



Youth Justice Board  
Bwrdd Cyfiawnder Ieuencid

HM Inspectorate of Prisons  
Youth Justice Board

## **Children and Young People in Custody 2012–13**

**An analysis of 15–18-year-olds' perceptions of their experiences  
in young offender institutions**

Ewan Kennedy

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## Foreword

This is the ninth review HM Inspectorate of Prisons has published jointly with the Youth Justice Board (YJB) examining the perceptions of young men and women detained in young offender institutions (YOIs) across England and Wales. Throughout each year, HM Inspectorate of Prisons conducts surveys in each YOI holding children and young people aged between 15 and 18. This report summarises the responses of 942 young men and 16 young women, representing 76% of young men and 88% of young women held in custody at the time of our surveys. This report is published simultaneously with our first report looking at the perceptions of children and young people held in secure training centres (STCs) and should be read in conjunction with it.

During the reporting period (April 2012 to March 2013) there were significant developments in the youth justice estate.

Since 2011–12, the number of young people aged 18 and under in custody dropped by just over 28% to 1,420 in March 2013.<sup>1</sup> Those held in young offender institutions made up the majority of those in custody and there was a similar 32% drop over the reporting period with 1,044 young men and women being held in March 2013.<sup>2</sup> This period saw the decision to decommission a further 360 places by re-rolling HMYOI Ashfield into a category C male prison, and by the end of May 2013 the young men held at Ashfield had been moved to other locations. This period between 2012 and 2013 was the last period that young women were held in YOIs. In July 2013, the decision was taken to decommission the remaining female YOI units and hold all young women in STCs and secure children homes (SCHs).

At the time this report was prepared, the government was considering plans for major changes to youth custody arrangements. This report is the authentic voice of some of our most troubled young people who are held in the current facilities. It should inform Ministers as they finalise their plans and be of use to the managers of individual centres, the YJB, academics, policy makers and others with an interest in the detention of children and young people.

Our inspection findings in 2012–13 broadly suggest that establishments were delivering improved treatment and conditions to most young people held, but were struggling to manage some of the most challenging or vulnerable young people safely. Considering the different establishments surveyed and their range in size, intake and roles, the results from the surveys unsurprisingly demonstrate variation in young people's perceptions of custody. However, the overall picture for young men this year was of improvement in their perceptions across almost all areas of life in custody, with significantly better responses to 35% of questions and significantly worse responses to 10% of questions compared to last year. It is not possible to definitively explain this improvement. It is likely to largely reflect actual improvements in the treatment and conditions of most young men and this may be a reflection of the reduced populations held in many of the YOIs. It is worth noting that in this reporting period there were a significantly higher proportion of sentenced young men than in the previous year and a higher proportion were aged 18. It may therefore be that the population was a little more stable and mature than in the previous year.

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<sup>1</sup> Youth Justice Board, *Monthly Youth Custody Report – July 2013*, Ministry of Justice, London, May 2013.

<sup>2</sup> Unpublished data.



However, the vulnerability of many of the young men held is clear. A third had been in local authority care and almost nine out of 10 had been excluded from school; more than a third had not been at school since they were 14. One in five said they had emotional or mental health problems, 10% said they had a problem with alcohol and 34% said they had a problem with drugs. A quarter said they had no one to turn to if they had a problem, almost a third said they had not felt safe in the establishment at some time and one in 10 said they did not feel safe at the time of the survey. More than one in five said they had been bullied by other young people or victimised by staff.

Notwithstanding the vulnerabilities and concerns of a significant minority of young men in all areas, the improvements identified in this report are very welcome. In particular, 74% of young men said most staff treated them with respect compared with 64% in 2011–12 and more said staff had checked on them personally in the last week (43% compared with 35%). A smaller proportion said they had been physically restrained (30% compared with 37%) and those who had spent time in care and separation were more likely to say staff had treated them well (48% compared with 38%).

The most concerning area where young men's perceptions of their treatment had deteriorated was in preparation for release. Young men overwhelmingly (90%) told us that they wanted to stop offending on release and believed that the key things that would prevent them getting into further trouble were getting a job (46%), having a partner (30%), having something to do that wasn't crime (28%), the sentence they were serving (28%) and getting into school or college (28%). However, a higher proportion than last year thought they would have problems getting a job on release and a lower proportion knew where to get help with a range of problems they anticipated on release. These perceptions have deteriorated over the last four years. Despite this, 51% felt they had done something in the establishment that would make them less likely to offend in the future, compared with 45% in 2011–12.

The population of young men who said they were from a black and minority ethnic background remained stable at 45% of those surveyed. Overall, they were less likely to report vulnerabilities than white young men. However, their perceptions were worse than young men from white backgrounds across almost all areas of their treatment and conditions. Sixty-five per cent of young men from black and minority ethnic backgrounds said most staff treated them with respect compared with 81% of white young men. They were less likely to report being on the top level of the rewards scheme (27% compared with 36%) and less likely to feel they had been treated fairly under the scheme (44% compared with 58%).

The population of young men who described themselves as Muslim has remained stable at 22% after considerable increase from 13% in 2009–10 to 21% in 2011–12. The perceptions of young Muslim men had deteriorated across almost all areas and were now worse than non-Muslims in a great majority of areas. A lower proportion reported that staff treated them with respect (58% compared with 78%) and a higher proportion said they had not felt safe, both at some point in their time in the establishment (35% compared with 28%) and at the time of the survey (15% compared with 9%).

Similar to last year, nearly a third (33%) of young men surveyed said they had been looked after by a local authority at some point. The consistency of this figure since last year continues to reflect the over representation of looked after children in contact with the criminal justice system and wider experiences of disadvantage. They have more positive perceptions of entering establishments and navigating daily life but a greater proportion report drug, alcohol or emotional and mental health problems and victimisation by other young people, and are more likely to anticipate problems across all areas of resettlement. Positively, compared with 2011–12, higher proportions of young men who had been in care reported that most staff treated them with respect and that their personal officer tried to help them.

The number of young women held in custody is very small and reduced further in 2012–13. Young women are detained in small units which are often a long way from home. The views from the surveys were very similar to the previous reporting period with some deterioration in terms of problems contacting family on arrival. However, there was improvement in the proportion of young women reporting one or more visits per week.

Three very clear messages are apparent from this year's survey findings. First, young people have been better able to navigate the experience of custody itself. Second, that there are significant minorities of young people, such as those with protected characteristics or who are vulnerable for some other reason, for whom this is not true and the variation across establishments is too wide. It is in these exceptions that the greatest risks lie. Third, young people may be generally able to manage the experience of custody better but they are more anxious about how they will manage after release. They want to get a job and stay out of trouble but too many do not know where to go to get the help they need.

