
- The only aspect of reception that had improved was the number of young men reporting that staff asked if they needed help or support with health problems on arrival (59% compared with 55% in 2009–10).
- Consistently with the previous reporting period, the number of young men reporting that they could shower every day had increased to 71%, compared with 64% in 2009–10 and 55% in 2008–09.
- A third of young men told us that their cell bell was usually answered within five minutes, an improvement on 29% in 2009–10.
- Fewer young men said that they felt they had emotional or mental health problems (21% compared with 23% in 2009–10).
- Sixty-two per cent of young men told us they felt that applications were sorted out promptly, an increase from 55% in 2009–10. This was the only aspect of applications and complaints that had improved.
- There was a decrease from 58% in 2009–10 to 53% in 2010–11 in the proportion of young men who said they had received an adjudication since they had been in their establishment.
- Of the young men who said that they had spent a night in the care and separation unit, almost half (49%) said they felt the staff treated them well or very well, an improvement on the 41% reported in 2009–10.
- Fewer young men reported that they had ever felt unsafe in their establishment (27% compared with 31% in 2009–10). With the exception of 2009–10, this reflects a

general falling trend in the number of young men who reported feeling unsafe over the previous five reporting periods, as shown in Figure 44.

Figure 44: Have you ever felt unsafe in this establishment?



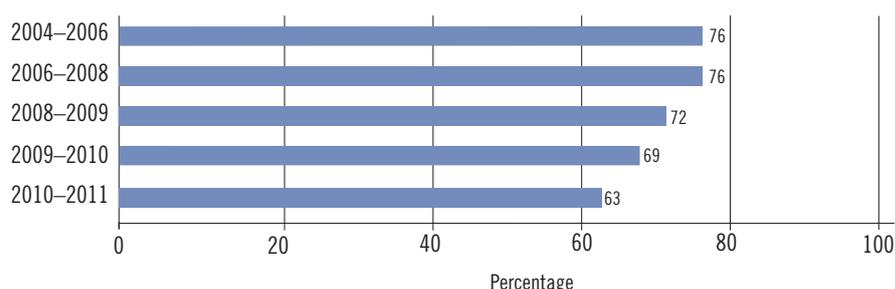
- The proportion of young men who told us they usually had association every day in 2010–11 was higher than in 2009–10 (70% and 59% respectively). More young men said that they could usually go outside for exercise every day (40% compared with 31% in 2009–10).
- The number of young men who said that they were able to use the telephone every day had increased for the third reporting period in a row (66% compared with 56% in 2009–10 and 50% in 2008–09).

8.2.2 Young men – Deteriorations

- Fewer young men said that the van was clean on their most recent journey (41% compared with 46% in 2009–10).
- In 2010–11 a higher percentage of young men than in 2009–10 reported that they spent more than four hours in the van (7% compared with 4%).
- Experiences in reception had worsened – 79% of young men reported that they were searched in an understanding way compared with 83% in 2009–10, and 67% of young men said they were treated well or very well in reception compared with 72% in 2009–10. This contrasts with 2009–10 where we reported improvements in young men’s perceptions of reception.
- On arrival into the establishment, more young men said they had problems with loss of property, needing protection from other young people and getting phone numbers than in 2009–10. Fewer young men said that they were asked by staff if they needed help or support with not being able to smoke (52% compared with 57%).
- Young men were less positive about what they were given when they first arrived than in 2009–10. Fewer said that they were given a reception pack (73% compared with 77%), something to eat (80% compared with 84%), a free phone call to friends and family (75% compared with 82%), information about the PIN telephone system (59% compared with 65%) and information about feeling low or upset (28% compared with 38%).
- Forty-six per cent of young men said that they had access to a chaplain or religious leader within the first 24 hours, a decrease from half of the young men in 2009–10.
- Fewer young men reported feeling safe on their first night (79% compared with 82% in 2009–10).

- Only seventeen per cent of young men said they thought the food was good or very good, a decrease from 21% in 2009–10.
- The proportion of young men who said that they could turn to a member of staff if they had a problem had decreased from 70% in 2009–10 to 63% in 2010–11.
- As with the previous three reporting periods, the number of young men who reported that they felt most staff treated them with respect had fallen. This can be seen in Figure 45. The proportion in 2010–11 was 63% compared with 69% in 2009–10.

Figure 45: Do most staff treat you with respect?

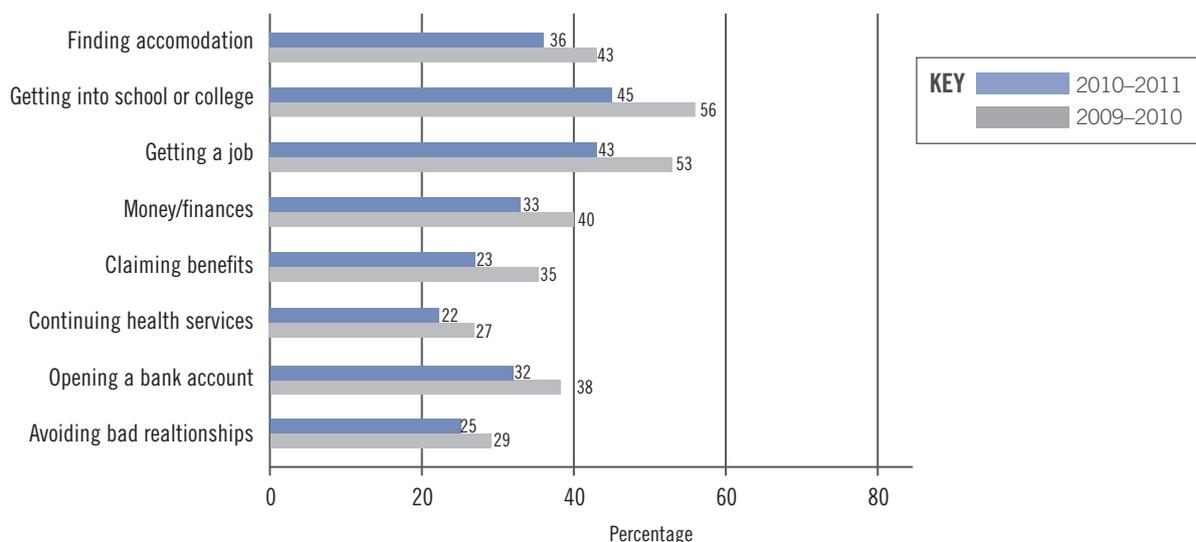


- Of the young men who said they had been to health care, 61% said they thought it was good or very good, a decrease from 65% in 2009–10.
- Young men's experience of applications and complaints had deteriorated since 2009–10. Fewer said they knew how to make an application (86% compared with 90%) or that it was easy to do so (76% compared with 82%). Similarly 65% of young men said it was easy to make a complaint compared with 69% in 2009–10. Of the young men who had made a complaint, a lower proportion said they thought it was resolved fairly (34% compared with 39%) or promptly (38% compared with 44%).
- Thirty-one per cent of young men told us that they could speak to a peer mentor or Listener when they needed to, a fall from 36% in 2009–10.
- Young men were less positive about the rewards scheme. Forty-seven per cent, compared with 53% in 2009–10, felt that they had been treated fairly in their experience of the rewards scheme and 53%, compared with 58% in 2009–10, said the different levels made them change their behaviour.
- Of the young men who said they had received an adjudication, fewer said that the process was clearly explained to them (81% compared with 88% in 2009–10).
- Young men reported more victimisation by staff compared with 2009–10 in the areas of racial or ethnic abuse (5% compared with 3%), religious beliefs (3% compared with 1%) and because they were from a different part of the country than others (3% compared with 1%).
- The percentage of young men who told us they would be able to tell someone if they were being victimised had fallen from 62% in 2009–10 to 56% in 2010–11. The proportion of young men who felt it would be taken seriously had also fallen from 40% to 31%.
- Nineteen per cent of young men reported that they were involved in vocational or skills training, compared with 23% in 2009–10.
- Of the young men who said they had been involved in education during their time in

the establishment, 64% said they thought it would help them on release, a decrease from 69% in 2009–10.

- Young men reported a poorer experience of visits than in 2009–10. Fewer said that it was easy or very easy for their family or friends to visit them (43% compared with 49%), that visits started on time (42% compared with 47%) and that family and friends were treated well or very well by visits staff (43% compared with 51%).
- Sixty per cent of young men said they were going to school or college on release, lower than the 64% reported in 2009–10.
- Fewer young men than in 2009–10 reported knowing who to contact in preparation for release in all eight areas of resettlement. Figure 46 shows the responses to this question in both reporting periods. More young men said that they thought they would have a problem opening a bank account on release (16% compared with 13% in 2009–10).

Figure 46: Do you know who to contact in preparation for release?



8.2.3 Young women – Improvements

- Fewer young women reported problems on arrival than in 2009–10. Eighty-one per cent (n=29) said they had problems on arrival compared with 96% (n=41) in 2009–10.
- Just over half of young women (53%, n=19) said they had a problem with not being able to smoke in 2010–11. This had fallen from 81% (n=35) in 2009–10.
- Forty-four per cent of young women (n=17) told us that they could go to the gym more than five times each week, an increase from just 12% (n=6) in 2009–10.

8.2.4 Young women – Deteriorations

- Of the five young women who had spent a night in the care and separation unit, none reported that they were treated well or very well. Three reported that their treatment was neither good or bad, and two young women said they felt they were treated very badly. This was worse than in 2009–10, when three of the four young women (75%) who said they had been in the care and separation unit reported that they were treated well.

Section 9 Diversity

9.1 Introduction

This section reports on the experiences of black and minority ethnic young men compared with white young men, and the experiences of Muslim young men compared with non-Muslim young men. There were not enough young women in custody to conduct an ethnicity or religion analysis. There were also insufficient numbers to allow for further diversity analyses to be conducted.

9.2 The experiences of black and minority ethnic young men

Background to the analysis

The male estate is predominantly made up of white young men and this was represented in the sample: there were 427 young men from black and minority ethnic groups compared with 613 young men from white ethnic groups (see Figure 2, page 26, for a breakdown of ethnicity).

The proportion of young men from black and minority ethnic backgrounds was 39%, an increase from 33% in 2009–10. Comparisons of the responses of black and minority ethnic young men and white young men, when tested for statistical significance, illustrated differences in the perceptions and experiences of young men from different backgrounds. The questionnaire did not directly ask young people to comment on their experiences of racism: data were analysed by comparing responses based on demographic information.

Appendix C highlights the areas that were significantly different between black and minority ethnic respondents and white respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Missing data have been excluded for each question.

9.3 Differences between respondents

As can be seen in Appendix C, the reported custodial experience of young men from black and minority ethnic backgrounds was generally worse than the experience of their white counterparts. Of the 167 questions tested for significance, 68 (41%) were more negative for black and minority ethnic young men while 24 (14%) were more positive. The differences could be seen in responses to all sections of the survey, and the findings are highlighted below.

9.3.1 Courts, transfers and escorts

For four out of the nine questions in this section, responses from black and minority ethnic young men were significantly worse than those of white young men. Black and minority ethnic young men reported feeling less safe on their most recent journey (78% compared with 84% of white young men). More black and minority ethnic than white young men told us they travelled with an adult or someone of a different gender (28% compared with 23%) and more said they spent more than four hours in the van (8% compared with 5%). Black and minority ethnic young men were less likely than white young men to report that they were told where they would be going prior to arriving at their establishment (75% compared with 81%).

9.3.2 Reception and first few days

In this section, 12 out of the 34 questions produced more negative responses from black and minority ethnic young men. Fewer black and minority ethnic than white young men said they were searched in an understanding way (77% compared with 82%). Black and minority ethnic young men were less likely than white young men to report that staff asked if they needed help or support with not being able to smoke (45% compared with 57%), with feeling low or upset (34% compared with 43%) or getting phone numbers (40% compared with 46%).

Black and minority ethnic young men said they had fewer problems on arrival than white young men (72% compared with 78%). Specifically these included not being able to smoke (34% compared with 58%) and feeling low or upset (15% compared with 19%). They were also less likely than white young men to say that staff asked them if they needed help in these areas. More black and minority ethnic young men said they had money problems on arrival than white young men (21% compared with 15%).

The responses of black and minority ethnic young men to questions about what they were offered when they first arrived at the establishment showed stark differences to their white counterparts. Fewer black and minority ethnic than white young men told us that they were given a reception pack (67% compared with 77%), the opportunity to have a shower (28% compared with 38%), a free phone call to friends and family (70% compared with 77%), information about the PIN telephone system (54% compared with 62%) or information about feeling low or upset (21% compared with 33%). Nineteen per cent of black and minority ethnic young men reported that they had access to a peer mentor or Listener within the first 24 hours, compared with 25% of white young men.

Seventy-five per cent of black and minority ethnic young men reported feeling safe on their first night in their establishment, compared with 81% of white young men.

9.3.3 Daily life

Of the nine questions in this section, four produced worse responses and three produced better responses from black and minority ethnic young men. Black and minority ethnic young men were less positive about the food and canteen than white young men: fewer said they thought the food was good or very good (15% compared with 19%) and fewer felt that the canteen sold a wide enough range of goods to meet their needs (35% compared with 50%).

Black and minority ethnic young men were less positive about their relationships with staff than white young men. Fifty-nine per cent said they had a member of staff to turn to if they had a problem, compared with 65% of white young men, and 58% said that most staff treated them with respect, compared with 66% of white young men.

Young men from a black and minority ethnic background were more likely to report respect for their religious beliefs. More black and minority ethnic than white young men said it was easy or very easy to access religious services (64% compared with 54%), more said they could speak with a religious leader in private (69% compared with 62%) and, overall, 62% said they felt that their religious beliefs were respected, compared with only 50% of white young men.

9.3.4 Health services

Of the 16 questions in this section, nine produced worse responses from black and minority ethnic young men, and five were more positive. Black and minority ethnic young

men reported worse access to health care services in all areas, and only 55% said they thought the overall quality of health care was good or very good, compared with 66% of white young men.

Fewer black and minority ethnic than white young men told us that they had problems with alcohol (7% compared with 19%) or drugs (19% compared with 43%) when they first arrived, or that they had a problem with drugs at the time of the survey (7% compared with 11%). Yet of those who said they had an alcohol problem, black and minority ethnic young men reported that they were less likely to receive help (46% compared with 67% of white young men). Of those who said they had a drug problem, fewer black and minority ethnic young men reported that they had received help during their time in custody (54% compared with 70% of white young men). Fewer black and minority ethnic than white young men said it was easy or very easy to get illegal drugs in their establishment (11% compared with 22%).

Eighteen per cent of black and minority ethnic young men told us that they felt they had an emotional or mental health problem; lower than the 22% reported by white young men. However, of the young men who reported a problem, only 32% of black and minority ethnic young men said they were receiving help, compared with 58% of white young men.

9.3.5 Applications and complaints

Of the significantly different responses in this section, all were worse for black and minority ethnic young men, and three-quarters were significantly worse. This included responses to all questions on applications: fewer black and minority ethnic than white young men told us that they knew how to make an application (82% compared with 90%) or that it was easy to do so (67% compared with 82%). Of those who had made an application, fewer black and minority ethnic than white young men reported that they were dealt with fairly (56% compared with 73%) or promptly (53% compared with 68%).

Similarly, fewer black and minority ethnic than white young men said they knew how to make a complaint (82% compared with 86%) and of those who had, fewer said that they were sorted out fairly (26% compared with 40%) or promptly (32% compared with 43%). Twenty-eight per cent of black and minority ethnic young men told us they could see a peer mentor or Listener compared with 34% of white young men.

9.3.6 Behaviour management

Of the seven questions in this section, three had poorer responses from black and ethnic minority young men than white young men. Forty per cent of black and minority ethnic young men, compared with 51% of white young men, said they thought they had been treated fairly in their experience of the rewards scheme and 47%, compared with 57% of white young men, told us that the scheme encouraged them to change their behaviour.

More black and minority ethnic young men told us that they had received an adjudication during their time in custody (58%, compared with 50% of the white young men).

9.3.7 Perceptions of safety and victimisation

Within the 31 questions in the safety section, black and minority ethnic young men gave better responses than white young men to eight questions and worse responses to six. As in the 2009–10 reporting period, responses from black and minority ethnic young men were generally more positive for questions relating to victimisation by other young people

and more negative for those about victimisation by staff. Nineteen per cent of black and minority ethnic young men said that they had been victimised by another young person, compared with 26% of white young men. Black and minority ethnic young men reported less victimisation from other young people in the form of insulting remarks (10% compared with 17% of white young men), physical abuse (8% compared with 12%), having canteen or property taken, or because of drugs, being new or being from a different part of the country to others. The exception to this pattern was victimisation because of religious beliefs, reported by 4% of black and minority ethnic young men compared with 2% of white young men. Fewer reported that shouting through the windows was a problem (31% compared with 45% of white young men).

Ten per cent of black and minority ethnic young men said they had been victimised by a member of staff in the form of racial or ethnic abuse, compared with 2% of white young men. More victimisation by staff was also reported by black and minority ethnic than white young men because of religious beliefs and gang-related issues. Only half of black and minority ethnic young men, compared with 59% of white young men, said they would tell anyone about it if they were being victimised. This may have been because only 24% (compared with 36% of white young men) believed that staff would take their claims seriously.