**Nick Hardwick**  
**HM Chief Inspector of Prisons**

## Main findings

This section provides an overview of the key findings from all analyses conducted for the 2012–13 reporting period. It sets out the findings that are most important in understanding young people's experiences of custody and those where significant differences exist between different groups of young people, for example, responses from young people who reported that they had a disability and those who did not, or responses from black and minority ethnic young people compared with white young people. Where the range of results across all establishments is quoted, this excludes the Keppel Unit because the young people held there were not typical of the YOI population as a whole. Full survey analysis can be found in the appendices.

### Young people – demographic findings

#### Young men

- Five per cent of young men said they were 15 years old, a fifth (20%) reported that they were 16. Over half (60%) said that they were 17 years old and 15% told us that they were 18.
- Forty-five per cent of young men said they were from a black or minority ethnic background.
- Twenty-two per cent of young men described themselves as Muslim, similar to last year.
- Four per cent of young men said they were foreign nationals.
- Five per cent of young men considered themselves Gypsy, Romany or Traveller.
- Sixteen per cent of young men considered themselves to have a disability, a rise from 11% in 2011–12.
- More than half (56%) of the young men said it was their first time in custody, similar to last year but a significantly higher proportion said they were sentenced (81% compared with 75%).
- Of those who said that they were sentenced, 42% said that their sentence was 12 months or less, lower than the 49% of young men who reported this in 2011–12.
- A third of young men said they had spent time in local authority care.

#### Young women

- Nearly all (92%, n=15) of the young women surveyed in 2012–13 said they were 17 years old, and 8% (n=1) stated that they were 18.
- Sixty-five per cent (n=10) of young women said they were from a white background and 35% (n=6) reported they were from a black and minority ethnic background.
- Seventeen per cent (n=3) of the young women told us that they considered themselves to have a disability.
- Fifty-six per cent (n=5) of young women who told us they were sentenced said their sentence was less than 12 months. Another 11% (n=1) reported that they were serving a sentence of more than 12 months and up to two years.
- Sixty-one per cent (n=9) of young women surveyed told us that they had spent time in local authority care.

## Experiences of young men

### Safety

- Only 53% of young men reported that they were treated well or very well by escort staff. Thirty-six per cent said they had travelled with adults or women, a rise from 26% in 2011–12.
- Three-quarters (75%) of young men told us that they were seen by a doctor or nurse before they were locked up on their first night, compared with 69% in 2011–12.
- The number of young men reporting that they felt safe on their first night increased to 82%, from 78% in 2011–12.
- A smaller proportion of young men reported that they had been physically restrained (30% down from 37% in 2011–12).
- Only half (48%) of young men who said they had been in care and separation felt the staff had treated them well or very well (although this was higher than the 38% who said the same in 2011–12).
- Thirty per cent of young men said they had felt unsafe at their establishment, ranging from 37% at one establishment to 18% at another. Eleven per cent did not feel safe at the time of the survey.
- A fifth (22%) said they had been victimised by other young men and 22% said that they had been victimised by staff. Only 29% said they would tell a member of staff if they were being victimised.
- Ten per cent of young men said they had a problem with alcohol when they first arrived at the establishment and 34% said they had a problem with drugs.

### Respect

- Seventy-one per cent of young men across the estate reported that they could have a shower every day, though this ranged from all of the young men at Parc to only 27% at Wetherby.
- Only 41% reported that their cell call bell was normally answered within five minutes.
- Only 18% said the food was good or very good.
- A higher proportion of young men said that they found it easy to attend religious services (62%) and that they could speak to a chaplain of their faith in private (71%), compared with 56% and 67% respectively in 2011–12.
- Three-quarters (74%) of young men said that most staff treated them with respect, a rise from 64% in 2011–12. Between establishments this ranged from a low of 59% at Feltham to 84% at Wetherby. The proportion of young people who said that staff had checked on them personally in the last week rose from 35% in 2011–12 to 43% in 2012–13.
- A quarter of young men said they had no one to turn to if they had a problem.
- The proportion of young men who said it was easy to make a complaint decreased to 55% (from 63% in 2011–12).
- Sixty per cent of the young people who had used health services said the service was good or very good.
- A lower proportion of young men reported that they had emotional or mental health problems (19% compared with 27% in 2011–12).

### Purposeful activity

- Almost one in 10 young people (9%) said they did not have a job and were not taking part in education, vocational training or offending behaviour programmes. This ranged from 19% to 5% across establishments. Two-thirds (66%) of young people who had been involved in education, 55% of those who had had a job, 53% of those who had been involved in vocational training and 52% of those who had been involved in offending behaviour programmes thought these would help them on release.
- Three-quarters (76%) of young men reported that they usually had association every day.
- Only 45% said that they could usually go outside for exercise every day, ranging from 94% at Parc to only 5% at Werrington.

### Resettlement

- Only 79% of young men said they received visits compared with 97% in 2011–12 and only 37% reported that they had one or more visits from family or friends each week.
- Fifty-three per cent of young men said they had a training, sentence or remand plan and of these, 85% said they had been involved in its development and 95% said they understood the targets set out in the plan.
- There was a rise in the number of young men who felt they would have problems with getting a job, from 49% in 2011–12 to 55% in 2012–13.
- Young men reported less knowledge of where to get help regarding a range of resettlement issues, including how to find accommodation (28% compared with 38% in 2011–12), getting into school or college (27% compared with 44% in 2011–12) and getting job (34% compared with 41% in 2011–12).
- Ninety per cent of young men wanted to stop offending on release and the five most common motivations identified by sentenced young men as most likely to stop them offending in the future were getting a job (46%), having a partner (30%), having something to do that isn't crime (28%), the sentence they were serving (28%) and getting into school or college (28%).
- Half (51%) of young men said that something had happened to them in the establishment that would make them less likely to offend in the future, a rise from 45% in 2011–12.

## Experiences of young women

### Safety

- All of the young women reported feeling safe on their most recent journey (n=16), an increase from 67% (n=17) who reported the same in 2011–12.
- Sixty-five per cent (n=10) of young women reported that on arrival they had problems contacting family, higher than the 20% (n=4) in 2011–12 who reported the same. However, 87% (n=11) of young women were asked by staff if they needed help with contacting family, an improvement from 50% (n=12) in 2011–12.
- Seventeen per cent of young women (n=3) reported that they had felt unsafe in their establishment and the same number reported they had been victimised by another young person.
- Twenty-two per cent (n=4) said that they had been victimised by staff within their establishment.

- Twelve per cent (n=2) of young women said that they had an alcohol problem on arrival at the establishment and 41% (n=6) said they had a drug problem.