9.3.8 Activities

Six of the 14 questions in this section produced more negative responses from black and minority ethnic young men, and four produced more positive responses. Twenty-nine per cent of black and minority ethnic young men reported that they were 14 years or younger when they were last at school, compared with 50% of white young men, and fewer told us that they had ever truanted or been excluded from school.

Fewer black or minority ethnic than white young men told us they were involved in activities at the time of the survey. This included being in a job (25% compared with 35%), vocational or skills training (16% compared with 22%) or offending behaviour programmes (18% compared with 25%). Of those that had been involved in activities during their time at the establishment, black and minority ethnic young men were less positive than white young men about how helpful those activities would be on release: 60% thought their education would be useful, compared with 67% of white young men, for employment it was 50% compared with 60% of white young men, and for offending behaviour programmes, 45% compared with 53%.

More black and minority ethnic young men (45%) said that they could usually go outside for exercise every day compared with 38% of white young men.

9.3.9 Keeping in touch with family and friends

All but one of the six questions in this section generated worse responses from black and minority ethnic young men than from white young men. More said they had had problems sending or receiving mail (44% compared with 38%), fewer reported that it was easy for friends/family to visit (40% compared with 46%), fewer said that they usually had one or more visits per week (33% compared with 41%), fewer said that their visits started on time (32% compared with 48%), and fewer said that they or their visitors were treated well by visits staff (38% compared with 47%).

9.3.10 Preparation for release

Of the 29 questions in this section, only one response from black and minority ethnic young men was better than those reported by white young men, and 10 were worse. Fewer black and minority ethnic young men told us that they had a training plan (39% compared with 52%). Fifty-one per cent said that they knew how to contact their YOT worker, compared with 62% of white young men. Thirty-six per cent reported that they had had a say in what would happen to them on release, compared with 47% of white young men.

When asked if they knew who to contact in preparation for release, fewer black and minority ethnic than white young men knew who to contact for help with getting a job (38% compared with 46%), help with money or finances (26% compared with 37%) or with claiming benefits (20% compared with 32%). Thirty-three per cent of black and minority ethnic young men said they thought they would have a problem with finding accommodation on release (compared with 23% of white young men) and 37% thought they would have a problem getting into school or college (compared with 19% of white young men).

Only 12% of black or minority ethnic young men said they had a job to go to on release – much lower than the 25% of white young men who reported this. However 69% said they were going back to school or college on release, compared with 55% of white young men.

Of those who were sentenced, 89% of black and minority ethnic young men said they wanted to stop offending, lower than the 93% reported by white young men.

9.3.11 Has this comparison changed since the last report?

In most areas, the survey comparison for 2010–11 was very similar to the comparison in the 2009–10 report. However, there were some key differences.

- In 2009–10 fewer black and minority ethnic than white young men reported that they were treated well or very well by escort staff (51% compared with 58%). In 2010–11 there was no significant difference: 53% of both black and minority ethnic and white young men reported that they were treated well or very well.
- In 2009–10 fewer black and minority ethnic than white young men reported that they were treated well or very well in reception (66% compared with 74%). In 2010–11 there was no longer a significant difference between black and minority ethnic and white young men (65% and 69% respectively) due to a lower proportion of white young men reporting that they were treated well.
- In 2009–10 there was no significant difference between the proportion of black and minority ethnic and white young men who said the food was good or very good (19% and 22% respectively). However, in 2010–11 the proportion of black and minority ethnic young men reporting this had dropped to 15%, compared with 19% of white young men.
- In 2009–10 the proportion of black and minority ethnic young men who reported that they were on the top level of the rewards scheme was lower than white young men (21% and 30% respectively). In 2010–11 there was no significant difference, with the proportion of black and minority ethnic young men on the enhanced level increasing to 27%, compared with 30% of white young men.
- There was no significant difference in 2009–10 between the numbers of black and minority ethnic and white young men who said they had received an adjudication (59% compared with 57%). However, in 2010–11 the proportion of white young men who

said they had received an adjudication had decreased, and the proportion of black and minority ethnic young men was therefore significantly worse: 58% compared with 50% of white young men.

- In 2009–10 there was no significant difference between the proportion of black and minority ethnic young men and white young men who told us that they had been victimised by another young person (21% and 25% respectively). In 2010–11 the proportion of black and minority ethnic young men who told us they had been victimised by another young person was lower than white young men (19% and 26% respectively).
- In 2009–10 more young men from a black and minority ethnic background reported being victimised by staff (26% compared with 21% of white young men). There was no significant difference in 2010–11 (27% and 23% respectively).
- In 2009–10 more black and minority ethnic young men reported that they were involved in education at the time of the survey (81% compared with 69% of white young men). There was no significant difference in 2010–11 with around three-quarters of both groups reporting this.
- Fewer black and minority ethnic young men in 2009–10 said they had association every day (56% compared with 62%); in 2010–11 there was no significant difference with around 70% of both groups of young men reporting this.
- In 2009–10 fewer black and minority ethnic young men reported they could go outside for exercise every day: 24% compared with 35% of white young men. In 2010–11 the pattern had reversed and responses were better for black and minority ethnic young men: 45% compared with 38% of white young men.
- Reported daily access to the telephone for black and minority ethnic young men was worse than for white young men in 2009–10 (49% and 60% respectively). In 2010–11 there was no longer a significant difference (65% and 66% respectively).
- In 2009–10 questions around meeting their personal officer in the first week and whether their personal officer had helped them generated worse responses from black and minority ethnic than white young men (42% compared with 51% and 51% compared with 63% respectively). In 2010–11 this was no longer significantly different: just over half of young men said they had met their personal officer within the first week (53% of black and minority ethnic young men and 51% white young men) and that their personal officer had helped them (54% of black and minority ethnic young men and 58% of white young men).
- In 2009–10, when asked if they knew who to contact for help with certain issues before release, the responses from black and minority ethnic young men were worse than those from white young men in all but one resettlement area. The results were not as stark in 2010–11; only three areas were worse for black and minority ethnic young men. These were getting a job (38% compared with 46%), help with finances (26% compared with 37%) and help with claiming benefits (20% compared with 32%).

9.3.12 Continuing patterns

Some areas were again reported more negatively by black and minority ethnic young men.

- Fewer black and minority ethnic than white young men reported feeling safe during their most recent transfer. This was consistent with the 2006–08 and 2009–10 reports.

- Fewer black and minority ethnic young men said they felt safe on their first night than white young men.
- Fewer black and minority ethnic young men said they had a member of staff to turn to with a problem or felt that most staff treated them with respect than white young men. This was a continuing trend from 2009–10, although the gap was reducing.
- Black and minority ethnic young men reported a worse experience with access to health services. This was consistent with the 2006–08 and 2009–10 reporting periods.
- There was a poorer reported experience by black and minority ethnic young men with the applications and complaints process.
- Black and minority ethnic young men continued to report a worse experience of visits.

However, questions around faith and access to religious services were again reported more positively by black and ethnic minority young men.

- Black and minority ethnic young men were more positive about their access to religious services, about feeling that their religious beliefs were respected and about being able to speak to a religious leader in private.

9.4 The experiences of Muslim young men

Background to the analysis

Of the young men surveyed, 16% said they were Muslim. Comparisons of the responses of Muslim and non-Muslim young men, when tested for statistical significance, illustrated differences in their perceptions and experiences.

Appendix D highlights the areas that were significantly different between Muslim and non-Muslim respondents. Where there are large differences in percentages that are not highlighted as statistically significant, these may be due to chance. Missing data have been excluded for each question.

9.5 Differences between respondents

Appendix D shows that the experiences for Muslim young men were generally worse than for non-Muslim young men. Of the 167 questions tested for significance, 57 (34%) were more negative for Muslim young men while only 12 (7%) were more positive. The differences could be seen in responses to all sections of the survey. The findings have been highlighted below.

9.5.1 Courts, transfers and escorts

Only one question of the nine in this section showed a significant difference in responses. Seventy-two per cent of Muslim young men told us that they felt safe on their most recent journey compared with 83% of non-Muslim young men.

9.5.2 Reception and first few days

Muslim young men reported more negatively on their experiences, with 13 giving poorer responses and two giving better responses out of the 34 questions in this area. Seventy-one per cent of Muslim young men said they were searched in an understanding way compared with 81% of non-Muslim young men. Sixty per cent of Muslim young men told us they were

treated well or very well in reception compared with 69% of non-Muslim young men. Fewer Muslim young men reported problems than non-Muslim young men with not being able to smoke (37% and 51% respectively) and needing protection from other young people (4% and 8% respectively), but they reported more problems with money worries (24% and 16% respectively). Muslim young men reported a poorer experience than non-Muslim young men with staff asking if they needed help or support on arrival in five problem areas. This included not being able to smoke (42% compared with 54%), loss of property (16% compared with 22%), needing protection from other young people (17% compared with 25%), letting family know where they were (55% compared with 62%) and feeling low or upset or needing someone to talk to (32% compared with 42%).

Sixty-two per cent of Muslim young men said they were given a reception pack on arrival (compared to 75% of non-Muslim young men). Only 24% said they had an opportunity to have a shower (compared to 37% of non-Muslim young men) and 17% said they were given information about being low or upset (compared with 31% of non-Muslim young men). Fewer Muslim young men (15%) said they had access to a peer mentor within the first 24 hours (compared with 25% of non-Muslim young men). Seventy-one per cent of Muslim young men said they felt safe on their first night (compared with 80% of non-Muslim young men).

9.5.3 Daily life

In this section of nine questions, there were three better and four worse responses from Muslim young men compared with non-Muslim young men. Only 9% of Muslim young men told us the food was good or very good, compared with 19% of non-Muslim young men, and fewer said the canteen sold a wide enough variety of products (28% compared with 46%).

Muslim young men were more positive about the respect of their religious beliefs than non-Muslim young men. Sixty-six per cent said that it was easy or very easy to access religious services (compared with 56%), 79% said that they could speak to a religious leader in private (compared with 63%) and 68% said that their religious beliefs were respected (compared with 53%).

Muslim young men reported poorer relationships with staff than non-Muslim young men. Fifty-three per cent said there was a member of staff they could turn to if they had a problem (compared with 66%) and 49% said that most staff treated them with respect (compared with 66%).

9.5.4 Health services

Of the 16 questions in this section, three produced better responses and nine produced worse responses from Muslim young men. Muslim young men were less likely to say that it was easy to access all health services than non-Muslim young men. For example, 40% said it was easy to see the doctor compared with 54%. Of the young men who had been to health care, half of Muslim young men said the overall quality was good or very good compared with 64% of non-Muslim young men. Fewer Muslim young men reported having an alcohol or drug problem on arrival into custody, although of those who reported problems, a lower proportion also said they were receiving help for alcohol (38% compared with 67%) or drug problems (51% compared with 68%). Twelve per cent of Muslim young men reported that it was easy or very easy to get illegal drugs compared with 19% of non-Muslim young men. Of those who reported having emotional or mental health problems, only 31% of Muslim young men said they were receiving help (compared with 54% of non-Muslim young men).

9.5.5 Applications and complaints

Half of the 12 questions in this area produced worse responses for Muslim young men than non-Muslim young men. Fewer Muslim young men said they knew how to make an application (80% compared with 88%) or that it was easy to do so (59% compared with 79%). Of those who had made an application, fewer Muslim young men said that they were handled fairly (47% compared with 70%) or promptly (46% compared with 65%). Similarly, of those who had made a complaint, less than a quarter of Muslim young men thought they were handled fairly (23%) or promptly (24%) compared with non-Muslim young men (35% and 41% respectively).

9.5.6 Behaviour management

Five of the seven questions in this area produced worse responses from Muslim young men than from non-Muslim young men. While similar proportions said they were on the enhanced level of the rewards scheme, fewer Muslim young men felt that they had been treated fairly in the scheme (40% compared with 48%) or that the scheme encouraged them to change their behaviour (43% compared with 55%).

More Muslim young men reported that they had received an adjudication (63% compared with 51%) and, of those who had received an adjudication, fewer Muslim young men felt the process was clearly explained to them (72% compared with 83%). More Muslim young men reported that they had been physically restrained than non-Muslim young men (40% compared with 32%).

9.5.7 Perceptions of safety and victimisation

Of the 31 questions in this area, nine generated worse responses and none were better for Muslim young men compared with non-Muslim young men. Thirty-six per cent of Muslim young men said they had felt unsafe in their establishment (compared with 26%). Five per cent of Muslim young men said they had been victimised by other young men because of their religious beliefs (compared with 2%).

More Muslim young men said that they had been victimised by staff than non-Muslim young men (32% compared with 23%). When asked about the type of victimisation from staff, more Muslim young men reported insulting remarks and victimisation because of their ethnicity or because of their religious beliefs, being new or gang-related issues than non-Muslim young men. Fewer Muslim young men told us that staff had checked on them personally in the last week (28% compared with 38%).

9.5.8 Activities

Of the 14 questions in this area, three produced better responses and two produced worse responses for Muslim young men compared with non-Muslim young men. Fewer Muslim young men had ever been excluded (78% compared with 88%) or truanted from school (54% compared with 73%) or were 14 years or younger when last at school (27% compared with 44%). Only 23% of Muslim young men said they had a job in their establishment (compared with 33%). Of those who had taken part in education, fewer Muslim young men said that they thought it would help them on release (54% compared with 66%).

9.5.9 Keeping in touch with family and friends

Only one question within this section produced a significant response. Thirty-one per cent of Muslim young men said that their visits started on time, compared with 44% of non-Muslim young men.

9.5.10 Preparation for release

Of the 29 questions in this area, only one generated a better response and seven produced worse responses from Muslim young men compared with non-Muslim young men. Fifty-one per cent of Muslim young men told us that they saw their personal officer at least once a week (compared with 66%). Fewer Muslim young men reported that they had a training plan (38% compared with 49%). Only half of Muslim young men said they knew how to contact their YOT worker (compared with 59%). Thirty-three per cent of Muslim young men told us they had had a say in what would happen to them on release (compared with 44%). More Muslim young men said they were planning to go to school or college on release (71% compared with 59%), although more felt they would have a problem getting into school or college than non-Muslim young men (34% compared with 24%).

Eighty-six per cent of sentenced Muslim young men said they wanted to stop offending, compared with 93% of sentenced non-Muslim young men.

9.5.11 Has this comparison changed since the last report?

In most areas, the experiences of young Muslim men were similar to those reported in 2009–10. The main differences from the last reporting period are detailed below.

- Fewer Muslim young men in 2009–10 reported having any problems on arrival (69%) compared with non-Muslim young men (76%). In 2010–11 there was no significant difference, with the experiences of Muslim young men increasing to 78% (compared with 76% of non-Muslim young men).
- There were no significant differences between Muslim and non-Muslim young men in their knowledge and experience of the complaints process in 2009–10. The responses were significantly worse in 2010–11.
- In 2009–10 there was no significant difference between the proportion of Muslim and non-Muslim young men who reported that they had received an adjudication (58% and 57% respectively). In 2010–11 significantly more Muslim young men said they had received an adjudication with the proportion increasing to 63%, and decreasing to 51% for non-Muslim young men.
- In 2009–10 there was no significant difference between the proportion of Muslim young men and non-Muslim young men who told us that they had ever felt unsafe in their establishment (32% and 31% respectively). Due to the increase in the proportion of Muslim young men who reported that they had ever felt unsafe and the decrease in the number of non-Muslim young men who reported this, there was a significant difference in 2010–11 (36% and 26% respectively).
- In 2009–10 fewer Muslim young men than non-Muslim young men reported victimisation from other young people in the form of verbal insults (7% compared with 14%), physical abuse (7% compared with 11%) or felt that shouting through the windows was a problem (32% compared with 42%). These responses were not significantly different in 2010–11. Ten per cent of Muslim young men reported victimisation by other young people in the form of insulting remarks (compared with 15% of non-Muslim young men), 9% of Muslim young men reported victimisation by other young people in the form of physical abuse (compared with 11%) and 34% of Muslim young men said they thought shouting through the windows was a problem (compared with 41%).
- In 2009–10 there was no significant difference between Muslim young men and

non-Muslim young men in their reported levels of victimisation by staff – 23% of both groups said they had been victimised. In 2010–11 the experience of Muslim young men had deteriorated and the proportion who reported victimisation by staff was significantly higher (32%) than non-Muslim young men (23%).

- In 2009–10 more Muslim young men reported taking part in education in their establishment (83%) compared with non-Muslim young men (71%). This was no longer significant in 2010–11 (72% compared with 75% of non-Muslim young men). Of those involved in respective activities, Muslim young men in 2009–10 were less likely to report that education, a job, vocational training or offending behaviour programmes would help them on release than non-Muslim young men. In 2010–11 this was only the case for those involved in education – 54% of Muslim young men involved in education said they thought it would help them on release compared with 66% of non-Muslim young men.
- In 2009–10 fewer Muslim young men said they had association every day (51% compared with 61%) and were able to exercise outside every day (21% compared with 33%). The responses in 2010–11 indicate an improvement for both groups of young men. There was no significant difference between Muslim and non-Muslim young men in their reported experience of association (70% of both groups of young men) or daily outside exercise (40% and 41% respectively).
- In 2009–10 more Muslim young men than non-Muslim young men said they had problems with sending or receiving mail (46% compared with 39%) and fewer said they were able to use the telephone every day (49% compared with 58%). The responses were not significantly different in 2010–11, with 44% of Muslim young men reporting they had problems with sending or receiving mail (compared with 40% of non-Muslim young men) and 68% saying they were able to use the telephone every day (compared with 66%).
- In 2009–10 Muslim young men were less likely than non-Muslim young men to report knowing who to contact in the establishment for help with preparation for release in all but one resettlement area. In 2010–11 fewer Muslim young men reported knowing who to contact in preparation for release in only one resettlement area – help with claiming benefits (20%) – compared with non-Muslim young men (28%).