### Respect

- Seventy-one per cent (n=11) of young women said they could speak to a member of the Independent Monitoring Board (IMB), compared with 26% (n=6) in 2011–12. Half (50%, n=8) said they could speak to a peer mentor and 78% (n=12) to a chaplain of their faith in private.
- Just over half (56%, n=9) reported that it was easy to make a complaint, which was a decrease from 85% (n=20) in 2011–12.
- Over three-quarters (78%, n=12) of young women said that most staff treated them with respect.
- Of those who had been to health services, 77% (n=11) reported the quality of the service to be good/very good.

### Purposeful activity

- All the young women who answered the question said they were taking part in education (n=15), and 71% (n=11) thought it would help them on release.
- Less than a fifth (18%, n=3) reported that they were in a job and 39% (n=6) told us they were taking part in offending behaviour programmes.
- Nearly all the young women (94%, n=14) reported that they usually had association every day and just over half (53%, n=8) said they went to the gym more than five times a week.

### Resettlement

- Under half (44%, n=7) of the young women surveyed said that they usually got one or more visits per week. This was an increase, however, from 12% (n=3) in 2011–12.
- Nearly all (89%, n=14) reported that they could use the telephone every day. A third (33%, n=6) reported they had problems sending or receiving letters or parcels.
- A smaller proportion of young women (11%, n=2) said they anticipated problems with claiming benefits in 2012–13 than in 2011–12 (36%, n=8).
- Only a quarter (24%, n=3) said that they had had a say in what would happen to them when they were released.

## Experiences of black and minority ethnic young men

### Safety

- Thirty-six per cent of black and minority ethnic young men reported that they had been physically restrained, higher than the 25% of white young men who reported the same.
- The proportion of black and minority ethnic young men who reported that they felt unsafe at the time of the survey was higher than that of white young men (13% compared with 9%).
- A smaller proportion of young men from a black and minority ethnic background said they would tell a member of staff if they were being victimised (21% compared with 35% of white young men).
- Six per cent of black and minority ethnic young men reported that staff had victimised them because of their ethnic origin.

## Respect

- A smaller proportion of young men from black and minority ethnic backgrounds (27%) than white young men (36%) reported they were on the top level of the reward scheme.
- Black and minority ethnic young men were less likely than white young men to report that most staff treated them with respect (65% compared with 81%).
- Seventy per cent of black and minority ethnic young men said it was easy to make an application compared with 87% of white young men. Fifty-one per cent of black and minority ethnic young men reported that it was easy to make a complaint compared with 59% of white young men. The perceptions of black and minority ethnic young men remained similar to those in 2011–12, whereas the perceptions of white young men had improved.
- As found in previous years, young men from black and minority ethnic backgrounds reported more positively about access to religious services (66% compared with 59% of white young men felt that it was easy to attend religious services) and 73% felt that their religious beliefs were respected (compared with 48% of white young men).

## Purposeful activity

- A smaller proportion of black and minority ethnic young men reported that they had a job (23% compared with 32% of white young men), or were involved in vocational or skills training (13% compared with 22%) or offending behaviour programmes (20% compared with 27%).

## Resettlement

- Although only 37% of black and minority ethnic young men reported that they had one or more visits from family and friends each week, this was similar to the 39% of white young men who reported the same and was therefore an improvement from 2011–12 where the results for black and minority ethnic young men were significantly worse compared with their white counterparts (31% compared with 39%).
- A smaller proportion of young men from black and minority ethnic backgrounds said that they had a say in what was going to happen to them when they were released (35% compared with 46% of white young men).
- Black and minority ethnic young men were less likely to report that they knew who to go to for help with their resettlement needs across most areas.

## Experiences of Muslim young men

### Safety

- In 2011–12, a significantly higher proportion of Muslim young men than non-Muslim young men reported that they had been physically restrained (44% and 36% respectively). This gap had narrowed in 2012–13 and was no longer significantly different (34% and 30% respectively).
- Perceptions of safety for Muslim young men have deteriorated. Whereas in 2011–12, 30% of Muslim young men and 33% of non-Muslim young men reported that they had felt unsafe at some point in their establishment, in 2012–13 perceptions for non-Muslim young men had improved but for Muslim young men had worsened. Thirty-five per cent of Muslim young men and 28% of non-Muslim young men reported that they had felt unsafe – a significant difference between the two groups. Fifteen per cent of Muslim young men also reported that they felt unsafe at the time of the survey, compared with 9% of non-Muslim young men.

- A smaller proportion of Muslim young men said that they would report victimisation to a member of staff (22% compared with 31% of non-Muslim young men).

### Respect

- A smaller proportion of Muslim young men compared with non-Muslim young men said that most staff treated them with respect (58% compared with 78%). In 2011–12, responses from the two cohorts were the same (both 64%).
- Muslim young men in 2012–13 had more negative perceptions of the complaints system, with only 43% reporting that it was easy to make a complaint, compared with 59% of non-Muslim young men. In 2011–12, there was little difference (63% and 64% respectively).
- Muslim young men's perceptions of the rewards scheme were worse than their non-Muslim counterparts: a smaller proportion reported that they were on the top level of the scheme (25% compared with 34%), a smaller proportion felt that they had been treated fairly by the scheme (42% compared with 55%) and a smaller proportion felt that the different levels made them change their behaviour (45% compared with 56%).
- A higher proportion of Muslim young men than non-Muslim young men reported that they found it easy to access religious services (71% compared with 60%) and that their religious beliefs were respected (80% compared with 54%).

### Purposeful activity

- In 2011–12, there was a smaller proportion of Muslim young men reporting involvement in education, vocational training or having a job in their establishment than non-Muslim young men. In 2012–13, the gap between the groups had closed and similar proportions of Muslim and non-Muslim young men reported involvement in education, vocational training or having a job.

### Resettlement

- A smaller proportion of Muslim young men reported that it was easy for their family and friends to visit them (27% compared with 36% of non-Muslim young men) or that their visits started on time (36% compared with 48%).

## Experiences of young men who considered themselves to have a disability

### Safety

- Young men who considered themselves to have a disability were more likely than young men who did not to report that they had felt unsafe in their establishment (42% compared with 28%). They were also more likely to report that they had been victimised by other young people (35% compared with 20%).
- In 2011–12, a significantly higher proportion of young men who considered themselves to have a disability reported that they had been victimised by staff (32% compared with 22%). In 2012–13 this was no longer significantly different (25% compared with 21%).
- Young men who considered themselves to have a disability were also more likely to report that staff had hit, kicked or assaulted them (7% compared with 3% of young men who did not consider themselves to have a disability).

### Respect

- A higher proportion of young men who considered themselves to have a disability compared with young men who did not said that staff had checked on them personally in the last week (52% compared with 41%).



- Only 64% of those young men who considered themselves to have a disability, compared with 72% of young men who did not, reported that they could have a shower every day if they wanted to.
- A smaller proportion of young men who considered themselves to have a disability reported that they were on the top level of the rewards scheme (23% compared with 34% of young men who did not consider themselves to have a disability).
- A higher proportion of young men who considered themselves to have a disability reported that they had emotional or mental health problems (56% compared with 12% of young men who did not consider themselves to have a disability).

#### **Resettlement**

- A smaller proportion of young men who considered themselves to have a disability reported that they were able to use the telephone every day (58% compared with 72% of young men who did not).
- A smaller proportion also reported that they had one or more visits per week (25% compared with 40% of young people who did not consider themselves to have a disability).

### **Experiences of young men who said they had been in local authority care**

#### **Safety**

- Over a quarter (28%) of young men who had been in care reported that they had been victimised by other young people (compared with 20% of young men who had not been in care).
- Fourteen per cent of young men who had been in care reported that other young people had made insulting remarks to them, 13% reported that other young people had hit, kicked or assaulted them and 11% reported that other young people had threatened or intimidated them – all significantly worse responses when compared with those young people who had not been in care.

#### **Respect**

- Seventy-four per cent of young men who said that they had been in care reported that they had had problems when they first arrived at their establishment, compared with 68% of young men who had not been in care.
- Young men who said that they had been in care were more likely to report that staff treated them with respect (78% compared with 72%).
- Twenty-eight per cent of young men who said that they had been in care reported that they were on the enhanced level of the reward scheme (compared with 35% of men who had not been in care) but were more likely to feel that they had been treated fairly by the scheme (57% compared with 50%).
- A higher proportion of young men who had been in care reported that they had emotional or mental health problems (26% compared with 16% of other young men).

#### **Resettlement**

- Young men who reported having spent time in care were more likely to anticipate problems on release with nearly all types of issues they were asked about.

## Section 1 Introduction

### 1.1 Background to children and young people in young offender institutions

The steady decline in the number of children and young people held in custody in England and Wales continued during the 2012–13 reporting period. Over the past five years the total number of 15–18-year-olds in young offender institutions (YOIs) has fallen from 2,365 in March 2009<sup>3</sup> to 1,044 in March 2013,<sup>4</sup> a decrease of 56%. This included a 32% decrease from the 1,540 children and young people who were held in YOIs in March 2012.<sup>5</sup> The 1,044 young people held in YOIs in March 2013 included 1,032 young men and 12 young women.

Reflecting this decreasing demand for the secure estate, the Youth Justice Board (YJB) decommissioned 983 YOI places between April 2009 and March 2012.<sup>6</sup> During 2012–13 it was announced that HMYOI Ashfield was to re-role into a category C male prison; all of the young men were transferred out of the establishment by the end of May 2013.

In July 2013, the YJB announced that the number of available custodial places for children and young people will be reduced by 353. This will involve the YJB withdrawing from all the girls' YOI units and a reduction in places at both HMYOI Hindley and HMYOI Wetherby. In future, all young women remanded or sentenced to custody will be held in secure children's homes or secure training centres.<sup>7</sup>

In February 2013, Ministers published plans to review the secure estate and put a greater focus on education within youth custody. The *Transforming youth custody: Putting education at the heart of detention*<sup>8</sup> consultation was held between February and April 2013 and proposed the development of 'secure colleges' to increase the quantity and standard of academic and vocational training for young people held in detention as a means to reduce reoffending and tackle underlying issues facing those young people that enter custody. At the time this report was being prepared, these plans were still being considered.

In our report last year we noted that the rate of reoffending following a period of secure custody for children and young people had declined from the period 2006–07 to 2009–10, reaching a low of 69.7% in that year.<sup>9</sup> The most up-to-date data available is from 2010–11, and shows that the rate of reoffending has risen again to 72.6%.<sup>10</sup>

<sup>3</sup> Youth Justice Board (2010) *Youth Justice Board annual workload statistics 2008/09, England and Wales – workload tables*. London: YJB.

<sup>4</sup> Unpublished Youth Justice statistics: the March 2013 figure is provisional and will be finalised in the annual Youth Justice statistics, published in January 2014.

<sup>5</sup> *Ibid.*

<sup>6</sup> Youth Justice Board (2012) *Developing the secure estate for children and young people in England and Wales – Plans until 2015*. London: YJB.

<sup>7</sup> Youth Justice Board of England and Wales, *YJB reduces number of commissioned places in youth custody*, announcement 2 July 2013.

<sup>8</sup> Ministry of Justice (2013) *Transforming youth custody: Putting education at the heart of detention, consultation paper CP4/2013*. London: The Stationery Office <https://consult.justice.gov.uk/digital-communications/transforming-youth-custody> accessed on 14/06/2013.

<sup>9</sup> Youth Justice Board (2012) *YJBulletin, Secure Estate: Issue 67*, 15 March.

<sup>10</sup> Youth Justice Board (2013) *Youth Justice Statistics 2011/12*. London: YJB.

## 1.2 Background to the report

Since September 2001 a team of researchers from HM Inspectorate of Prisons has conducted surveys of children and young people (aged 15 to 18) held in each YOI. Each YOI holding children and young people is now surveyed annually. This report sets out the survey responses between 1 April 2012 and 31 March 2013. Individual surveys are used as part of the evidence base for inspections, where they are triangulated with inspectors' observations, discussions with young people and staff, and documentation held in the establishment. Taken together, they provide an opportunity for young people's own experience of custody to inform the policies of the YJB and wider government.

This is the ninth report to be published. The evidence has been collected from eight male establishments and three female establishments. This included 12 separate survey samples, as the Keppel Unit within HMYOI Wetherby is sampled separately from the main establishment. In total, 958 responses have been analysed, with responses from 942 young men and 16 young women.

## 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 below). 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 expects from an establishment.<sup>11</sup> Each expectation is followed by an amalgamated response from all the young men or young women in custody to each survey question. The highest and lowest responses across the male estate are also included. The Keppel Unit, due to its specialist function, is included in the tables and graphs but results are not referred to in the text. 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 with the last reporting period (1 April 2011 to 31 March 2012). The findings are outlined in section 8.

The responses of young men from black and minority ethnic backgrounds compared with white young men, as well as Muslim young men compared with non-Muslim young men, young men who consider themselves to have a disability compared with those who do not, and young men who said they had been in care compared with those who said they had not, 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, for example of foreign national young people or young people from a Gypsy/Romany/Traveller background, and there were not enough young women in custody to conduct any diversity analysis for the female estate.

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<sup>11</sup> HM Inspectorate of Prisons (2012) *Her Majesty's Inspectorate of Prisons Expectations: Criteria for assessing the treatment of children and young people and conditions in prisons*, version 3. London.