9.5.12 Continuing patterns

As in 2009–10, Muslim young men reported more negatively than non-Muslim young men in several areas.

- Fewer Muslim young men compared with non-Muslim young men said they felt safe on their most recent escort journey or on their first night in the establishment.
- Muslim young men reported a significantly worse experience of the applications process.
- Fewer Muslim young men said that they had a member of staff to turn to with a problem or that most staff treated them with respect.
- Muslim young men reported poorer access to all areas of health services.
- More Muslim young men said that they had been physically restrained in their establishment.

However, as in 2009–10, Muslim young men were more positive about their access to religious services, their religious beliefs being respected and being able to speak to a religious leader in private than non-Muslim young men.

Section 10

How do dedicated establishments compare with split sites?

10.1 Background to the analysis

There were six dedicated sites and three split or mixed sites in the young men's estate at the time of the survey (see Table 7). Responses from young men in dedicated establishments were compared with those in split or mixed sites to assess their different experiences of custody. For the purposes of this analysis, responses from the Anson, Carlford, Heron and Keppel Units have not been included due to their specialist nature. The comparator table in Appendix E highlights the areas that were statistically significant. Where there are large differences in numbers that are not highlighted as significant, this is likely to be due to chance. Missing data have been excluded for each question.

Table 7 – Dedicated sites and split sites

Dedicated sites	Split or mixed sites
Ashfield	Feltham
Cookham Wood	Parc
Hindley	Stoke Heath
Warren Hill	
Werrington	
Wetherby	

10.2 Differences in responses

Young men in dedicated sites had more positive experiences than young men in split sites in a number of areas. Responses to 65 of the 167 questions (39%) were better for those in dedicated establishments than split sites and worse for 14 of the 167 questions (8%).

The areas where young men in dedicated sites reported a more positive experience are detailed below.

- More young men travelling to dedicated sites said they felt safe during their journey (84% compared with 75% in split sites) and more said the van was clean (43% compared with 35%). Sixteen per cent of young men who said they spent two hours or more travelling to dedicated sites said they were offered a toilet break if they needed it (compared with 8% travelling to split sites).
- Young men in dedicated sites were more positive about their experiences in reception compared with those in split sites. Eighty-one per cent were searched in an understanding way (compared with 76%) and 71% said that they were treated well or very well in reception (compared with 55%).
- More young men in dedicated sites said they were asked by staff if they needed help with various problems on arrival. These included not being able to smoke (56% compared with 40% in split sites), letting family know where they were (63% compared with 51%), feeling low or upset (41% compared with 34%) and getting phone numbers (45% compared with 37%). When they first arrived, fewer young men in dedicated sites reported problems with money (16% compared with 22%).

- A higher proportion of young men in dedicated sites than split sites told us they were given the opportunity to have a shower (38% compared with 24%), something to eat (82% compared with 77%) and information about the PIN telephone system (61% compared with 53%) when they first arrived.
- More young men in dedicated sites said they felt safe on their first night in the establishment (83% compared with 66% in split sites).
- Young men in dedicated sites were more positive about their induction. Sixty-nine per cent of young men who had had an induction said that the induction had covered everything they needed to know about the establishment, compared with 57% of young men at split sites.
- Twenty per cent of young men in dedicated sites said the food was good or very good compared to only 10% in split sites, and more young men in dedicated sites said the canteen sold a wide enough range of goods for their needs (46% compared with 38%).
- More young men in dedicated sites said that it was easy for them to attend religious services (59% compared with 52%).
- A higher proportion of young men in dedicated sites said they had a member of staff to turn to if they had a problem (65% compared with 57%).
- Young men in dedicated sites reported a better experience of health care compared with young men in split sites. More reported that they saw a member of health care staff before they were locked up on their first night (77% compared with 57%) and more reported having a full health assessment the day after their arrival (63% compared with 52%). More young men in dedicated sites said that it was easy to access all health care staff compared with young men in split sites (for example, 56% said it was easy to see the doctor, compared with 37%). Overall, 66% of young men who said they had been to health care in dedicated sites said the quality was good or very good, compared with 45% of young men in split sites.
- Of the young men who reported emotional or mental health problems, 52% at dedicated sites said they were receiving help, compared with 33% at split sites.
- Young men in dedicated sites reported a significantly better experience with the applications and complaints process. Ninety per cent said they knew how to make an application (compared with 76% in split sites), 81% said it was easy to do so (compared with 59%), 71% of those who had made an application said it was handled fairly (compared with 48%) and 70% felt it was sorted out promptly (compared with 35%). Eighty-six per cent of young men in dedicated sites said they knew how to make a complaint (compared with 78% in split sites) and 67% felt it was easy to do so (compared with 58%). While 41% of young men in dedicated sites said complaints were sorted out promptly, only 24% felt they were in split sites.
- More young men in dedicated sites said they could speak to a peer mentor or Listener when they wanted to (33% compared with 21% in split sites), a member of the Independent Monitoring Board (IMB) (30% compared with 22%) or an advocate (38% compared with 30%).
- Almost half of the young men in dedicated sites said they had been treated fairly in their experience of the rewards scheme (49% compared with 37% in split sites) and more said the scheme encouraged them to change their behaviour (55% compared with 45%).

- Of the young men who said they had spent a night in the care and separation unit, a higher proportion in dedicated sites told us they felt they were treated well or very well (58% compared with 28%).
- Fewer young men in dedicated sites said they had ever felt unsafe in their establishment (26% compared with 32% in split sites).
- Young men in dedicated sites were more likely to be involved in a job (35% compared with 15% in split sites), vocational or skills training (22% compared with 10%) and offending behaviour programmes (21% compared with 16%). Of the young men who were involved in activities, those in dedicated sites were more positive about how this would help them on release than those in split sites. Sixty-six per cent in dedicated sites said education would help them on release (compared with 53%), 57% said their job would help them (compared with 41%) and 52% said offending behaviour programmes would help (compared with 36%).
- Thirteen per cent of young men in dedicated sites reported that they went to the gym more than five times a week (compared with only 2% in split sites).
- Fewer young men in dedicated sites said they had problems with sending or receiving letters or parcels (38% compared with 48%).
- More young men in dedicated than split sites said their visits started on time (46% compared with 27%) and more felt their friends and family were treated well by the visits staff (45% compared with 35%).
- Just over half of young men in dedicated sites (52%) told us that they had a training plan compared with only 27% at split sites. More young men in dedicated sites said they knew how to contact their YOT worker (61% compared with 44%).
- More young men in dedicated sites said that they had had a say in what would happen to them on release (45% compared with 31%). More young men in dedicated sites said they knew who to contact for help with all areas of resettlement compared with young men in split sites. This included finding accommodation (37% compared with 28%), getting into school or college (46% compared with 38%) and getting a job (45% compared with 34%). Fewer young men in dedicated sites said they thought they would have a problem with finding accommodation (25% compared with 32%) or getting into school or college (23% compared with 33%) on release.

The few areas in which young men in split sites reported a better experience than those in dedicated sites are detailed below.

- Fewer young men in split sites reported that they had problems with housing on arrival than those in dedicated sites (9% compared with 14%).
- A higher proportion of young men in split than dedicated sites said they could shower every day if they wanted to (81% compared with 66%) and more said their cell bell was usually answered within five minutes (42% compared with 30%).
- Fewer young men in split sites reported that they had a drugs problem on arrival (27% compared with 36% in dedicated sites) and fewer told us it was easy to obtain illegal drugs in the establishment (11% compared with 20%).
- One per cent of young men in split sites reported that they had been victimised by other young people because of drugs, compared with 4% at dedicated sites. Fewer reported victimisation by insulting remarks by staff (11% compared with 16%).

- Fewer young men at split than dedicated sites told us that they were 14 or younger when they were last at school (30% compared with 44%) and fewer said that they had ever been excluded (81% compared with 90%) or truanted from school (63% compared with 71%).
- A higher proportion of young men at split sites told us that they could have association every day (88% compared with 63% in dedicated sites) and that they could go outside for exercise every day (43% compared with 36%).
- Three quarters of young men in split sites said that they were able to use the telephone every day, compared with 61% of young men in dedicated sites.
- More young men in split sites said they saw their personal officer at least once a week (68% compared with 60%).

KEY TO TABLES		Overall												
		Ashtfield 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010
SECTION 2: ABOUT YOUR SENTENCE														
2.1	Are you sentenced?	81%	63%	42%	78%	80%	62%	80%	84%	75%	100%	100%	97%	74%
2.2	Is your sentence 12 months or less?	24%	31%	23%	38%	33%	28%	43%	41%	41%	0%	90%	24%	34%
2.3	Have you been in this establishment for one month or less?	15%	20%	21%	12%	31%	25%	24%	37%	24%	0%	31%	0%	21%
2.4	Is this your first time in custody in a YOJ, secure children's home or secure training centre?	52%	58%	62%	47%	57%	53%	46%	53%	50%	50%	41%	76%	53%
SECTION 3: COURTS, TRANSFERS AND ESCORTS														
For your most recent journey, either to or from court or between prisons, we want to know:														
3.1	Was the van clean?	46%	47%	40%	32%	34%	27%	53%	40%	47%	17%	48%	50%	41%
3.2	Did you feel safe?	84%	73%	70%	90%	84%	78%	85%	74%	89%	79%	79%	78%	82%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	27%	26%	23%	26%	16%	25%	13%	33%	26%	33%	38%	29%	25%
3.4	Did you spend more than four hours in the van?	7%	8%	4%	5%	3%	13%	13%	6%	2%	0%	3%	9%	7%
For those who spent two or more hours in the escort van:														
3.5	Were you offered a toilet break if you needed it?	12%	8%	3%	23%	15%	15%	24%	6%	14%	6%	10%	20%	15%
3.6	Were you offered anything to eat or drink?	27%	14%	25%	47%	21%	33%	50%	24%	40%	47%	33%	22%	35%

KEY TO TABLES		Overall													
		Ashfield 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	
	The best score across establishments														
	The worst score across establishments														
3.7	Were you treated well/very well by the escort staff?	53%	46%	55%	42%	56%	58%	53%	59%	54%	42%	58%	69%	76%	53%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	81%	76%	81%	81%	77%	81%	81%	77%	76%	79%	81%	75%	62%	79%
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	4%	2%	1%	5%	2%	3%	2%	2%	4%	0%	8%	0%	0%	3%
SECTION 4: YOUR FIRST FEW DAYS HERE															
4.1	Were you in reception for less than two hours?	83%	78%	86%	85%	84%	56%	76%	77%	75%	35%	52%	79%	68%	77%
4.2	When you were searched was this carried out in an understanding way?	80%	74%	75%	86%	70%	79%	86%	77%	76%	61%	82%	86%	82%	79%
4.3	Were you treated well/very well in reception?	71%	67%	59%	63%	61%	46%	76%	89%	69%	50%	52%	69%	82%	67%
	When you first arrived, did staff ask if you needed help or support with any of the following:														
4.4a	Not being able to smoke?	50%	43%	39%	58%	58%	31%	60%	49%	69%	50%	23%	56%	47%	52%
4.4b	Loss of property?	24%	21%	16%	22%	19%	17%	27%	22%	16%	25%	23%	15%	38%	21%
4.4c	Housing problems?	19%	16%	15%	25%	26%	16%	20%	20%	13%	14%	5%	37%	23%	19%
4.4d	Needing protection from other young people?	28%	26%	26%	27%	25%	23%	25%	18%	16%	20%	14%	37%	28%	24%

KEY TO TABLES		Ashtfield 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	Overall
	The best score across establishments														
	The worst score across establishments														
4.4e	Letting family know where you are?	66%	64%	46%	60%	66%	51%	66%	53%	67%	50%	55%	52%	77%	60%
4.4f	Money worries?	17%	19%	13%	20%	19%	16%	19%	18%	16%	30%	5%	7%	28%	17%
4.4g	Feeling low/upset/needing someone to talk to?	40%	36%	24%	40%	51%	42%	38%	41%	47%	38%	14%	33%	72%	39%
4.4h	Health problems?	62%	58%	48%	59%	56%	66%	66%	52%	62%	38%	36%	63%	62%	59%
4.4i	Getting phone numbers?	45%	32%	32%	46%	44%	42%	50%	46%	45%	30%	46%	48%	57%	43%
4.5	Did you have any problems when you first arrived?	78%	73%	76%	77%	83%	84%	66%	69%	80%	55%	68%	78%	77%	76%
	When you first arrived, did you have problems with any of the following:														
4.5a	Not being able to smoke?	44%	36%	41%	58%	74%	47%	36%	46%	61%	25%	5%	54%	55%	48%
4.5b	Loss of property?	17%	27%	16%	18%	21%	15%	11%	12%	15%	5%	9%	17%	23%	16%
4.5c	Housing problems?	13%	22%	11%	12%	7%	9%	15%	15%	11%	14%	5%	30%	23%	13%
4.5d	Needing protection from other young people?	4%	7%	13%	10%	7%	5%	6%	11%	5%	0%	5%	0%	10%	7%
4.5e	Letting family know where you are?	21%	27%	17%	27%	21%	25%	21%	14%	19%	20%	32%	9%	32%	22%
4.5f	Money worries?	15%	32%	27%	11%	11%	21%	20%	12%	16%	14%	5%	26%	13%	17%
4.5g	Feeling low/upset/needing someone to talk to?	15%	20%	20%	16%	21%	21%	14%	19%	18%	14%	9%	0%	42%	18%
4.5h	Health problems?	9%	15%	11%	15%	11%	11%	8%	11%	9%	5%	5%	9%	42%	12%
4.5i	Getting phone numbers?	28%	36%	37%	30%	21%	39%	28%	26%	33%	5%	23%	46%	23%	31%

KEY TO TABLES		Asfield 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	Overall
	The best score across establishments														
	The worst score across establishments														
SECTION 5: DAILY LIFE AND RESPECT															
5.1	Can you normally have a shower every day if you want to?	76%	42%	75%	93%	98%	82%	92%	53%	29%	71%	96%	79%	100%	71%
5.2	Is your cell call bell normally answered within five minutes?	39%	29%	46%	33%	66%	23%	20%	20%	29%	25%	42%	52%	59%	33%
5.3	Do you find the food here good/very good?	42%	7%	13%	17%	5%	8%	14%	22%	16%	14%	11%	7%	18%	17%
5.4	Does the shop/canteen sell a wide enough variety of products?	64%	31%	28%	50%	57%	42%	41%	42%	39%	18%	22%	41%	62%	44%
5.5	Is it easy/very easy for you to attend religious services?	73%	46%	58%	57%	34%	52%	60%	47%	61%	52%	52%	79%	79%	58%
5.6a	Do you feel your religious beliefs are respected?	62%	54%	65%	51%	35%	51%	54%	46%	48%	62%	59%	74%	91%	55%
5.6b	Can you speak to a religious leader in private if you want to?	68%	60%	68%	65%	69%	63%	72%	55%	61%	74%	52%	78%	90%	65%
5.7	Is there a member of staff you can turn to with a problem?	80%	51%	52%	66%	68%	59%	70%	61%	55%	47%	65%	59%	76%	63%
5.8	Do you feel that most of the staff here treat you with respect?	69%	55%	60%	64%	67%	59%	76%	60%	55%	33%	70%	76%	79%	63%
SECTION 6: HEALTH SERVICES															
6.1	Did you have a full health assessment the day after your arrival?	57%	66%	51%	74%	53%	54%	54%	63%	62%	64%	59%	59%	71%	61%
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	74%	60%	34%	77%	43%	63%	54%	81%	53%	38%	58%	46%	96%	61%

KEY TO TABLES	Ashfield 2010													Overall	
	Cookham Wood 2010														
The best score across establishments	Feltham 2010													Overall	
	Hindley 2011														
The worst score across establishments	Parc 2010													Overall	
	Stoke Heath 2010														
6.3a	Warren Hill 2010													Overall	
	Werrington 2011														
6.3b	Wetherby 2010													Overall	
	Anson Unit 2010														
6.3c	Carlford Unit 2010													Overall	
	Heron Unit 2010														
6.3d	Keppel Unit 2010													Overall	
	Keppel Unit 2010														
6.3e	Overall													Overall	
	Overall														
6.4	Is it easy for you to see the doctor?	68%	39%	32%	62%	42%	44%	44%	60%	53%	62%	58%	31%	88%	52%
6.5a	Is it easy for you to see the nurse?	83%	57%	65%	85%	58%	63%	56%	87%	65%	74%	85%	79%	97%	72%
	Is it easy for you to see the dentist?	41%	21%	13%	58%	32%	20%	26%	32%	24%	26%	16%	7%	55%	32%
6.6a	Is it easy for you to see the optician?	31%	13%	11%	38%	24%	14%	22%	24%	21%	26%	27%	4%	55%	24%
	Is it easy for you to see the pharmacist?	33%	16%	12%	36%	27%	20%	20%	27%	29%	32%	20%	7%	43%	26%
6.6b	If you are taking medication, are you allowed to keep it in your cell?	22%	23%	25%	33%	33%	33%	57%	42%	36%	55%	39%	29%	37%	34%
	Did you have any problems with alcohol when you first arrived?	20%	3%	10%	14%	25%	16%	10%	12%	19%	14%	7%	0%	32%	14%
6.6c	If you had alcohol problems on arrival, are you being helped by anyone here?	68%	67%	35%	47%	64%	53%	88%	54%	70%	100%	0%	N/A	100%	63%
	Did you have any problems with drugs when you first arrived?	40%	25%	14%	35%	60%	29%	29%	33%	42%	25%	11%	25%	59%	33%
6.7	Do you have any problems with drugs now?	9%	10%	7%	7%	17%	7%	9%	12%	13%	5%	0%	7%	0%	9%
	If you had drug problems on arrival, are you being helped by anyone here?	74%	23%	64%	54%	70%	70%	84%	44%	75%	100%	100%	71%	95%	67%
6.8	Is it easy/very easy to get illegal drugs here?	27%	14%	8%	18%	20%	13%	11%	19%	26%	24%	0%	10%	22%	18%
	Do you feel you have any emotional or mental health problems?	18%	29%	17%	23%	18%	22%	17%	20%	22%	5%	8%	14%	38%	21%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	73%	47%	36%	67%	40%	28%	46%	24%	40%	100%	100%	25%	91%	50%