Additional analyses comparing the responses of sentenced young men and young men on remand 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.<sup>12</sup>

## 1.4 Methodology

Surveys are conducted intermittently across the reporting year (between April 2012 and March 2013). Depending on the size of the establishment, researchers distributed questionnaires to all or 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 Inspectorate staff. To ensure child protection issues could be followed up, each questionnaire was numbered; when given the survey, children and young people were made aware of the process should they write something that raised child protection concerns.

### Selecting the sample

Where establishments were too large to distribute surveys to all young people, a statistical formula<sup>13</sup> 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 43% to 100% across the whole estate. It was also ensured that the proportion of black and minority ethnic young people in the samples reflected the proportion in the individual establishments as a whole.

### 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. All the figures in the comparator tables are weighted data.<sup>14</sup>

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 to the nearest whole number.

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

<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> In previous reports, some demographic data was unweighted in the main report; this year, all demographic data is weighted.

## 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.

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

All establishments are in the public estate, with the exception of Parc which is run privately by G4S and Ashfield which was run by Serco Group.

Young offender institutions (YOIs) are inspected at least every three years by HM Inspectorate of Prisons. When inspected, they are awarded a judgement of Good, Reasonably Good, Not Sufficiently Good or Poor across four areas – Safety, Respect, Purposeful Activity and Resettlement.

##### **Ashfield – dedicated site**

Ashfield in Bristol opened in November 1999 and changed from a split site to a dedicated young person's establishment in 2004. During the reporting period, it was announced that Ashfield would be re-rolled into a category C male prison. All young people were transferred out of the establishment by the end of May 2013. At the time of the survey, Ashfield held both sentenced young men and young men on remand and was privately run by Serco Group. It had a certified normal accommodation (CNA)<sup>15</sup> of 407 with an operational capacity<sup>16</sup> of 383.

At its inspection in May 2010, Ashfield was assessed as follows: Safety – Good, Respect – Reasonably Good, Purposeful Activity – Good, Resettlement – Good. Ashfield was also inspected in February 2013 – its closure had already been announced and children and young people were in the process of being moved to other establishments – judgements were therefore not awarded during this last inspection.

##### **Cookham Wood – dedicated site**

Cookham Wood, in Rochester, Kent, was built in the 1970s and was re-rolled from a women's establishment to accommodate young men in May 2008. It has a CNA and operational capacity for 143 young men. It holds both sentenced young men and young men on remand.

At its inspection in November 2011, Cookham Wood was assessed as follows: Safety – Reasonably Good, Respect – Reasonably Good, Purposeful Activity – Reasonably Good, Resettlement – Reasonably Good.

<sup>15</sup> 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.

<sup>16</sup> The operational capacity of an establishment is the total number of prisoners that an establishment can hold taking into account control, security and the proper operation of the planned regime. It is determined by area managers on the basis of operational judgement and experience.

**Feltham – split site**

Feltham, in Middlesex, serves mainly the London area. Originally built in 1854 as an industrial school, it was taken over by the Prison Commissioners in 1910 as a Borstal. The existing building began holding young people from 1988 as a remand centre and in 1991 combined with Ashford remand centre to form Feltham in its present form. The young people's side has a CNA and an operational capacity of 240. Feltham used to contain the Heron Unit, a 30-bed specialist resettlement unit funded by the European Social Fund, Youth Justice Board and the Greater London Authority as one strand of Project Daedalus.<sup>17</sup> The funding for this ended in May 2012<sup>18</sup> although some funding for increased staff numbers does remain.<sup>19</sup>

At its inspection in January 2013, Feltham was assessed as follows: Safety – Not Sufficiently Good, Respect – Reasonably Good, Purposeful Activity – Reasonably Good, Resettlement – Reasonably Good.

**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 currently the largest establishment in the country holding 15–18-year-olds, with a CNA and operational capacity of 506. The YJB plans to reduce the operational capacity to 314 places during 2013–14.<sup>20</sup> Hindley has a complex needs unit for young people requiring more intensive interventions.

At its inspection in November 2012, Hindley was assessed as follows: Safety – Not Sufficiently Good, Respect – Reasonably Good, Purposeful Activity – Good, Resettlement – Good.

**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.

The Keppel Unit was first inspected in April 2009, shortly after it opened and was assessed as follows: Safety – Good, Respect – Good, Purposeful Activity – Good, Resettlement – Reasonably Good.<sup>21</sup>

**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 young men and young men on remand.

At its inspection in July 2012, Parc was assessed as follows: Safety – Reasonably Good, Respect – Good, Purposeful Activity – Good, Resettlement – Reasonably Good.

<sup>17</sup> Social Research Institute (2012) *Evaluation of the London Reducing Reoffending Programme (Daedalus): Final report*. Ipsos MORI, p.3.

<sup>18</sup> *Ibid.*

<sup>19</sup> HMP YOI Feltham IMB (2013) *HMP YOI IMB Annual Report*, p.4.

<sup>20</sup> Youth Justice Board of England and Wales, *YJB reduces number of commissioned places in youth custody*, announcement, 2 July 2013.

<sup>21</sup> Since the time of this inspection, HM Inspectorate of Prisons judgements terminology has been amended, although the distinction between the four judgements remains the same. Previously 'good' was 'performing well', 'reasonably good' was 'performing reasonably well', 'not sufficiently good' was 'not performing reasonably well' and 'poor' was 'performing poorly'.

**Warren Hill – dedicated site**

Warren Hill, in Suffolk, opened in 1982. It has a CNA and an operational capacity of 192 (including the Waveney Unit, a unit for long-term sentenced young men). It became an establishment exclusively for young people in October 2000 and holds sentenced young men and young men on remand.

At its inspection in March 2013, Warren Hill was assessed as follows: Safety – Not Sufficiently Good, Respect – Reasonably Good, Purposeful Activity – Reasonably Good, Resettlement – Good.

**Werrington – dedicated site**

Werrington, near Stoke-on-Trent, opened in 1895 as an industrial school. It was reopened by the Prison Commissioners as a senior detention centre in 1957 and has held young people in its modern guise since 1988. It is one of the oldest establishments for young people and has a CNA and operational capacity of 160.

At its inspection in August 2012, Werrington was assessed as follows: Safety – Reasonably Good, Respect – Not Sufficiently Good, Purposeful Activity – Not Sufficiently Good, Resettlement – Good.

**Wetherby – dedicated site**

Wetherby, in North Yorkshire, opened in 1958, but only began holding young people in 1983. It has a CNA and operational capacity of 396 (including the specialist unit, Keppel). In April 2000 it became a dedicated establishment for sentenced and unsentenced young people. The YJB plans to reduce the operational capacity to 276 places during 2013–14.<sup>22</sup>

At its inspection in January 2012, Wetherby was assessed as follows: Safety – Reasonably Good, Respect – Reasonably Good, Purposeful Activity – Reasonably Good, Resettlement – Good.