KEY TO TABLES															
	The best score across establishments														
	The worst score across establishments														
	SECTION 7: APPLICATIONS AND COMPLAINTS														
7.1	Do you know how to make an application?	Ashtfield 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	Overall
7.2	Is it easy to make an application?	94%	83%	67%	97%	93%	82%	92%	83%	84%	95%	93%	45%	100%	86%
	For those who have made an application:														
7.3a	Do you feel applications are sorted out fairly?	66%	43%	45%	84%	55%	49%	64%	72%	77%	72%	75%	50%	90%	67%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	60%	37%	32%	90%	42%	36%	65%	68%	71%	63%	53%	39%	74%	62%
7.4	Do you know how to make a complaint?	87%	90%	77%	87%	92%	72%	90%	79%	82%	95%	96%	89%	97%	84%
7.5	Is it easy to make a complaint?	64%	66%	59%	65%	78%	48%	78%	63%	64%	80%	62%	61%	88%	65%
	For those who have made a complaint:														
7.6a	Do you feel complaints are sorted out fairly?	31%	22%	24%	44%	35%	30%	39%	46%	27%	29%	33%	30%	74%	34%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	35%	21%	21%	53%	21%	35%	45%	43%	46%	39%	46%	18%	70%	38%
7.7	Have you ever been prevented from making a complaint when you wanted to?	22%	20%	18%	15%	24%	17%	7%	21%	17%	18%	20%	7%	18%	17%

KEY TO TABLES	Ashfield 2010												Overall	
	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010		
	The best score across establishments													
	The worst score across establishments													
	Can you speak to the following people when you need to:													
7.8a	A peer mentor or Listener?	40%	20%	43%	22%	23%	28%	26%	29%	32%	40%	35%	59%	31%
7.8b	A member of the IMB (Independent Monitoring Board)?	35%	20%	33%	12%	30%	32%	25%	26%	17%	36%	25%	76%	29%
7.8c	An advocate (an outside person to help you)?	62%	23%	31%	41%	35%	25%	36%	36%	28%	52%	25%	66%	37%
	SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE													
8.1	Are you on the enhanced (top) level of the reward scheme?	25%	23%	27%	37%	19%	36%	29%	28%	58%	81%	26%	38%	29%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	46%	35%	53%	56%	30%	55%	47%	52%	53%	58%	48%	59%	47%
8.3	Do the different levels make you change your behaviour?	54%	37%	65%	53%	53%	47%	53%	57%	42%	48%	52%	62%	53%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	52%	51%	54%	56%	53%	53%	57%	50%	42%	50%	45%	76%	53%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	83%	74%	90%	91%	71%	92%	74%	75%	67%	77%	82%	96%	81%
8.6	Have you been physically restrained (C and R) since you have been here?	25%	33%	46%	28%	23%	27%	29%	35%	32%	8%	31%	66%	33%

KEY TO TABLES		Overall	Keppel Unit 2010	Heron Unit 2010	Carlford Unit 2010	Anson Unit 2010	Wetherby 2010	Werrington 2011	Warren Hill 2010	Stoke Heath 2010	Parc 2010	Hindley 2011	Feltham 2010	Cookham Wood 2010	Ashtfield 2010
	The best score across establishments														
	The worst score across establishments														
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	49%	25%	14%	57%	50%	75%	54%	42%	21%	50%	54%	33%	54%	63%
SECTION 9: SAFETY															
9.1	Have you ever felt unsafe in this prison?	27%	29%	31%	15%	22%	26%	30%	25%	48%	10%	19%	30%	44%	21%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23%	44%	7%	29%	21%	25%	31%	21%	36%	19%	14%	20%	33%	21%
If you have felt victimised by another young person/group of young people, did the incident involve:															
9.4a	Insulting remarks?	14%			13%	0%	15%	17%	9%	27%	16%	9%	12%	19%	14%
9.4b	Physical abuse?	11%	9%	0%	8%	0%	11%	11%	10%	19%	3%	11%	10%	15%	9%
9.4c	Sexual abuse?	1%	3%	0%	4%	5%	2%	2%	0%	0%	2%	1%	0%	6%	0%
9.4d	Racial or ethnic abuse?	3%	3%	0%	0%	16%	3%	4%	1%	5%	0%	2%	3%	4%	4%
9.4e	Your religious beliefs?	3%	9%	0%	8%	5%	1%	2%	3%	5%	0%	2%	3%	5%	1%
9.4f	Your disability?	2%	9%	0%	0%	0%	2%	3%	0%	3%	2%	1%	0%	2%	2%
9.4g	Drugs?	3%	3%	0%	8%	0%	4%	4%	2%	1%	0%	3%	1%	4%	4%
9.4h	Having your canteen/property taken?	5%	3%	3%	0%	5%	4%	8%	6%	12%	2%	4%	2%	10%	3%
9.4i	Because you were new here?	9%	13%	3%	4%	0%	7%	12%	10%	21%	5%	9%	6%	14%	3%
9.4j	Being from a different part of the country than others?	5%	13%	0%	8%	16%	5%	8%	2%	9%	3%	5%	3%	6%	6%
9.4k	Gang-related issues?	6%	0%	3%	4%	0%	9%	9%	2%	12%	0%	5%	6%	13%	4%
9.4l	Your offence/crime?	4%	9%	0%	8%	5%	4%	5%	1%	5%	2%	4%	2%	6%	3%

KEY TO TABLES	Overall													
	Ashted 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	
9.6	31%	31%	27%	15%	16%	26%	15%	28%	29%	44%	24%	17%	39%	25%
9.7a	23%	15%	13%	10%	5%	11%	9%	17%	20%	22%	16%	10%	22%	15%
9.7b	3%	9%	3%	6%	3%	9%	1%	1%	11%	17%	0%	0%	0%	5%
9.7c	0%	5%	0%	3%	0%	1%	1%	2%	0%	6%	0%	0%	0%	1%
9.7d	7%	13%	5%	1%	0%	11%	3%	6%	4%	6%	0%	7%	0%	5%
9.7e	5%	3%	2%	0%	0%	3%	4%	3%	4%	0%	4%	3%	0%	3%
9.7f	2%	2%	0%	0%	2%	2%	1%	1%	3%	0%	0%	3%	3%	1%
9.7g	5%	2%	0%	1%	0%	2%	0%	2%	4%	0%	0%	0%	9%	2%
9.7h	7%	3%	1%	1%	2%	5%	1%	2%	2%	0%	4%	0%	3%	3%
9.7i	4%	7%	8%	4%	2%	6%	2%	5%	4%	0%	0%	3%	0%	4%
9.7j	4%	4%	0%	3%	3%	3%	2%	2%	4%	17%	8%	0%	0%	3%
9.7k	4%	0%	1%	2%	0%	5%	1%	2%	3%	0%	8%	0%	3%	2%
9.7l	3%	1%	3%	3%	2%	3%	1%	1%	1%	22%	0%	3%	18%	3%
9.9	59%	52%	49%	51%	59%	54%	50%	52%	65%	33%	72%	64%	78%	56%

KEY TO TABLES	Overall														
	Ashted 2010	Cookham Wood 2010	Feltham 2010	Hindley 2011	Parc 2010	Stoke Heath 2010	Warren Hill 2010	Werrington 2011	Wetherby 2010	Anson Unit 2010	Carlford Unit 2010	Heron Unit 2010	Keppel Unit 2010	Overall	
	The best score across establishments														
	The worst score across establishments														
10.4b	A job in this establishment?	68%	39%	42%	65%	39%	41%	39%	46%	62%	93%	47%	65%	96%	56%
10.4c	Vocational or skills training?	74%	39%	41%	60%	28%	63%	46%	49%	56%	67%	81%	60%	72%	56%
10.4d	Offending behaviour programmes?	59%	39%	33%	57%	41%	39%	43%	49%	54%	69%	65%	36%	72%	50%
10.5	Do you usually have association every day?	76%	46%	91%	90%	89%	84%	81%	63%	16%	79%	96%	89%	91%	70%
10.6	Do you go to the gym more than five times each week?	9%	14%	2%	29%	3%	0%	4%	4%	11%	21%	4%	14%	9%	11%
10.7	Can you usually go outside for exercise every day?	77%	80%	53%	9%	89%	3%	24%	0%	34%	58%	93%	61%	82%	40%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS															
11.1	Are you able to use the telephone every day?	67%	51%	68%	84%	95%	78%	85%	52%	23%	79%	92%	78%	91%	66%
11.2	Have you had any problems with sending or receiving letters or parcels?	34%	44%	47%	42%	21%	63%	44%	36%	34%	53%	33%	43%	29%	40%
11.3	Is it easy/very easy for your family and friends to visit you here?	40%	48%	37%	58%	55%	34%	24%	45%	46%	26%	32%	50%	50%	43%
11.4	Do you usually have one or more visits per week from family and friends?	38%	38%	40%	47%	54%	36%	20%	38%	39%	32%	28%	14%	38%	38%
11.5	Do your visits start on time?	46%	30%	23%	68%	52%	20%	28%	31%	48%	53%	50%	43%	53%	42%

KEY TO TABLES		Overall	Keppel Unit 2010	Heron Unit 2010	Carlford Unit 2010	Anson Unit 2010	Wetherby 2010	Werrington 2011	Warren Hill 2010	Stoke Heath 2010	Parc 2010	Hindley 2011	Feltham 2010	Cookham Wood 2010	Ashtfield 2010
	The best score across establishments	57%	88%	41%	80%	58%	57%	45%	62%	42%	79%	58%	34%	65%	74%
	The worst score across establishments														
12.7	Do you know how to get in touch with your YOT worker?														
	Please answer the following about your preparation for release:														
12.8	Have you had a say in what will happen to you when you are released?		76%	39%	39%	28%	43%	43%	54%	33%	55%	45%	22%	41%	45%
12.8	Are you going to school or college on release?	60%	76%	78%	58%	69%	57%	61%	57%	53%	57%	53%	71%	69%	61%
12.8	Do you have a job to go to on release?	20%	30%	11%	16%	24%	21%	26%	20%	17%	25%	23%	19%	12%	21%
	Do you know who to contact for help with the following in preparation for your release:														
12.9	Finding accommodation?	36%	68%	50%	55%	27%	36%	24%	41%	25%	41%	34%	24%	34%	49%
12.9	Getting into school or college?	45%	74%	46%	59%	40%	43%	43%	43%	39%	35%	43%	38%	44%	58%
12.9	Getting a job?	43%	65%	54%	64%	40%	41%	41%	35%	39%	41%	50%	28%	31%	60%
12.9	Help with money/finances?	33%	50%	22%	46%	33%	33%	31%	32%	27%	29%	41%	16%	28%	44%
12.9	Help with claiming benefits?	27%	55%	13%	46%	33%	31%	17%	26%	23%	25%	33%	13%	23%	35%
12.9	Continuing health services?	22%	55%	17%	50%	27%	21%	16%	18%	18%	25%	25%	12%	19%	29%
12.9	Opening a bank account?	32%	68%	17%	41%	33%	29%	29%	35%	27%	27%	38%	17%	25%	40%
12.9	Avoiding bad relationships?	25%	65%	13%	55%	40%	28%	20%	25%	24%	25%	27%	9%	18%	33%

KEY TO TABLES														Overall	
	The best score across establishments														
	The worst score across establishments														
	Do you think you will have a problem with the following when you are released:														
12.10	Finding accommodation?	23%	38%	37%	25%	23%	30%	26%	23%	19%	50%	17%	28%	38%	27%
12.10	Getting into school or college?	20%	47%	36%	15%	19%	37%	30%	25%	31%	21%	24%	38%	26%	
12.10	Getting a job?	48%	60%	53%	47%	43%	52%	46%	46%	50%	54%	58%	77%	49%	
12.10	Help with money/finances?	47%	48%	37%	42%	35%	44%	35%	37%	31%	21%	42%	53%	39%	
12.10	Help with claiming benefits?	26%	35%	22%	26%	35%	31%	19%	20%	23%	13%	16%	43%	25%	
12.10	Continuing health services?	13%	15%	13%	15%	17%	16%	10%	13%	23%	4%	8%	23%	13%	
12.10	Opening a bank account?	14%	23%	16%	16%	17%	17%	16%	13%	23%	17%	16%	23%	16%	
12.10	Avoiding bad relationships?	22%	24%	18%	16%	28%	20%	14%	17%	23%	8%	20%	53%	19%	
	For those who were sentenced:														
12.12	Do you want to stop offending?	98%	90%	91%	91%	95%	90%	92%	89%	90%	94%	91%	96%	92%	
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	50%	37%	41%	46%	73%	38%	48%	51%	38%	44%	59%	59%	47%	

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

KEY TO TABLES		2010–11 SURVEY PERIOD	2009–10 SURVEY PERIOD
	Significantly better than the 2009–10 figure		
	Significantly worse than the 2009–10 figure		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		1,052	1,115
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	14%	11%
1.2	Are you a foreign national?	6%	4%
1.3	Is English your first language?	91%	92%
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	39%	33%
1.5	Are you Muslim?	16%	13%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	7%
1.7	Do you have any children?	13%	13%
1.8	Do you consider yourself to have a disability?	9%	
1.9	Have you ever been in local authority care?	27%	
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	74%	77%
2.2	Is your sentence 12 months or less?	34%	
2.3	Have you been in this establishment for one month or less?	21%	22%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	53%	39%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	41%	46%
3.2	Did you feel safe?	82%	75%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	25%	31%
3.4	Did you spend more than four hours in the van?	7%	4%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	15%	16%
3.6	Were you offered anything to eat or drink?	35%	32%
3.7	Were you treated well/very well by the escort staff?	53%	56%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	79%	

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	3%	
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	77%	77%
4.2	When you were searched was this carried out in an understanding way?	79%	83%
4.3	Were you treated well/very well in reception?	67%	72%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.4a	Not being able to smoke?	52%	57%
4.4b	Loss of property?	21%	20%
4.4c	Housing problems?	19%	18%
4.4d	Needing protection from other young people?	24%	23%
4.4e	Letting family know where you are?	60%	60%
4.4f	Money worries?	17%	16%
4.4g	Feeling low/upset/needing someone to talk to?	39%	41%
4.4h	Health problems?	59%	55%
4.4i	Getting phone numbers?	43%	41%
4.5	Did you have any problems when you first arrived?	76%	75%
When you first arrived, did you have problems with any of the following:			
4.5a	Not being able to smoke?	48%	51%
4.5b	Loss of property?	16%	13%
4.5c	Housing problems?	13%	12%
4.5d	Needing protection from other young people?	7%	5%
4.5e	Letting family know where you are?	22%	24%
4.5f	Money worries?	17%	15%
4.5g	Feeling low/upset/needing someone to talk to?	18%	16%
4.5h	Health problems?	12%	11%
4.5i	Getting phone numbers?	31%	27%
When you first arrived, were you given any of the following:			
4.6a	A reception pack?	73%	77%
4.6b	The opportunity to have a shower?	35%	35%
4.6c	Something to eat?	80%	84%
4.6d	A free phone call to friends/family?	75%	82%
4.6e	Information about the PIN telephone system?	59%	65%
4.6f	Information about feeling low/upset?	28%	38%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

	Within your first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	46%	50%
4.7b	A peer mentor, Listener or the Samaritans?	23%	23%
4.7c	Did you have access to the prison shop/canteen?	15%	15%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	72%	
4.9	Did you feel safe on your first night here?	79%	82%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	66%	66%
SECTION 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	71%	64%
5.2	Is your cell call bell normally answered within five minutes?	33%	29%
5.3	Do you find the food here good/very good?	17%	21%
5.4	Does the shop/canteen sell a wide enough variety of products?	44%	43%
5.5	Is it easy/very easy for you to attend religious services?	58%	59%
5.6a	Do you feel your religious beliefs are respected?	55%	54%
5.6b	Can you speak to a religious leader in private if you want to?	65%	67%
5.7	Is there a member of staff you can turn to with a problem?	63%	70%
5.8	Do you feel that most of the staff here treat you with respect?	63%	69%
SECTION 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	61%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	61%	65%
6.3a	Is it easy for you to see the doctor?	52%	52%
6.3b	Is it easy for you to see the nurse?	72%	74%
6.3c	Is it easy for you to see the dentist?	32%	31%
6.3d	Is it easy for you to see the optician?	24%	25%
6.3e	Is it easy for you to see the pharmacist?	26%	28%
6.4	If you are taking medication, are you allowed to keep it in your cell?	34%	
6.5a	Did you have any problems with alcohol when you first arrived?	14%	16%
6.5b	If you have alcohol problems, are you being helped by anyone here?	63%	70%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

6.6a	Did you have any problems with drugs when you first arrived?	33%	34%
6.6b	Do you have any problems with drugs now?	9%	8%
6.6c	If you have drug problems, are you being helped by anyone here?	67%	72%
6.7	Is it easy/very easy to get illegal drugs here?	18%	20%
6.8	Do you feel you have any emotional or mental health problems?	21%	23%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	50%	
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	86%	90%
7.2	Is it easy to make an application?	76%	82%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	67%	65%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	62%	55%
7.4	Do you know how to make a complaint?	84%	85%
7.5	Is it easy to make a complaint?	65%	69%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	34%	39%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	38%	44%
7.7	Have you ever been prevented from making a complaint when you wanted to?	17%	
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	31%	36%
7.8b	A member of the IMB (Independent Monitoring Board)?	29%	32%
7.8c	An advocate (an outside person to help you)?	37%	39%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	29%	27%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	47%	53%
8.3	Do the different levels make you change your behaviour?	53%	58%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	53%	58%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	81%	88%
8.6	Have you been physically restrained (C and R) since you have been here?	33%	31%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

8.7	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	49%	41%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	27%	31%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23%	24%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	14%	13%
9.4b	Physical abuse?	11%	11%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	3%	2%
9.4e	Your religious beliefs?	3%	2%
9.4f	Your disability?	2%	2%
9.4g	Drugs?	3%	2%
9.4h	Having your canteen/property taken?	5%	4%
9.4i	Because you were new here?	9%	9%
9.4j	Being from a different part of the country than others?	5%	5%
9.4k	Gang-related issues?	6%	6%
9.4l	Your offence/crime?	4%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	25%	23%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.7a	Insulting remarks?	15%	14%
9.7b	Physical abuse?	5%	5%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	5%	3%
9.7e	Your religious beliefs?	3%	1%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	2%	1%
9.7h	Having your canteen/property taken?	3%	2%
9.7i	Because you were new here?	4%	4%
9.7j	Being from a different part of the country than others?	3%	1%
9.7k	Gang-related issues?	2%	3%
9.7l	Your offence/crime?	3%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	56%	62%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	31%	40%

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

9.11	Is shouting through the windows a problem here?	40%	41%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	39%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	42%	40%
10.2a	Have you ever been excluded from school?	86%	90%
10.2b	Have you ever truanted from school?	69%	73%
Do you currently take part in any of the following:			
10.3a	Education?	74%	73%
10.3b	A job in this establishment?	31%	32%
10.3c	Vocational or skills training?	19%	23%
10.3d	Offending behaviour programmes?	22%	19%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	64%	69%
10.4b	A job in this establishment?	56%	59%
10.4c	Vocational or skills training?	56%	58%
10.4d	Offending behaviour programmes?	50%	49%
10.5	Do you usually have association every day?	70%	59%
10.6	Do you go to the gym more than five times each week?	11%	11%
10.7	Can you usually go outside for exercise every day?	40%	31%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	66%	56%
11.2	Have you had any problems with sending or receiving letters or parcels?	40%	39%
11.3	Is it easy/very easy for your family and friends to visit you here?	43%	49%
11.4	Do you usually have one or more visits per week from family and friends?	38%	
11.5	Do your visits start on time?	42%	47%
11.6	Are you and your visitors treated well/very well by visits staff?	43%	51%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	51%	48%
12.2	Do you see your personal officer at least once a week?	63%	65%
12.3	Do you feel your personal officer has helped you?	56%	59%
12.4	Do you have a training plan, sentence plan or remand plan?	47%	

APPENDIX B: EXPERIENCES OF YOUNG MEN IN 2010–11 COMPARED WITH 2009–10

	For those with a training plan, sentence plan or remand plan:		
12.5a	Were you involved in the development of your plan?	55%	
12.5b	Do you understand the targets set in your plan?	68%	
12.6	Has your YOT worker been in touch with you since your arrival here?	83%	82%
12.7	Do you know how to get in touch with your YOT worker?	57%	57%
	Please answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	42%	41%
12.8	Are you going to school or college on release?	60%	64%
12.8	Do you have a job to go to on release?	20%	22%
	Do you know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	36%	43%
12.9	Getting into school or college?	45%	56%
12.9	Getting a job?	43%	53%
12.9	Help with money/finances?	33%	40%
12.9	Help with claiming benefits?	27%	35%
12.9	Continuing health services?	22%	27%
12.9	Opening a bank account?	32%	38%
12.9	Avoiding bad relationships?	25%	29%
	Do you think you will have a problem with the following when you are released:		
12.10	Finding accommodation?	27%	25%
12.10	Getting into school or college?	26%	26%
12.10	Getting a job?	49%	47%
12.10	Help with money/finances?	39%	36%
12.10	Help with claiming benefits?	25%	25%
12.10	Continuing health services?	13%	11%
12.10	Opening a bank account?	16%	13%
12.10	Avoiding bad relationships?	19%	20%
	For those who were sentenced:		
12.12	Do you want to stop offending?	92%	91%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	47%	49%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2010–11

KEY TO TABLES		BLACK AND MINORITY ETHNIC YOUNG MEN	WHITE YOUNG MEN
	Significantly better for black and minority ethnic young men		
	Significantly worse for black and minority ethnic young men		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		427	613
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	13%	15%
1.2	Are you a foreign national?	11%	2%
1.3	Is English your first language?	81%	97%
1.5	Are you Muslim?	40%	2%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	1%	8%
1.7	Do you have any children?	10%	15%
1.8	Do you consider yourself to have a disability?	6%	11%
1.9	Have you ever been in local authority care?	21%	31%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	65%	79%
2.2	Is your sentence 12 months or less?	26%	39%
2.3	Have you been in this establishment for one month or less?	23%	19%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	58%	49%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	42%	42%
3.2	Did you feel safe?	78%	84%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	28%	23%
3.4	Did you spend more than four hours in the van?	8%	5%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	15%	15%
3.6	Were you offered anything to eat or drink?	37%	33%
3.7	Were you treated well/very well by the escort staff?	53%	53%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	75%	81%
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	3%	3%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2010–11

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	78%	77%
4.2	When you were searched was this carried out in an understanding way?	77%	82%
4.3	Were you treated well/very well in reception?	65%	69%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.4a	Not being able to smoke?	45%	57%
4.4b	Loss of property?	18%	23%
4.4c	Housing problems?	18%	20%
4.4d	Needing protection from other young people?	24%	24%
4.4e	Letting family know where you are?	62%	60%
4.4f	Money worries?	19%	16%
4.4g	Feeling low/upset/needing someone to talk to?	34%	43%
4.4h	Health problems?	60%	58%
4.4i	Getting phone numbers?	40%	46%
4.5	Did you have any problems when you first arrived?	72%	78%
	When you first arrived, did you have problems with any of the following:		
4.5a	Not being able to smoke?	34%	58%
4.5b	Loss of property?	16%	16%
4.5c	Housing problems?	15%	12%
4.5d	Needing protection from other young people?	7%	8%
4.5e	Letting family know where you are?	22%	21%
4.5f	Money worries?	21%	15%
4.5g	Feeling low/upset/needing someone to talk to?	15%	19%
4.5h	Health problems?	10%	12%
4.5i	Getting phone numbers?	32%	31%
	When you first arrived, were you given any of the following:		
4.6a	A reception pack?	67%	77%
4.6b	The opportunity to have a shower?	28%	38%
4.6c	Something to eat?	81%	80%
4.6d	A free phone call to friends/family?	70%	77%
4.6e	Information about the PIN telephone system?	54%	62%
4.6f	Information about feeling low/upset?	21%	33%
	Within your first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	46%	46%
4.7b	A peer mentor, Listener or the Samaritans?	19%	25%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2010–11

4.7c	Did you have access to the prison shop/canteen?	14%	16%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	71%	72%
4.9	Did you feel safe on your first night here?	75%	81%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	64%	68%
SECTION 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	69%	72%
5.2	Is your cell call bell normally answered within five minutes?	32%	34%
5.3	Do you find the food here good/very good?	15%	19%
5.4	Does the shop/canteen sell a wide enough variety of products?	35%	50%
5.5	Is it easy/very easy for you to attend religious services?	64%	54%
5.6a	Do you feel your religious beliefs are respected?	62%	50%
5.6b	Can you speak to a religious leader in private if you want to?	69%	62%
5.7	Is there a member of staff you can turn to with a problem?	59%	65%
5.8	Do you feel that most of the staff here treat you with respect?	58%	66%
SECTION 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	60%	62%
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	55%	66%
6.3a	Is it easy for you to see the doctor?	43%	58%
6.3b	Is it easy for you to see the nurse?	67%	75%
6.3c	Is it easy for you to see the dentist?	26%	36%
6.3d	Is it easy for you to see the optician?	18%	28%
6.3e	Is it easy for you to see the pharmacist?	21%	29%
6.4	If you are taking medication, are you allowed to keep it in your cell?	33%	34%
6.5a	Did you have any problems with alcohol when you first arrived?	7%	19%
6.5b	If you have alcohol problems, are you being helped by anyone here?	46%	67%
6.6a	Did you have any problems with drugs when you first arrived?	19%	43%
6.6b	Do you have any problems with drugs now?	7%	11%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2010–11

6.6c	If you have drug problems, are you being helped by anyone here?	54%	70%
6.7	Is it easy/very easy to get illegal drugs here?	11%	22%
6.8	Do you feel you have any emotional or mental health problems?	18%	22%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	32%	58%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	82%	90%
7.2	Is it easy to make an application?	67%	82%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	56%	73%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	53%	68%
7.4	Do you know how to make a complaint?	82%	86%
7.5	Is it easy to make a complaint?	63%	67%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	26%	40%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	32%	43%
7.7	Have you ever been prevented from making a complaint when you wanted to?	19%	15%
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	28%	34%
7.8b	A member of the IMB (Independent Monitoring Board)?	26%	31%
7.8c	An advocate (an outside person to help you)?	33%	39%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	27%	30%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	40%	51%
8.3	Do the different levels make you change your behaviour?	47%	57%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	58%	50%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	80%	83%
8.6	Have you been physically restrained (C and R) since you have been here?	34%	33%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	49%	50%

**APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY
ETHNIC YOUNG MEN 2010–11**

SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	27%	27%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	19%	26%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	10%	17%
9.4b	Physical abuse?	8%	12%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	4%	2%
9.4e	Your religious beliefs?	4%	2%
9.4f	Your disability?	1%	2%
9.4g	Drugs?	2%	4%
9.4h	Having your canteen/property taken?	3%	7%
9.4i	Because you were new here?	6%	10%
9.4j	Being from a different part of the country than others?	3%	7%
9.4k	Gang-related issues?	6%	7%
9.4l	Your offence/crime?	3%	5%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	27%	23%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	15%	15%
9.7b	Physical abuse?	5%	5%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	10%	2%
9.7e	Your religious beliefs?	4%	2%
9.7f	Your disability?	1%	2%
9.7g	Drugs?	2%	2%
9.7h	Having your canteen/property taken?	3%	2%
9.7i	Because you were new here?	6%	4%
9.7j	Being from a different part of the country than others?	4%	3%
9.7k	Gang-related issues?	3%	1%
9.7l	Your offence/crime?	2%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	50%	59%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	24%	36%
9.11	Is shouting through the windows a problem here?	31%	45%

APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY ETHNIC YOUNG MEN 2010–11

9.12	Have staff checked on you personally in the last week to see how you are getting on?	35%	38%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	29%	50%
10.2a	Have you ever been excluded from school?	81%	89%
10.2b	Have you ever truanted from school?	53%	79%
Do you currently take part in any of the following:			
10.3a	Education?	75%	74%
10.3b	A job in this establishment?	25%	35%
10.3c	Vocational or skills training?	16%	22%
10.3d	Offending behaviour programmes?	18%	25%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	60%	67%
10.4b	A job in this establishment?	50%	60%
10.4c	Vocational or skills training?	53%	57%
10.4d	Offending behaviour programmes?	45%	53%
10.5	Do you usually have association every day?	71%	70%
10.6	Do you go to the gym more than five times each week?	10%	11%
10.7	Can you usually go outside for exercise every day?	45%	38%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	65%	66%
11.2	Have you had any problems with sending or receiving letters or parcels?	44%	38%
11.3	Is it easy/very easy for your family and friends to visit you here?	40%	46%
11.4	Do you usually have one or more visits per week from family and friends?	33%	41%
11.5	Do your visits start on time?	32%	48%
11.6	Are you and your visitors treated well/very well by visits staff?	38%	47%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	53%	51%
12.2	Do you see your personal officer at least once a week?	62%	65%
12.3	Do you feel your personal officer has helped you?	54%	58%
12.4	Do you have a training plan, sentence plan or remand plan?	39%	52%

**APPENDIX C: SURVEY RESPONSES FROM BLACK AND MINORITY
ETHNIC YOUNG MEN 2010–11**

	For those with a training plan, sentence plan or remand plan:		
12.5a	Were you involved in the development of your plan?	56%	54%
12.5b	Do you understand the targets set in your plan?	69%	67%
12.6	Has your YOT worker been in touch with you since your arrival here?	82%	84%
12.7	Do you know how to get in touch with your YOT worker?	51%	62%
	Please answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	36%	47%
12.8	Are you going to school or college on release?	69%	55%
12.8	Do you have a job to go to on release?	12%	25%
	Do you know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	34%	38%
12.9	Getting into school or college?	46%	45%
12.9	Getting a job?	38%	46%
12.9	Help with money/finances?	26%	37%
12.9	Help with claiming benefits?	20%	32%
12.9	Continuing health services?	21%	23%
12.9	Opening a bank account?	29%	33%
12.9	Avoiding bad relationships?	22%	27%
	Do you think you will have a problem with the following when you are released:		
12.10	Finding accommodation?	33%	23%
12.10	Getting into school or college?	37%	19%
12.10	Getting a job?	51%	48%
12.10	Help with money/finances?	39%	39%
12.10	Help with claiming benefits?	25%	25%
12.10	Continuing health services?	13%	13%
12.10	Opening a bank account?	15%	17%
12.10	Avoiding bad relationships?	21%	18%
	For those who were sentenced:		
12.12	Do you want to stop offending?	89%	93%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45%	49%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

KEY TO TABLES		MUSLIM YOUNG MEN	NON-MUSLIM YOUNG MEN
	Significantly better for Muslim young men		
	Significantly worse for Muslim young men		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		175	831
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	12%	14%
1.2	Are you a foreign national?	7%	6%
1.3	Is English your first language?	78%	93%
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	94%	28%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	7%
1.7	Do you have any children?	12%	13%
1.8	Do you consider yourself to have a disability?	7%	10%
1.9	Have you ever been in local authority care?	16%	30%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	66%	75%
2.2	Is your sentence 12 months or less?	27%	35%
2.3	Have you been in this establishment for one month or less?	23%	20%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	53%	53%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	39%	43%
3.2	Did you feel safe?	72%	83%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	28%	24%
3.4	Did you spend more than four hours in the van?	10%	6%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	17%	14%
3.6	Were you offered anything to eat or drink?	35%	35%
3.7	Were you treated well/very well by the escort staff?	47%	54%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	76%	79%
3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	4%	3%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	75%	78%
4.2	When you were searched was this carried out in an understanding way?	71%	81%
4.3	Were you treated well/very well in reception?	60%	69%
	When you first arrived, did staff ask if you needed help or support with any of the following:		
4.4a	Not being able to smoke?	42%	54%
4.4b	Loss of property?	16%	22%
4.4c	Housing problems?	17%	19%
4.4d	Needing protection from other young people?	17%	25%
4.4e	Letting family know where you are?	55%	62%
4.4f	Money worries?	16%	18%
4.4g	Feeling low/upset/needing someone to talk to?	32%	42%
4.4h	Health problems?	56%	60%
4.4i	Getting phone numbers?	37%	44%
4.5	Did you have any problems when you first arrived?	78%	76%
	When you first arrived, did you have problems with any of the following:		
4.5a	Not being able to smoke?	37%	51%
4.5b	Loss of property?	18%	16%
4.5c	Housing problems?	12%	14%
4.5d	Needing protection from other young people?	4%	8%
4.5e	Letting family know where you are?	20%	22%
4.5f	Money worries?	24%	16%
4.5g	Feeling low/upset/needing someone to talk to?	13%	19%
4.5h	Health problems?	10%	12%
4.5i	Getting phone numbers?	31%	31%
	When you first arrived, were you given any of the following:		
4.6a	A reception pack?	62%	75%
4.6b	The opportunity to have a shower?	24%	37%
4.6c	Something to eat?	80%	80%
4.6d	A free phone call to friends/family?	71%	75%
4.6e	Information about the PIN telephone system?	53%	59%
4.6f	Information about feeling low/upset?	17%	31%
	Within your first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	52%	45%
4.7b	A peer mentor, Listener or the Samaritans?	15%	25%
4.7c	Did you have access to the prison shop/canteen?	11%	16%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	70%	72%
4.9	Did you feel safe on your first night here?	71%	80%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	63%	67%
SECTION 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	69%	72%
5.2	Is your cell call bell normally answered within five minutes?	32%	33%
5.3	Do you find the food here good/very good?	9%	19%
5.4	Does the shop/canteen sell a wide enough variety of products?	28%	46%
5.5	Is it easy/very easy for you to attend religious services?	66%	56%
5.6a	Do you feel your religious beliefs are respected?	68%	53%
5.6b	Can you speak to a religious leader in private if you want to?	79%	63%
5.7	Is there a member of staff you can turn to with a problem?	53%	66%
5.8	Do you feel that most of the staff here treat you with respect?	49%	66%
SECTION 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	59%	62%
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	50%	64%
6.3a	Is it easy for you to see the doctor?	40%	54%
6.3b	Is it easy for you to see the nurse?	64%	73%
6.3c	Is it easy for you to see the dentist?	20%	34%
6.3d	Is it easy for you to see the optician?	17%	25%
6.3e	Is it easy for you to see the pharmacist?	18%	27%
6.4	If you are taking medication, are you allowed to keep it in your cell?	29%	35%
6.5a	Did you have any problems with alcohol when you first arrived?	9%	16%
6.5b	If you have alcohol problems, are you being helped by anyone here?	38%	67%
6.6a	Did you have any problems with drugs when you first arrived?	19%	37%
6.6b	Do you have any problems with drugs now?	9%	9%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