**2.1.1 Changes in the male estate since the 2011–12 reporting period**

The Carlford Unit ceased to operate as a separate unit at Warren Hill in February 2012 so is not included within this report. A 40-bed specialist unit, the Waveney Unit (also on the site of Warren Hill) has been opened since and serves a similar function but was not surveyed as a discrete unit. The Heron Unit, formerly a specialist resettlement unit at Feltham, was similarly not surveyed as a discrete unit this year.

**2.2 Establishments holding young women**

In July 2013, the YJB announced its withdrawal from all the YOI units for girls under 18 in England and Wales.<sup>23</sup> Post January 2014 the following units will no longer be used to hold girls under 18 and their use will be determined by NOMS.

**Josephine Butler Unit**

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

**Mary Carpenter Unit**

The Mary Carpenter Unit was a discrete unit in the grounds of HMP and YOI Eastwood Park, a local closed women's prison in Gloucestershire. The 16-bed unit opened in 2005 and held sentenced young women and those on remand.

<sup>22</sup> Youth Justice Board of England and Wales, *YJB reduces number of commissioned places in youth custody*, announcement, 2 July 2013.

<sup>23</sup> *Ibid.*

### **Rivendell Unit**

Located in Wakefield, West Yorkshire, the Rivendell Unit was in the grounds of a closed women's local prison, HMP and YOI New Hall. Opened in December 2005, it had nine beds in 2012–13 and held sentenced young women and those on remand.



## Section 3

### Young people in custody

#### 3.1 Introduction

This report summarises the survey responses from all eight young men's establishments, one specialist unit and three young women's establishments visited during the year. In total, 942 young men and 16 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 respectively.

**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
Parc	30 May 2012	52	38 (76%)	73%
Werrington	21 August 2012	132	112 (85%)	85%
Ashfield	25 September 2012	205	170 (84%)	83%
Cookham Wood	16 October 2012	117	97 (83%)	83%
Hindley	13 November 2012	196	169 (87%)	86%
Feltham	15 January 2013	183	155 (85%)	85%
Wetherby	28 January 2013	194	83 (65%)	43%
Keppel Unit	28 January 2013	38	33 (87%)	87%
Warren Hill	11 February 2013	117	85 (73%)	73%
<b>Total</b>		<b>1,234</b>	<b>942</b>	<b>76%</b>

**Table 2: Samples from the female estate**

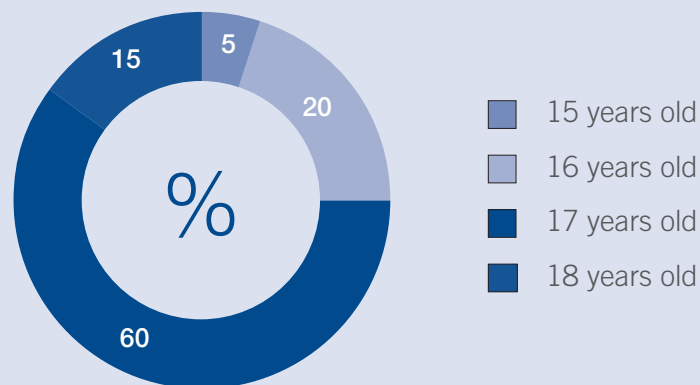
ESTABLISHMENT	DATE OF SURVEY	POPULATION AT TIME OF SURVEY	NUMBER OF RETURNED SURVEYS (RESPONSE RATE)	% OF POPULATION SAMPLED
Mary Carpenter Unit	8 August 2012	6	6 (100%)	100%
Josephine Butler Unit	22 August 2012	9	8 (89%)	89%
Rivendell Unit	20 March 2013	3	2 (67%)	67%
<b>Total</b>		<b>18</b>	<b>16</b>	<b>89%</b>

#### 3.2 Profile of young men surveyed

All the young men surveyed were asked to give some basic background and demographic information.

##### 3.2.1 Age

Of the young men surveyed, 60% told us that they were 17 years old and 20% said that they were 16. Fifteen per cent of the young men surveyed reported that they were 18 with just 5% reporting that they were 15 (see Figure 1).

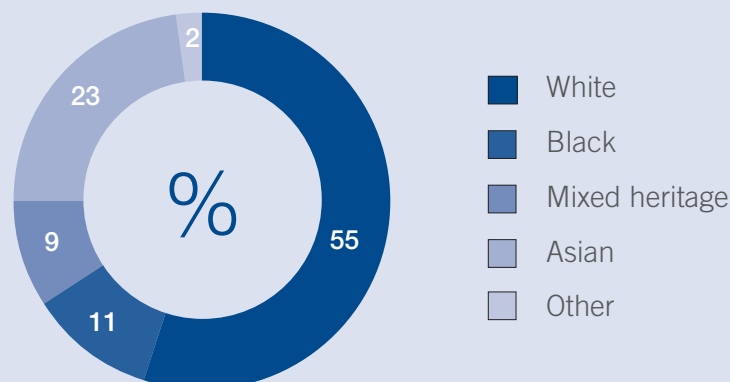
**Figure 1: Age of young men sampled**

### 3.2.2 Nationality and language

The majority of young men in the sample reported that they were British nationals (96%). This varied from 99% of young men at Wetherby to 91% at Cookham Wood. Overall, 99% of the young men surveyed said that they understood spoken English, which was highest at Ashfield, Cookham Wood and Hindley (100% at each) and lowest at Werrington (96%). Ninety-eight per cent of all young men reported that they could understand written English. This was again highest at Ashfield and Hindley (100% at each) and lowest at Werrington (95%).

### 3.2.3 Ethnicity

Overall, 55% of young men reported that they were from a white background, while 45% reported that they were from a black or minority ethnic background. Nearly a quarter (23%) of young men identified themselves as black and 11% said they were of a mixed heritage background. Nine per cent of young men reported they were Asian and 2% said they were from any other ethnic background (see Figure 2). See Table 3 for a full breakdown of all ethnic groups.