6.6c	If you have drug problems, are you being helped by anyone here?	51%	68%
6.7	Is it easy/very easy to get illegal drugs here?	12%	19%
6.8	Do you feel you have any emotional or mental health problems?	19%	21%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	31%	54%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	80%	88%
7.2	Is it easy to make an application?	59%	79%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	47%	70%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	46%	65%
7.4	Do you know how to make a complaint?	83%	85%
7.5	Is it easy to make a complaint?	61%	66%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	23%	35%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	24%	41%
7.7	Have you ever been prevented from making a complaint when you wanted to?	21%	16%
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	26%	32%
7.8b	A member of the IMB (Independent Monitoring Board)?	28%	30%
7.8c	An advocate (an outside person to help you)?	33%	37%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	28%	29%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	40%	48%
8.3	Do the different levels make you change your behaviour?	43%	55%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	63%	51%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	72%	83%
8.6	Have you been physically restrained (C and R) since you have been here?	40%	32%
8.7	For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well?	51%	49%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	36%	26%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	20%	24%
	If you have felt victimised by another young person/group of young people, did the incident involve:		
9.4a	Insulting remarks?	10%	15%
9.4b	Physical abuse?	9%	11%
9.4c	Sexual abuse?	1%	1%
9.4d	Racial or ethnic abuse?	5%	3%
9.4e	Your religious beliefs?	5%	2%
9.4f	Your disability?	1%	2%
9.4g	Drugs?	1%	3%
9.4h	Having your canteen/property taken?	3%	6%
9.4i	Because you were new here?	7%	9%
9.4j	Being from a different part of the country than others?	3%	6%
9.4k	Gang-related issues?	5%	6%
9.4l	Your offence/crime?	1%	4%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	32%	23%
	If you have felt victimised by a member of staff/group of staff members, did the incident involve:		
9.7a	Insulting remarks?	19%	13%
9.7b	Physical abuse?	6%	5%
9.7c	Sexual abuse?	1%	1%
9.7d	Racial or ethnic abuse?	12%	4%
9.7e	Your religious beliefs?	8%	2%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	2%	2%
9.7h	Having your canteen/property taken?	2%	3%
9.7i	Because you were new here?	8%	4%
9.7j	Being from a different part of the country than others?	5%	3%
9.7k	Gang-related issues?	5%	2%
9.7l	Your offence/crime?	2%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	51%	56%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	27%	32%
9.11	Is shouting through the windows a problem here?	34%	41%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

9.12	Have staff checked on you personally in the last week to see how you are getting on?	28%	38%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	27%	44%
10.2a	Have you ever been excluded from school?	78%	88%
10.2b	Have you ever truanted from school?	54%	73%
Do you currently take part in any of the following:			
10.3a	Education?	72%	75%
10.3b	A job in this establishment?	23%	33%
10.3c	Vocational or skills training?	16%	20%
10.3d	Offending behaviour programmes?	20%	22%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	54%	66%
10.4b	A job in this establishment?	49%	57%
10.4c	Vocational or skills training?	46%	57%
10.4d	Offending behaviour programmes?	47%	51%
10.5	Do you usually have association every day?	70%	70%
10.6	Do you go to the gym more than five times each week?	7%	11%
10.7	Can you usually go outside for exercise every day?	40%	41%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	68%	66%
11.2	Have you had any problems with sending or receiving letters or parcels?	44%	40%
11.3	Is it easy/very easy for your family and friends to visit you here?	38%	45%
11.4	Do you usually have one or more visits per week from family and friends?	37%	38%
11.5	Do your visits start on time?	31%	44%
11.6	Are you and your visitors treated well/very well by visits staff?	37%	44%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	51%	52%
12.2	Do you see your personal officer at least once a week?	51%	66%
12.3	Do you feel your personal officer has helped you?	54%	57%
12.4	Do you have a training plan, sentence plan or remand plan?	38%	49%

APPENDIX D: SURVEY RESPONSES FROM MUSLIM YOUNG MEN 2010–11

For those with a training plan, sentence plan or remand plan:			
12.5a	Were you involved in the development of your plan?	59%	54%
12.5b	Do you understand the targets set in your plan?	76%	67%
12.6	Has your YOT worker been in touch with you since your arrival here?	82%	84%
12.7	Do you know how to get in touch with your YOT worker?	50%	59%
Please answer the following about your preparation for release:			
12.8	Have you had a say in what will happen to you when you are released?	33%	44%
12.8	Are you going to school or college on release?	71%	59%
12.8	Do you have a job to go to on release?	15%	21%
Do you know who to contact for help with the following in preparation for your release:			
12.9	Finding accommodation?	34%	36%
12.9	Getting into school or college?	46%	45%
12.9	Getting a job?	37%	44%
12.9	Help with money/finances?	27%	34%
12.9	Help with claiming benefits?	20%	28%
12.9	Continuing health services?	19%	22%
12.9	Opening a bank account?	26%	32%
12.9	Avoiding bad relationships?	25%	25%
Do you think you will have a problem with the following when you are released:			
12.10	Finding accommodation?	28%	26%
12.10	Getting into school or college?	34%	24%
12.10	Getting a job?	50%	49%
12.10	Help with money/finances?	41%	39%
12.10	Help with claiming benefits?	24%	25%
12.10	Continuing health services?	12%	14%
12.10	Opening a bank account?	16%	16%
12.10	Avoiding bad relationships?	18%	20%
For those who were sentenced:			
12.12	Do you want to stop offending?	86%	93%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	50%	47%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

KEY TO TABLES		DEDICATED SITES	SPLIT OR MIXED SITES
	Significantly better for young men in dedicated sites		
	Significantly worse for young men in dedicated sites		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		680	275
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	17%	6%
1.2	Are you a foreign national?	6%	6%
1.3	Is English your first language?	92%	87%
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	33%	59%
1.5	Are you Muslim?	12%	28%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	4%
1.7	Do you have any children?	13%	9%
1.8	Do you consider yourself to have a disability?	9%	10%
1.9	Have you ever been in local authority care?	28%	22%
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	77%	55%
2.2	Is your sentence 12 months or less?	37%	26%
2.3	Have you been in this establishment for one month or less?	21%	24%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	50%	58%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	43%	35%
3.2	Did you feel safe?	84%	75%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	25%	23%
3.4	Did you spend more than four hours in the van?	6%	7%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	16%	8%
3.6	Were you offered anything to eat or drink?	35%	28%
3.7	Were you treated well/very well by the escort staff?	50%	56%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	79%	80%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	4%	2%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	80%	76%
4.2	When you were searched was this carried out in an understanding way?	81%	76%
4.3	Were you treated well/very well in reception?	71%	55%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.4a	Not being able to smoke?	56%	40%
4.4b	Loss of property?	22%	17%
4.4c	Housing problems?	19%	17%
4.4d	Needing protection from other young people?	23%	25%
4.4e	Letting family know where you are?	63%	51%
4.4f	Money worries?	18%	15%
4.4g	Feeling low/upset/needing someone to talk to?	41%	34%
4.4h	Health problems?	60%	55%
4.4i	Getting phone numbers?	45%	37%
4.5	Did you have any problems when you first arrived?	75%	80%
When you first arrived, did you have problems with any of the following:			
4.5a	Not being able to smoke?	49%	49%
4.5b	Loss of property?	16%	16%
4.5c	Housing problems?	14%	9%
4.5d	Needing protection from other young people?	7%	9%
4.5e	Letting family know where you are?	22%	20%
4.5f	Money worries?	16%	22%
4.5g	Feeling low/upset/needing someone to talk to?	17%	20%
4.5h	Health problems?	11%	11%
4.5i	Getting phone numbers?	30%	35%
When you first arrived, were you given any of the following:			
4.6a	A reception pack?	74%	70%
4.6b	The opportunity to have a shower?	38%	24%
4.6c	Something to eat?	82%	77%
4.6d	A free phone call to friends/family?	75%	73%
4.6e	Information about the PIN telephone system?	61%	53%
4.6f	Information about feeling low/upset?	30%	24%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

	Within your first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	46%	44%
4.7b	A peer mentor, Listener or the Samaritans?	24%	19%
4.7c	Did you have access to the prison shop/canteen?	15%	12%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	77%	57%
4.9	Did you feel safe on your first night here?	83%	66%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	69%	57%
SECTION 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	66%	81%
5.2	Is your cell call bell normally answered within five minutes?	30%	42%
5.3	Do you find the food here good/very good?	20%	10%
5.4	Does the shop/canteen sell a wide enough variety of products?	46%	38%
5.5	Is it easy/very easy for you to attend religious services?	59%	52%
5.6a	Do you feel your religious beliefs are respected?	53%	56%
5.6b	Can you speak to a religious leader in private if you want to?	64%	67%
5.7	Is there a member of staff you can turn to with a problem?	65%	57%
5.8	Do you feel that most of the staff here treat you with respect?	63%	61%
SECTION 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	63%	52%
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	66%	45%
6.3a	Is it easy for you to see the doctor?	56%	37%
6.3b	Is it easy for you to see the nurse?	73%	63%
6.3c	Is it easy for you to see the dentist?	36%	19%
6.3d	Is it easy for you to see the optician?	26%	14%
6.3e	Is it easy for you to see the pharmacist?	28%	17%
6.4	If you are taking medication, are you allowed to keep it in your cell?	34%	29%
6.5a	Did you have any problems with alcohol when you first arrived?	14%	15%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

6.5b	If you have alcohol problems, are you being helped by anyone here?	66%	50%
6.6a	Did you have any problems with drugs when you first arrived?	36%	27%
6.6b	Do you have any problems with drugs now?	10%	9%
6.6c	If you have drug problems, are you being helped by anyone here?	66%	69%
6.7	Is it easy/very easy to get illegal drugs here?	20%	11%
6.8	Do you feel you have any emotional or mental health problems?	21%	19%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	52%	33%
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	90%	76%
7.2	Is it easy to make an application?	81%	59%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	71%	48%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	70%	35%
7.4	Do you know how to make a complaint?	86%	78%
7.5	Is it easy to make a complaint?	67%	58%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	34%	28%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	41%	24%
7.7	Have you ever been prevented from making a complaint when you wanted to?	17%	19%
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	33%	21%
7.8b	A member of the IMB (Independent Monitoring Board)?	30%	22%
7.8c	An advocate (an outside person to help you)?	38%	30%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	28%	24%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	49%	37%
8.3	Do the different levels make you change your behaviour?	55%	45%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	54%	52%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	83%	76%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

8.6	Have you been physically restrained (C and R) since you have been here?	34%	29%
8.7	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	58%	28%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	26%	32%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	23%	25%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	13%	17%
9.4b	Physical abuse?	11%	12%
9.4c	Sexual abuse?	2%	0%
9.4d	Racial or ethnic abuse?	3%	3%
9.4e	Your religious beliefs?	2%	3%
9.4f	Your disability?	2%	2%
9.4g	Drugs?	4%	1%
9.4h	Having your canteen/property taken?	5%	5%
9.4i	Because you were new here?	8%	11%
9.4j	Being from a different part of the country than others?	5%	5%
9.4k	Gang-related issues?	7%	6%
9.4l	Your offence/crime?	4%	3%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	24%	24%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.7a	Insulting remarks?	16%	11%
9.7b	Physical abuse?	5%	5%
9.7c	Sexual abuse?	2%	0%
9.7d	Racial or ethnic abuse?	5%	6%
9.7e	Your religious beliefs?	3%	2%
9.7f	Your disability?	1%	1%
9.7g	Drugs?	2%	1%
9.7h	Having your canteen/property taken?	3%	2%
9.7i	Because you were new here?	4%	6%
9.7j	Being from a different part of the country than others?	3%	2%
9.7k	Gang-related issues?	2%	2%
9.7l	Your offence/crime?	2%	3%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	56%	52%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	31%	27%
9.11	Is shouting through the windows a problem here?	41%	37%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	36%	34%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	44%	30%
10.2a	Have you ever been excluded from school?	90%	81%
10.2b	Have you ever truanted from school?	71%	63%
Do you currently take part in any of the following:			
10.3a	Education?	73%	78%
10.3b	A job in this establishment?	35%	15%
10.3c	Vocational or skills training?	22%	10%
10.3d	Offending behaviour programmes?	21%	16%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	66%	53%
10.4b	A job in this establishment?	57%	41%
10.4c	Vocational or skills training?	56%	48%
10.4d	Offending behaviour programmes?	52%	36%
10.5	Do you usually have association every day?	63%	88%
10.6	Do you go to the gym more than five times each week?	13%	2%
10.7	Can you usually go outside for exercise every day?	36%	43%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	61%	75%
11.2	Have you had any problems with sending or receiving letters or parcels?	38%	48%
11.3	Is it easy/very easy for your family and friends to visit you here?	45%	39%
11.4	Do you usually have one or more visits per week from family and friends?	38%	41%
11.5	Do your visits start on time?	46%	27%
11.6	Are you and your visitors treated well/very well by visits staff?	45%	35%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	47%	54%
12.2	Do you see your personal officer at least once a week?	60%	68%
12.3	Do you feel your personal officer has helped you?	55%	57%

APPENDIX E: COMPARISON BETWEEN YOUNG MEN IN DEDICATED SITES AND SPLIT SITES, 2010–11

12.4	Do you have a training plan, sentence plan or remand plan?	52%	27%
	For those with a training plan, sentence plan or remand plan:		
12.5a	Were you involved in the development of your plan?	56%	49%
12.5b	Do you understand the targets set in your plan?	69%	61%
12.6	Has your YOT worker been in touch with you since your arrival here?	84%	79%
12.7	Do you know how to get in touch with your YOT worker?	61%	44%
	Please answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	45%	31%
12.8	Are you going to school or college on release?	59%	63%
12.8	Do you have a job to go to on release?	21%	19%
	Do you know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	37%	28%
12.9	Getting into school or college?	46%	38%
12.9	Getting a job?	45%	34%
12.9	Help with money/finances?	36%	22%
12.9	Help with claiming benefits?	29%	18%
12.9	Continuing health services?	22%	16%
12.9	Opening a bank account?	34%	22%
12.9	Avoiding bad relationships?	26%	16%
	Do you think you will have a problem with the following when you are released:		
12.10	Finding accommodation?	25%	32%
12.10	Getting into school or college?	23%	33%
12.10	Getting a job?	47%	51%
12.10	Help with money/finances?	39%	39%
12.10	Help with claiming benefits?	24%	27%
12.10	Continuing health services?	13%	14%
12.10	Opening a bank account?	15%	16%
12.10	Avoiding bad relationships?	18%	21%
	For those who were sentenced:		
12.12	Do you want to stop offending?	92%	92%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45%	48%

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

KEY TO TABLES			
	Significantly better than the 2009–10 figure	2010–11 SURVEY PERIOD	2009–10 SURVEY PERIOD
	Significantly worse than the 2009–10 figure		
	A significant difference in background details		
	No significant difference		
Number of completed questionnaires returned		40	47
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	2%	2%
1.2	Are you a foreign national?	5%	6%
1.3	Is English your first language?	93%	86%
1.4	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	20%	31%
1.5	Are you Muslim?	3%	10%
1.6	Do you consider yourself to be Gypsy/Romany/Traveller?	8%	12%
1.7	Do you have any children?	24%	0%
1.8	Do you consider yourself to have a disability?	8%	
1.9	Have you ever been in local authority care?	56%	
SECTION 2: ABOUT YOUR SENTENCE			
2.1	Are you sentenced?	76%	81%
2.2	Is your sentence 12 months or less?	54%	
2.3	Have you been in this establishment for one month or less?	21%	27%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	48%	35%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court or between prisons, we want to know:			
3.1	Was the van clean?	51%	40%
3.2	Did you feel safe?	81%	75%
3.3	Did you travel with any adults (over 18) or anyone of a different gender?	31%	41%
3.4	Did you spend more than four hours in the van?	7%	8%
For those who spent two or more hours in the escort van:			
3.5	Were you offered a toilet break if you needed it?	9%	15%
3.6	Were you offered anything to eat or drink?	26%	42%
3.7	Were you treated well/very well by the escort staff?	73%	64%
3.8	Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?	83%	

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

3.9	Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?	0%	
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	88%	90%
4.2	When you were searched was this carried out in an understanding way?	76%	81%
4.3	Were you treated well/very well in reception?	88%	85%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.4a	Not being able to smoke?	71%	65%
4.4b	Loss of property?	17%	16%
4.4c	Housing problems?	17%	14%
4.4d	Needing protection from other young people?	20%	16%
4.4e	Letting family know where you are?	68%	71%
4.4f	Money worries?	15%	16%
4.4g	Feeling low/upset/needing someone to talk to?	60%	64%
4.4h	Health problems?	66%	48%
4.4i	Getting phone numbers?	44%	48%
4.5	Did you have any problems when you first arrived?	81%	96%
When you first arrived, did you have problems with any of the following:			
4.5a	Not being able to smoke?	53%	81%
4.5b	Loss of property?	24%	19%
4.5c	Housing problems?	19%	15%
4.5d	Needing protection from other young people?	5%	2%
4.5e	Letting family know where you are?	45%	40%
4.5f	Money worries?	14%	11%
4.5g	Feeling low/upset/needing someone to talk to?	30%	38%
4.5h	Health problems?	30%	13%
4.5i	Getting phone numbers?	42%	50%
When you first arrived, were you given any of the following:			
4.6a	A reception pack?	91%	72%
4.6b	The opportunity to have a shower?	83%	72%
4.6c	Something to eat?	83%	86%
4.6d	A free phone call to friends/family?	86%	80%
4.6e	Information about the PIN telephone system?	57%	68%
4.6f	Information about feeling low/upset?	48%	52%

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

	Within your first 24 hours, did you have access to the following people or services:		
4.7a	The chaplain or religious leader?	69%	50%
4.7b	A peer mentor, Listener or the Samaritans?	26%	33%
4.7c	Did you have access to the prison shop/canteen?	18%	18%
4.8	Before you were locked up on your first night, were you seen by a member of health care staff?	95%	
4.9	Did you feel safe on your first night here?	85%	75%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	74%	86%
SECTION 5: DAILY LIFE AND RESPECT			
5.1	Can you normally have a shower every day if you want to?	100%	96%
5.2	Is your cell call bell normally answered within five minutes?	56%	76%
5.3	Do you find the food here good/very good?	20%	37%
5.4	Does the shop/canteen sell a wide enough variety of products?	54%	56%
5.5	Is it easy/very easy for you to attend religious services?	83%	69%
5.6a	Do you feel your religious beliefs are respected?	54%	64%
5.6b	Can you speak to a religious leader in private if you want to?	62%	73%
5.7	Is there a member of staff you can turn to with a problem?	84%	77%
5.8	Do you feel that most of the staff here treat you with respect?	67%	81%
SECTION 6: HEALTH SERVICES			
6.1	Did you have a full health assessment the day after your arrival?	87%	
6.2	For those who have been to health care: Do you think the overall quality is good/very good?	75%	82%
6.3a	Is it easy for you to see the doctor?	60%	51%
6.3b	Is it easy for you to see the nurse?	85%	88%
6.3c	Is it easy for you to see the dentist?	39%	49%
6.3d	Is it easy for you to see the optician?	21%	27%
6.3e	Is it easy for you to see the pharmacist?	32%	33%
6.4	If you are taking medication, are you allowed to keep it in your cell?	42%	
6.5a	Did you have any problems with alcohol when you first arrived?	25%	23%
6.5b	If you have alcohol problems, are you being helped by anyone here?	80%	54%

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

6.6a	Did you have any problems with drugs when you first arrived?	33%	39%
6.6b	Do you have any problems with drugs now?	14%	16%
6.6c	If you have drug problems, are you being helped by anyone here?	92%	78%
6.7	Is it easy/very easy to get illegal drugs here?	10%	12%
6.8	Do you feel you have any emotional or mental health problems?	38%	38%
6.9	If you feel you have emotional or mental health problems, are you being helped by anyone here?	69%	
SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	88%	81%
7.2	Is it easy to make an application?	83%	73%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	77%	82%
7.3b	Do you feel applications are sorted out promptly (within seven days)?	68%	64%
7.4	Do you know how to make a complaint?	90%	89%
7.5	Is it easy to make a complaint?	78%	69%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	63%	79%
7.6b	Do you feel complaints are sorted out promptly (within seven days)?	69%	69%
7.7	Have you ever been prevented from making a complaint when you wanted to?	8%	
Can you speak to the following people when you need to:			
7.8a	A peer mentor or Listener?	49%	52%
7.8b	A member of the IMB (Independent Monitoring Board)?	40%	36%
7.8c	An advocate (an outside person to help you)?	50%	54%
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (top) level of the reward scheme?	40%	31%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	58%	65%
8.3	Do the different levels make you change your behaviour?	61%	57%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	32%	30%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	71%	87%
8.6	Have you been physically restrained (C and R) since you have been here?	16%	25%

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

8.7	For those who had spent a night in the segregation/ care and separation unit: did the staff treat you well/very well?	0%	75%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	20%	22%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	18%	18%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	8%	10%
9.4b	Physical abuse?	5%	2%
9.4c	Sexual abuse?	0%	4%
9.4d	Racial or ethnic abuse?	5%	0%
9.4e	Your religious beliefs?	0%	0%
9.4f	Your disability?	0%	0%
9.4g	Drugs?	3%	0%
9.4h	Having your canteen/property taken?	0%	0%
9.4i	Because you were new here?	3%	4%
9.4j	Being from a different part of the country than others?	0%	0%
9.4k	Gang-related issues?	0%	0%
9.4l	Your offence/crime?	8%	2%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	11%	20%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.7a	Insulting remarks?	8%	10%
9.7b	Physical abuse?	5%	2%
9.7c	Sexual abuse?	0%	0%
9.7d	Racial or ethnic abuse?	3%	4%
9.7e	Your religious beliefs?	0%	0%
9.7f	Your disability?	0%	0%
9.7g	Drugs?	0%	2%
9.7h	Having your canteen/property taken?	0%	0%
9.7i	Because you were new here?	0%	0%
9.7j	Being from a different part of the country than others?	0%	4%
9.7k	Gang-related issues?	3%	2%
9.7l	Your offence/crime?	3%	4%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	82%	75%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	46%	60%

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

9.11	Is shouting through the windows a problem here?	24%	20%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	45%	67%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	55%	53%
10.2a	Have you ever been excluded from school?	82%	75%
10.2b	Have you ever truanted from school?	75%	77%
Do you currently take part in any of the following:			
10.3a	Education?	97%	86%
10.3b	A job in this establishment?	23%	31%
10.3c	Vocational or skills training?	18%	24%
10.3d	Offending behaviour programmes?	46%	49%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?			
10.4a	Education?	79%	78%
10.4b	A job in this establishment?	52%	58%
10.4c	Vocational or skills training?	58%	60%
10.4d	Offending behaviour programmes?	69%	69%
10.5	Do you usually have association every day?	93%	92%
10.6	Do you go to the gym more than five times each week?	44%	12%
10.7	Can you usually go outside for exercise every day?	88%	68%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	93%	84%
11.2	Have you had any problems with sending or receiving letters or parcels?	55%	44%
11.3	Is it easy/very easy for your family and friends to visit you here?	44%	43%
11.4	Do you usually have one or more visits per week from family and friends?	18%	
11.5	Do your visits start on time?	30%	42%
11.6	Are you and your visitors treated well/very well by visits staff?	54%	49%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	84%	74%
12.2	Do you see your personal officer at least once a week?	66%	80%
12.3	Do you feel your personal officer has helped you?	62%	75%
12.4	Do you have a training plan, sentence plan or remand plan?	58%	

APPENDIX F: EXPERIENCES OF YOUNG WOMEN IN 2010–11 COMPARED WITH 2009–10

	For those with a training plan, sentence plan or remand plan:		
12.5a	Were you involved in the development of your plan?	69%	
12.5b	Do you understand the targets set in your plan?	74%	
12.6	Has your YOT worker been in touch with you since your arrival here?	90%	81%
12.7	Do you know how to get in touch with your YOT worker?	79%	83%
	Please answer the following about your preparation for release:		
12.8	Have you had a say in what will happen to you when you are released?	45%	49%
12.8	Are you going to school or college on release?	65%	67%
12.8	Do you have a job to go to on release?	14%	6%
	Do you know who to contact for help with the following in preparation for your release:		
12.9	Finding accommodation?	56%	60%
12.9	Getting into school or college?	50%	60%
12.9	Getting a job?	47%	61%
12.9	Help with money/finances?	44%	54%
12.9	Help with claiming benefits?	41%	51%
12.9	Continuing health services?	38%	49%
12.9	Opening a bank account?	44%	47%
12.9	Avoiding bad relationships?	47%	49%
	Do you think you will have a problem with the following when you are released:		
12.10	Finding accommodation?	42%	43%
12.10	Getting into school or college?	28%	27%
12.10	Getting a job?	72%	57%
12.10	Help with money/finances?	46%	55%
12.10	Help with claiming benefits?	33%	32%
12.10	Continuing health services?	22%	24%
12.10	Opening a bank account?	9%	25%
12.10	Avoiding bad relationships?	34%	30%
	For those who were sentenced:		
12.12	Do you want to stop offending?	93%	97%
12.13	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	56%	49%

APPENDIX G: HM INSPECTORATE OF PRISONS CHILDREN AND YOUNG PEOPLE SURVEY

SECTION 1: ABOUT YOU

Q1	HOW OLD ARE YOU?	
	15	<input type="checkbox"/>
	16	<input type="checkbox"/>
	17	<input type="checkbox"/>
	18	<input type="checkbox"/>
Q2	ARE YOU A BRITISH CITIZEN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q3	IS ENGLISH YOUR FIRST LANGUAGE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q4	WHAT IS YOUR ETHNIC ORIGIN?	
	White - British	<input type="checkbox"/>
	White - Irish	<input type="checkbox"/>
	White - other	<input type="checkbox"/>
	Black or black British - Caribbean	<input type="checkbox"/>
	Black or black British - African	<input type="checkbox"/>
	Black or black British - Other	<input type="checkbox"/>
	Asian or Asian British - Indian	<input type="checkbox"/>
	Asian or Asian British - Pakistani	<input type="checkbox"/>
	Asian or Asian British - Bangladeshi	<input type="checkbox"/>
	Asian or Asian British - Other	<input type="checkbox"/>
	Mixed race - white and black Caribbean	<input type="checkbox"/>
	Mixed race - white and black African	<input type="checkbox"/>
	Mixed race - white and Asian	<input type="checkbox"/>
	Mixed race - other	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Other ethnic group	<input type="checkbox"/>
	If other, please specify	
Q5	WHAT IS YOUR RELIGION?	
	None	<input type="checkbox"/>
	Church of England	<input type="checkbox"/>
	Catholic	<input type="checkbox"/>
	Protestant	<input type="checkbox"/>
	Other Christian denomination	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>
	Hindu	<input type="checkbox"/>

	Jewish	<input type="checkbox"/>
	Muslim	<input type="checkbox"/>
	Sikh	<input type="checkbox"/>
	If other, please specify	
Q6	DO YOU CONSIDER YOURSELF TO BE A GYPSY/ROMANY/TRAVELLER?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q7	DO YOU HAVE ANY CHILDREN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q8	DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q9	HAVE YOU EVER BEEN IN LOCAL AUTHORITY CARE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
SECTION 2: ABOUT YOUR SENTENCE		
Q1	ARE YOU SENTENCED?	
	Yes	<input type="checkbox"/>
	No – unsentenced/on remand	<input type="checkbox"/>
Q2	HOW LONG IS YOUR SENTENCE (THE FULL DTO SENTENCE)?	
	Not sentenced	<input type="checkbox"/>
	Less than six months	<input type="checkbox"/>
	Six to 12 months	<input type="checkbox"/>
	More than 12 months, up to two years	<input type="checkbox"/>
	More than two years	<input type="checkbox"/>
	Indeterminate sentence for public protection (IPP)	<input type="checkbox"/>
Q3	HOW LONG HAVE YOU BEEN IN THIS ESTABLISHMENT?	
	Less than one month	<input type="checkbox"/>
	One to six months	<input type="checkbox"/>
	More than six months, but less than 12 months	<input type="checkbox"/>
	12 months to two years	<input type="checkbox"/>
	More than two years	<input type="checkbox"/>
Q4	IS THIS YOUR FIRST TIME IN CUSTODY IN A YOI, SECURE CHILDREN'S HOME OR SECURE TRAINING CENTRE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

SECTION 3: COURTS, TRANSFERS AND ESCORTS		
Q1	ON YOUR MOST RECENT JOURNEY HERE, WAS THE VAN CLEAN?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
Q2	ON YOUR MOST RECENT JOURNEY HERE, DID YOU FEEL SAFE?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q3	ON YOUR MOST RECENT JOURNEY HERE, WERE THERE ANY ADULTS (OVER 18), OR PEOPLE OF A DIFFERENT GENDER, TRAVELLING WITH YOU?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q4	ON YOUR MOST RECENT JOURNEY HERE, HOW LONG DID YOU SPEND IN THE VAN?	
	Less than two hours	<input type="checkbox"/>
	Two to four hours	<input type="checkbox"/>
	More than four hours	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q5	ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED A TOILET BREAK?	
	<i>My journey was less than two hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q6	ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED ANYTHING TO EAT OR DRINK?	
	<i>My journey was less than two hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q7	ON YOUR MOST RECENT JOURNEY HERE, HOW DID YOU FEEL YOU WERE TREATED BY THE ESCORT STAFF?	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q8	BEFORE YOU ARRIVED, FROM COURT OR ANOTHER ESTABLISHMENT, WERE YOU TOLD THAT YOU WOULD BE COMING HERE? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Yes, someone told me	<input type="checkbox"/>
	Yes, I received written information	<input type="checkbox"/>
	No, I was not told anything	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>

Q9	DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCE OF COURTS, TRANSFERS AND ESCORTS?	
SECTION 4: FIRST DAYS		
Q1	HOW LONG WERE YOU IN RECEPTION?	
	Less than two hours	<input type="checkbox"/>
	Two hours or longer	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q2	WHEN YOU WERE SEARCHED, WAS THIS CARRIED OUT IN AN UNDERSTANDING WAY?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q3	OVERALL, HOW WELL DID YOU FEEL YOU WERE TREATED IN RECEPTION?	
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q4	WHEN YOU FIRST ARRIVED HERE, DID STAFF ASK IF YOU NEEDED HELP OR SUPPORT WITH ANY OF THE FOLLOWING THINGS? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you are	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	Staff did not ask me about any of these	<input type="checkbox"/>
	Other (please specify)	
Q5	WHEN YOU FIRST ARRIVED HERE, DID YOU HAVE ANY OF THE FOLLOWING PROBLEMS? (PLEASE TICK ALL THAT APPLY TO YOU.)	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Housing problems	<input type="checkbox"/>
	Needing protection from other young people	<input type="checkbox"/>
	Letting family know where you are	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling low/upset/needing someone to talk to	<input type="checkbox"/>

	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	<i>I did not have any problems</i>	<input type="checkbox"/>
	Other (please specify)	
Q6	WHEN YOU FIRST ARRIVED HERE, WERE YOU GIVEN ANY OF THE FOLLOWING? (PLEASE TICK ALL THAT APPLY TO YOU)	
	A reception pack	<input type="checkbox"/>
	The opportunity to have a shower	<input type="checkbox"/>
	Something to eat	<input type="checkbox"/>
	A free phone call to friends/family	<input type="checkbox"/>
	Information about the PIN telephone system	<input type="checkbox"/>
	Information about feeling low/upset	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<i>I was not given any of these</i>	<input type="checkbox"/>
Q7	WITHIN YOUR FIRST 24 HOURS HERE, DID YOU HAVE ACCESS TO THE FOLLOWING PEOPLE OR SERVICES? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Chaplain or religious leader	<input type="checkbox"/>
	Peer support/peer mentor/Listener/Samaritans	<input type="checkbox"/>
	The prison shop/canteen	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<i>I did not have access to any of these</i>	<input type="checkbox"/>
Q8	BEFORE YOU WERE LOCKED UP ON YOUR FIRST NIGHT, WERE YOU SEEN BY A MEMBER OF HEALTH CARE STAFF?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q9	DID YOU FEEL SAFE ON YOUR FIRST NIGHT AT THIS ESTABLISHMENT?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q10	DID THE INDUCTION COURSE COVER EVERYTHING YOU NEEDED TO KNOW ABOUT THE ESTABLISHMENT?	
	<i>I have not been on an induction course</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q11	DO YOU HAVE ANY COMMENTS ABOUT YOUR FIRST FEW DAYS HERE?	

SECTION 5: DAILY LIFE AND RESPECT				
Q1	CAN YOU NORMALLY HAVE A SHOWER EVERY DAY IF YOU WANT TO?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q2	IS YOUR CELL CALL BELL NORMALLY ANSWERED WITHIN FIVE MINUTES?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q3	WHAT IS THE FOOD LIKE HERE?			
	Very good			<input type="checkbox"/>
	Good			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Bad			<input type="checkbox"/>
	Very bad			<input type="checkbox"/>
Q4	DOES THE SHOP/CANTEEN SELL A WIDE ENOUGH VARIETY OF PRODUCTS?			
	<i>I have not bought anything yet</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q5	HOW EASY IS IT FOR YOU TO ATTEND RELIGIOUS SERVICES?			
	<i>I don't want to attend religious services</i>			<input type="checkbox"/>
	Very easy			<input type="checkbox"/>
	Easy			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Difficult			<input type="checkbox"/>
	Very difficult			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q6	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT RELIGION:			
		Yes	No	Don't know / Not applicable
	Do you feel your religious beliefs are respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Can you speak to a religious leader in private if you want to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q7	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT STAFF HERE:			
		Yes	No	
	Is there a member of staff you feel you can turn to for help if you have a problem?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do most staff treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	
Q8	DO YOU HAVE ANY COMMENTS ABOUT DAILY LIFE AND RESPECT?			