**Figure 2: Ethnicity of young men sampled**

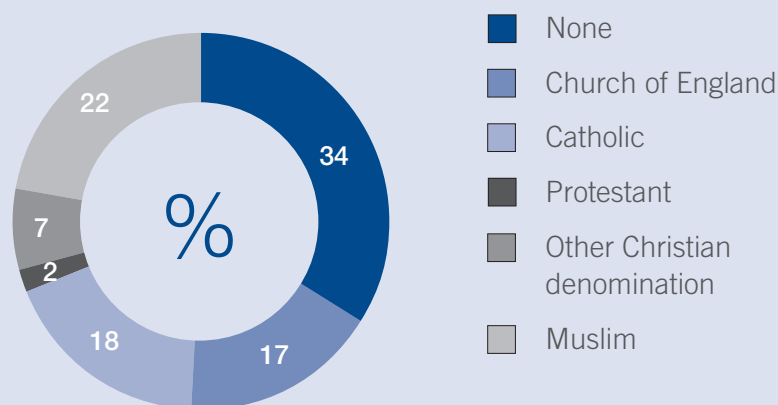
**Table 3: Breakdown of ethnic groups of young men sampled**

WHITE	BLACK	ASIAN	MIXED HERITAGE	OTHER ETHNIC GROUP
White British 51.0%	Caribbean 11.4%	Pakistani 4.3%	White and Caribbean 7.2%	Arab 0.7%
White Irish 1.4%	African 9.9%	Indian 1.1%	White and African 2.2%	Other ethnic group 1.3%
White other 2.6%	Black other 1.3%	Bangladeshi 2.9%	White and Asian 0.3%	
		Chinese 0.1%	Other mixed heritage group 1.4%	
		Asian other 0.9%		
<b>55.0%</b>	<b>22.6%</b>	<b>9.3%</b>	<b>11.1%</b>	<b>2.0%</b>

### 3.2.4 Religion

Sixty-six per cent of young men surveyed stated that they had a religion. As in 2011–12, 22% reported that they were Muslim. Similar proportions of young men reported that they were Catholic or Church of England at 18% and 17% respectively. A full breakdown of young men’s religion is provided in Figure 3.

**Figure 3: Religious beliefs of young men sampled**



### 3.2.5 Gypsy, Romany or Traveller

In total, 5% of young men surveyed said that they were Gypsy, Romany or Traveller. The largest proportion was at Warren Hill (12%) and the smallest proportion was at Parc (2%).

### 3.2.6 Disability

Of the young men surveyed, 16% considered themselves to have a disability. The largest proportion was at Cookham Wood (21%). The lowest figure was reported at Feltham, where 7% of young men surveyed said they considered themselves to have a disability.

### 3.2.7 Are you sentenced?

Eighty-one per cent of the young men in the sample reported that they were sentenced. The highest proportion was at Wetherby (93%), and the lowest proportions were at Cookham Wood and Feltham (67% at each).

Of the young men who said they were sentenced, 17% reported that they were serving a sentence of less than six months, a quarter (25%) said they were serving six to 12 months, 28% said they were serving between 13 months and two years, and 26% were serving a

sentence of more than two years. Of those who said they were sentenced, 4% told us they were serving an indeterminate sentence for public protection.

### 3.2.8 Have you been in custody before?

Over half (56%) of the young men surveyed reported that this was their first time in a young offender institution, secure training centre or secure children's home. The highest proportion of young men reporting that it was their first time in custody was at Parc (71%) whilst the lowest was at Cookham Wood (49%).

### 3.4.9 How long have you been in this establishment?

Over half (55%) of the young men surveyed had been in their current establishment for between one and six months. Nineteen per cent of young men had been in their current establishment for between six months and a year, and 9% had been in their establishment for between one and two years. Fifteen per cent of the young men had been in their establishment for less than one month, while 2% had been there for over two years.

### 3.2.10 Looked after children

A third (33%) of young men surveyed reported that they had spent some time in local authority care. This ranged from 39% at Wetherby to 26% at Werrington.

### 3.2.11 Do you have any children?

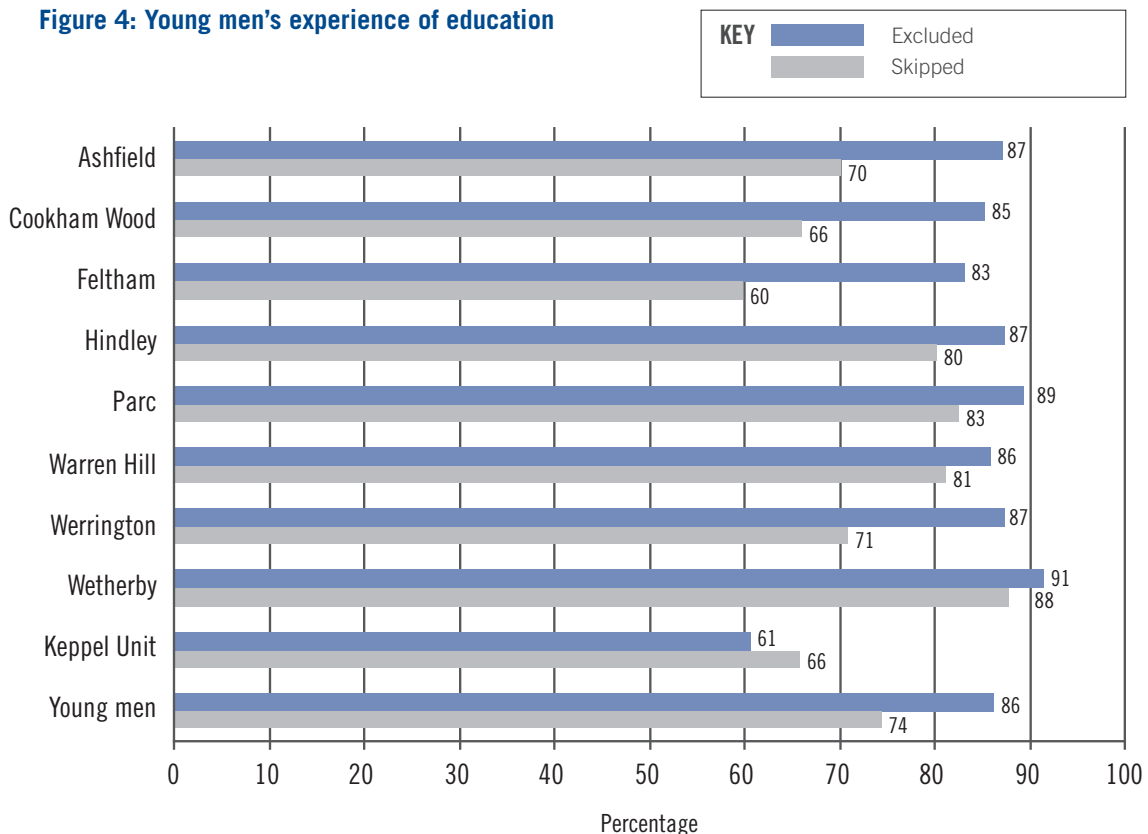
Eleven per cent of young men surveyed said that they had children. This was highest at Warren Hill (16%) and lowest at Parc and Wetherby where 8% of young men at each establishment reported that they had children.