SECTION 6: HEALTH CARE				
Q1	DID YOU HAVE A FULL HEALTH ASSESSMENT THE DAY AFTER YOUR ARRIVAL?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q2	WHAT DO YOU THINK OF THE OVERALL QUALITY OF THE HEALTH CARE?			
	<i>I have not been to health care</i>			<input type="checkbox"/>
	Very good			<input type="checkbox"/>
	Good			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Bad			<input type="checkbox"/>
	Very bad			<input type="checkbox"/>
Q3	IS IT EASY TO SEE THE FOLLOWING PEOPLE IF YOU NEED TO?			
		Yes	No	Don't know
	The doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The optician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4	IF YOU ARE TAKING MEDICATION, ARE YOU ALLOWED TO KEEP IT IN YOUR CELL?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q5	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT ALCOHOL:			
		Yes	No	
	Did you have problems with alcohol when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do you have problems with alcohol now?	<input type="checkbox"/>	<input type="checkbox"/>	
	Have you received any help with alcohol problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>	
Q6	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT DRUGS:			
		Yes	No	
	Did you have problems with drugs when you first arrived here?	<input type="checkbox"/>	<input type="checkbox"/>	
	Do you have problems with drugs now?	<input type="checkbox"/>	<input type="checkbox"/>	
	Have you received any help with drugs problems in this prison?	<input type="checkbox"/>	<input type="checkbox"/>	
Q7	HOW EASY IS IT TO GET ILLEGAL DRUGS HERE?			
	Very easy			<input type="checkbox"/>
	Easy			<input type="checkbox"/>
	Neither			<input type="checkbox"/>
	Difficult			<input type="checkbox"/>
	Very difficult			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q8	DO YOU FEEL YOU HAVE ANY EMOTIONAL OR MENTAL HEALTH PROBLEMS?			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>

Q9	IF YOU FEEL YOU HAVE EMOTIONAL OR MENTAL HEALTH PROBLEMS, ARE YOU BEING HELPED BY ANYONE HERE (FOR EXAMPLE, A PSYCHOLOGIST, DOCTOR, COUNSELLOR, PERSONAL OFFICER OR ANOTHER MEMBER OF PRISON STAFF)?			
	<i>I do not have any emotional or mental health problems</i>		<input type="checkbox"/>	
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
Q10	DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCES OF HEALTH CARE?			
SECTION 7: APPLICATIONS AND COMPLAINTS				
Q1	DO YOU KNOW HOW TO MAKE AN APPLICATION?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
Q2	IS IT EASY TO MAKE AN APPLICATION?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
Q3	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT APPLICATIONS:			
		<i>I have not made an application</i>	Yes	No
	Do you feel applications are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel applications are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4	DO YOU KNOW HOW TO MAKE A COMPLAINT?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
Q5	IS IT EASY TO MAKE A COMPLAINT?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
Q6	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT COMPLAINTS:			
		<i>I have not made a complaint</i>	Yes	No
	Do you feel complaints are sorted out fairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you feel complaints are sorted out promptly (within seven days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q7	HAVE YOU EVER BEEN PREVENTED FROM MAKING A COMPLAINT WHEN YOU WANTED TO?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	

Q8 CAN YOU SPEAK TO THE FOLLOWING PEOPLE WHEN YOU NEED TO?				
		Yes	No	Don't know
	A peer mentor/peer support/Listener?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A member of the IMB (Independent Monitoring Board)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	An advocate (an outside person to help you)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q9 DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT APPLICATIONS AND COMPLAINTS?				
SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE				
Q1 WHAT LEVEL OF THE REWARDS AND SANCTIONS SCHEME ARE YOU ON?				
	<i>Don't know what the rewards and sanctions scheme is</i>			<input type="checkbox"/>
	Enhanced (top)			<input type="checkbox"/>
	Standard (middle)			<input type="checkbox"/>
	Basic (bottom)			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q2 DO YOU FEEL YOU HAVE BEEN TREATED FAIRLY IN YOUR EXPERIENCE OF THE REWARDS AND SANCTIONS SCHEME?				
	<i>Don't know what the rewards and sanctions scheme is</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q3 DO THE DIFFERENT LEVELS OF THE REWARDS AND SANCTIONS SCHEME ENCOURAGE YOU TO CHANGE YOUR BEHAVIOUR?				
	<i>Don't know what the rewards and sanctions scheme is</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q4 HAVE YOU HAD A 'NICKING' (ADJUDICATION) SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?				
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Q5 IF YOU HAVE HAD A 'NICKING' (ADJUDICATION), WAS THE PROCESS EXPLAINED CLEARLY TO YOU?				
	<i>I have not had an adjudication</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
Q6 IF YOU HAVE BEEN PHYSICALLY RESTRAINED (C AND R), HOW MANY TIMES HAS THIS HAPPENED SINCE YOU HAVE BEEN IN THIS ESTABLISHMENT?				
	<i>I have not been restrained</i>			<input type="checkbox"/>
	Once			<input type="checkbox"/>
	Twice			<input type="checkbox"/>
	Three times			<input type="checkbox"/>
	More than three times			<input type="checkbox"/>

Q7	IF YOU HAVE SPENT A NIGHT IN THE CARE AND SEPARATION UNIT (CSU), HOW WERE YOU TREATED BY STAFF?	
	<i>I have not been to the care and separation unit</i>	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
Q8	DO YOU HAVE ANY COMMENTS YOU WISH TO MAKE ABOUT THE REWARDS AND SANCTIONS SCHEME, OR DISCIPLINE AT THIS ESTABLISHMENT?	
SECTION 9: SAFETY		
Q1	HAVE YOU EVER FELT UNSAFE IN THIS ESTABLISHMENT?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q2	IF YOU HAVE EVER FELT UNSAFE, IN WHICH AREAS OF THIS ESTABLISHMENT DO YOU/HAVE YOU EVER FELT UNSAFE? (PLEASE TICK ALL THAT APPLY TO YOU)	
	<i>Never felt unsafe</i>	<input type="checkbox"/>
	Everywhere	<input type="checkbox"/>
	Care and separation unit	<input type="checkbox"/>
	Association areas	<input type="checkbox"/>
	Reception area	<input type="checkbox"/>
	At the gym	<input type="checkbox"/>
	In an exercise yard	<input type="checkbox"/>
	At work	<input type="checkbox"/>
	At education	<input type="checkbox"/>
	At meal times	<input type="checkbox"/>
	At health care	<input type="checkbox"/>
	Visits area	<input type="checkbox"/>
	In wing showers	<input type="checkbox"/>
	In gym showers	<input type="checkbox"/>
	In corridors/stairwells	<input type="checkbox"/>
	On your landing/wing	<input type="checkbox"/>
	In your cell	<input type="checkbox"/>
	Other, please specify	<input type="checkbox"/>
Q3	HAS ANOTHER YOUNG PERSON OR GROUP OF YOUNG PEOPLE VICTIMISED YOU IN THIS ESTABLISHMENT? (E.G. INSULTED OR ASSAULTED YOU)	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	If No, go to question 6.	

Q4	IF YES, WHAT DID THE INCIDENTS INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang-related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>
Q5	IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:	
Q6	HAS A MEMBER OF STAFF OR GROUP OF STAFF VICTIMISED YOU IN THIS ESTABLISHMENT? (E.G. INSULTED OR ASSAULTED YOU)	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	If No, go to question 9.	
Q7	IF YES, WHAT DID THE INCIDENTS INVOLVE/WHAT WERE THEY ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Insulting remarks (about you, your family or friends)	<input type="checkbox"/>
	Physical abuse (being hit, kicked or assaulted)	<input type="checkbox"/>
	Sexual abuse	<input type="checkbox"/>
	Because of your race or ethnic origin	<input type="checkbox"/>
	Because of your religious beliefs	<input type="checkbox"/>
	Because you have a disability	<input type="checkbox"/>
	Because of drugs	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Because you were new here	<input type="checkbox"/>
	Because you are from a different part of the country	<input type="checkbox"/>
	Because of gang-related issues	<input type="checkbox"/>
	Because of your offence/crime	<input type="checkbox"/>
Q8	IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:	

Q9	IF YOU WERE BEING VICTIMISED WHO WOULD YOU TELL?			
	No-one		<input type="checkbox"/>	
	Personal officer		<input type="checkbox"/>	
	Wing officer		<input type="checkbox"/>	
	Chaplain		<input type="checkbox"/>	
	Health care staff		<input type="checkbox"/>	
	Teacher/education staff		<input type="checkbox"/>	
	Gym staff		<input type="checkbox"/>	
	Listener/Samaritan/Buddy		<input type="checkbox"/>	
	Another young person here		<input type="checkbox"/>	
	Family/friends		<input type="checkbox"/>	
	Other, please specify			
Q10	DO YOU THINK STAFF WOULD TAKE IT SERIOUSLY IF YOU TOLD THEM YOU HAD BEEN VICTIMISED?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
Q11	IS SHOUTING THROUGH THE WINDOWS A PROBLEM HERE?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
	Don't know		<input type="checkbox"/>	
Q12	HAVE STAFF CHECKED ON YOU PERSONALLY IN THE LAST WEEK TO SEE HOW YOU ARE GETTING ON?			
	Yes		<input type="checkbox"/>	
	No		<input type="checkbox"/>	
Q13	DO YOU HAVE ANY COMMENTS ABOUT SAFETY IN THIS ESTABLISHMENT?			
SECTION 10: ACTIVITIES				
Q1	HOW OLD WERE YOU WHEN YOU WERE LAST AT SCHOOL?			
	14 or under		<input type="checkbox"/>	
	15 or over		<input type="checkbox"/>	
Q2	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT SCHOOL:			
		Yes	No	Not applicable
	Have you ever been excluded from school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Did you used to truant from school?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3	DO YOU CURRENTLY TAKE PART IN ANY OF THE FOLLOWING ACTIVITIES? (PLEASE TICK ALL THAT APPLY TO YOU)				
	Education				<input type="checkbox"/>
	A job in this establishment				<input type="checkbox"/>
	Vocational or skills training				<input type="checkbox"/>
	Offending behaviour programmes				<input type="checkbox"/>
	<i>I am not currently involved in any of these</i>				<input type="checkbox"/>
Q4	IF YOU HAVE BEEN INVOLVED IN ANY OF THE FOLLOWING ACTIVITIES, IN THIS ESTABLISHMENT, DO YOU THINK THEY WILL HELP YOU WHEN YOU LEAVE PRISON?				
		<i>Not been involved</i>	Yes	No	Don't know
	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A job in this establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Vocational or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Offending behaviour programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q5	DO YOU USUALLY HAVE ASSOCIATION EVERY DAY?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
Q6	HOW MANY TIMES DO YOU USUALLY GO TO THE GYM EACH WEEK?				
	<i>Don't want to go</i>				<input type="checkbox"/>
	None				<input type="checkbox"/>
	One to two times				<input type="checkbox"/>
	Three to five times				<input type="checkbox"/>
	More than five times				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
Q7	CAN YOU USUALLY GO OUTSIDE FOR EXERCISE EVERY DAY?				
	<i>Don't want to go</i>				<input type="checkbox"/>
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
Q8	DO YOU HAVE ANY COMMENTS ABOUT ACTIVITIES IN THIS ESTABLISHMENT?				
SECTION 11: FAMILY AND FRIENDS					
Q1	ARE YOU ABLE TO USE THE TELEPHONE EVERY DAY, IF YOU WANT TO?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
Q2	HAVE YOU HAD ANY PROBLEMS WITH SENDING OR RECEIVING MAIL (LETTERS OR PARCELS)?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>

Q3	HOW EASY IS IT FOR YOUR FAMILY AND FRIENDS TO VISIT YOU HERE?	
	Very easy	<input type="checkbox"/>
	Easy	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Difficult	<input type="checkbox"/>
	Very difficult	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q4	HOW MANY VISITS DO YOU USUALLY HAVE EACH WEEK, FROM FAMILY OR FRIENDS?	
	<i>Not been here a week yet</i>	<input type="checkbox"/>
	I don't get visits	<input type="checkbox"/>
	Less than one a week	<input type="checkbox"/>
	About one a week	<input type="checkbox"/>
	More than one a week	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q5	DO YOUR VISITS USUALLY START ON TIME?	
	<i>I don't get visits</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q6	HOW ARE YOU AND YOUR FAMILY/FRIENDS USUALLY TREATED BY VISITS STAFF?	
	<i>I don't get visits</i>	<input type="checkbox"/>
	Very well	<input type="checkbox"/>
	Well	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Badly	<input type="checkbox"/>
	Very badly	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q7	DO YOU HAVE ANY COMMENTS ABOUT KEEPING IN TOUCH WITH FAMILY AND FRIENDS?	
SECTION 12: PREPARATION FOR RELEASE		
Q1	WHEN DID YOU FIRST MEET YOUR PERSONAL OFFICER?	
	<i>I still have not met him/her</i>	<input type="checkbox"/>
	In your first week	<input type="checkbox"/>
	After your first week	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
Q2	HOW OFTEN DO YOU SEE YOUR PERSONAL OFFICER?	
	<i>I still have not met him/her</i>	<input type="checkbox"/>
	At least once a week	<input type="checkbox"/>
	Less than once a week	<input type="checkbox"/>

Q3	DO YOU FEEL YOUR PERSONAL OFFICER HAS HELPED YOU?				
	<i>I still have not met him/her</i>				<input type="checkbox"/>
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
Q4	DO YOU HAVE A TRAINING PLAN, SENTENCE PLAN OR REMAND PLAN?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Don't know				<input type="checkbox"/>
Q5	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT TRAINING PLANS, SENTENCE PLANS OR REMAND PLANS:				
		<i>I don't have a plan</i>	Yes	No	Don't know
	Were you involved in the development of your plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you understand the targets that have been set in your plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6	HAS YOUR YOT WORKER BEEN IN TOUCH SINCE YOU ARRIVED AT THIS ESTABLISHMENT?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
Q7	DO YOU KNOW HOW TO GET IN TOUCH WITH YOUR YOT WORKER?				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
Q8	PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR RELEASE:				
			Yes	No	Don't know
	Have you had a say in what will happen to you when you are released?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Are you planning to go to school or college after release?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Do you have a job to go to on release?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q9	DO YOU KNOW WHO TO CONTACT FOR HELP WITH ANY OF THE FOLLOWING PROBLEMS, BEFORE YOUR RELEASE? (PLEASE TICK ALL THAT APPLY TO YOU)				
	Finding accommodation				<input type="checkbox"/>
	Getting into school or college				<input type="checkbox"/>
	Getting a job				<input type="checkbox"/>
	Help with money/finances				<input type="checkbox"/>
	Help with claiming benefits				<input type="checkbox"/>
	Continuing health services				<input type="checkbox"/>
	Opening a bank account				<input type="checkbox"/>
	Avoiding bad relationships				<input type="checkbox"/>
	I don't know who to contact				<input type="checkbox"/>

Q10	DO YOU THINK YOU WILL HAVE A PROBLEM WITH ANY OF THE FOLLOWING THINGS, WHEN YOU ARE RELEASED? (PLEASE TICK ALL THAT APPLY TO YOU)	
	Finding accommodation	<input type="checkbox"/>
	Getting into school or college	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Money/finances	<input type="checkbox"/>
	Claiming benefits	<input type="checkbox"/>
	Continuing health services	<input type="checkbox"/>
	Opening a bank account	<input type="checkbox"/>
	Avoiding bad relationships	<input type="checkbox"/>
	<i>I won't have any problems</i>	<input type="checkbox"/>
Q11	WHAT IS MOST LIKELY TO STOP YOU OFFENDING IN THE FUTURE? (PLEASE TICK ALL THAT APPLY TO YOU)	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Nothing, it is up to me	<input type="checkbox"/>
	Making new friends outside	<input type="checkbox"/>
	Going back to live with my family	<input type="checkbox"/>
	Getting a place of my own	<input type="checkbox"/>
	Getting a job	<input type="checkbox"/>
	Having a partner (girlfriend or boyfriend)	<input type="checkbox"/>
	Staying off alcohol/drugs	<input type="checkbox"/>
	Having a mentor (someone you can ask for advice)	<input type="checkbox"/>
	Having a YOT worker or social worker that I get on with	<input type="checkbox"/>
	Having children	<input type="checkbox"/>
	Having something to do that isn't crime	<input type="checkbox"/>
	This sentence	<input type="checkbox"/>
	Getting into school/college	<input type="checkbox"/>
	Talking about my offending behaviour with staff	<input type="checkbox"/>
	Anything else	<input type="checkbox"/>
Q12	DO YOU WANT TO STOP OFFENDING?	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
Q13	HAVE YOU DONE ANYTHING, OR HAS ANYTHING HAPPENED TO YOU IN THIS ESTABLISHMENT, THAT YOU THINK WILL MAKE YOU LESS LIKELY TO OFFEND IN THE FUTURE?	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Q14	DO YOU HAVE ANY COMMENTS ABOUT YOUR PREPARATION FOR RELEASE?	