### 3.2.12 Educational background

Over a third (37%) of young men in the sample said they were 14 or younger when they last attended school.

The majority (86%) of young men reported that they had been excluded from school and just under three-quarters (74%) of young men said that they had skipped school at some point before they came to custody. For a full breakdown by establishment, see Figure 4.

**Figure 4: Young men's experience of education**



### 3.3 How has the profile of young men changed since 2011–12?

These data are weighted to mimic the whole population at each establishment and for comparator purposes. Only demographic data that are significantly different from those reported in 2011–12 are included below.

- In 2012–13, 15% of young men surveyed said that they were 18 years old, which was significantly more than the 12% of young men who did so in 2011–12.
- The proportion of young men who said they considered themselves to have a disability had increased from 12% in 2011–12 to 16% in 2012–13.
- There was an increase in the proportion of young men who reported being sentenced, from 75% in 2011–12 to 81% in 2012–13.

### 3.4 Profile of young women surveyed

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.

All the young women surveyed were asked to give some basic background and demographic information.

#### 3.4.1 Age

Other than in exceptional circumstances, all young women under 18 will be held in secure training centres and those aged 18 in adult prisons. Nearly all (92%, n=15) of the young women surveyed in 2012–13 said that they were 17 years old, and just one (8%) stated that she was 18.

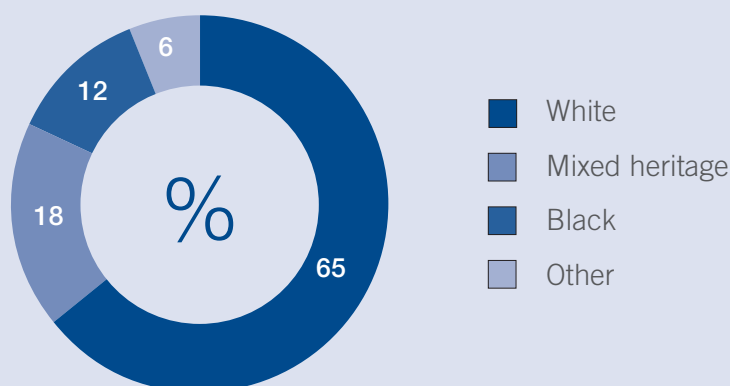
#### 3.4.2 Nationality and language

All of the young women surveyed told us that they were British nationals and that they understood both spoken and written English.

#### 3.4.3 Ethnicity

Overall, 65% (n=10) of young women said they were from a white background and 35% (n=6) reported that they were from a black and minority ethnic background (see Figure 5). The breakdown within these groups can be seen in Table 4.

**Figure 5: Ethnicity of young women sampled**

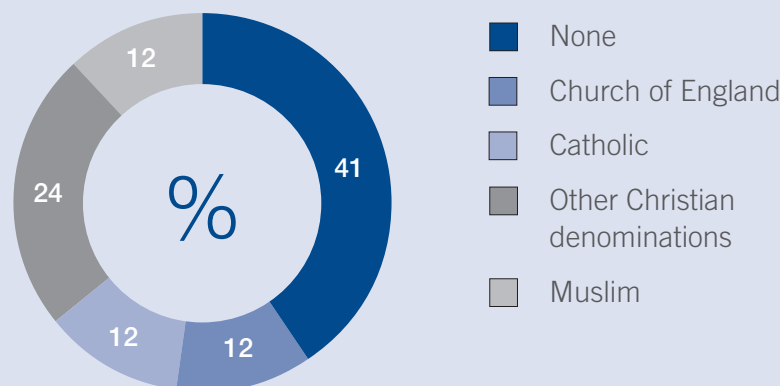


**Table 4: Breakdown of ethnic groups of young women sampled**

WHITE	BLACK	ASIAN	MIXED HERITAGE	OTHER ETHNIC GROUP
White British 58.8% (n=9)	Caribbean 11.8% (n=2)	Pakistani 0.0%	White and Caribbean 11.8% (n=2)	Arab 0.0%
White Irish 5.9% (n=1)	African 0.0%	Indian 0.0%	White and African 0.0%	Other ethnic group 5.9% (n=1)
White other 0.0%	Black other 0.0%	Bangladeshi 0.0%	White and Asian 5.9% (n=1)	
		Chinese 0.0%	Other mixed heritage group 0.0%	
		Asian other 0.0%		
<b>64.7% (n=10)</b>	<b>11.8% (n=2)</b>	<b>0.0%</b>	<b>17.7% (n=3)</b>	<b>5.9% (n=1)</b>

### 3.4.4 Religion

Forty-one per cent (n=6) of the young women surveyed reported that they had no religion. Twelve per cent of young women identified themselves as Church of England (n=2), Muslim (n=2) and Catholic (n=1). Another 24% (n=4) of the young women reported that they belonged to other Christian denominations (see Figure 6).

**Figure 6: Religious beliefs of young women sampled**

### 3.4.5 Gypsy, Romany or Traveller

Of the young women surveyed, just one identified themselves as Gypsy, Romany or Traveller (6%).

### 3.4.6 Disability

Overall, 17% (n=3) of the young women told us that they considered themselves to have a disability.

### 3.4.7 Are you sentenced?

Over half (55%, n=9) of the young women reported that they were sentenced.

Fifty-six per cent (n=5) of young women who told us they were sentenced said their sentence was less than 12 months. One young woman (11%) reported that she was serving a sentence of more than 12 months and up to two years and three women (33%) said their sentence was more than two years.

### **3.4.8 Have you been in custody before?**

Nearly two-thirds (61%, n=10) of the young women reported that this was the first time they had been in a young offender institution, a secure training centre or a secure children's home.

### **3.4.9 How long have you been in this establishment?**

Thirty-eight per cent (n=6) of young women reported they had been in their current establishment for less than one month. Forty-five per cent (n=7) of the young women said that they had been in their current establishment for over one month but less than six months, and 19% (n=3) told us they had been there more than six months but less than 12 months.

### **3.4.10 Looked after children**

Sixty-one per cent (n=9) of young women surveyed told us that they had spent time in local authority care.

### **3.4.11 Do you have any children?**

Two (11%) of the young women reported that they had children.

### **3.4.12 Educational background**

Sixty-five per cent (n=9) of the young women said that they were 14 or younger when they last went to school. All of the young women surveyed reported that they had been excluded from school and 82% (n=12) told us that they had skipped school before coming to custody.

## **3.5 How has the profile of young women changed since 2011–12?**

There were no significant changes in the profile of young women surveyed in 2011–12 and those surveyed in 2012–13.

## 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 transferring to and from the establishment are treated safely, decently and efficiently.*

##### 4.1.1 What was your most recent transfer like?

A higher proportion of young men in 2012–13 reported that they had travelled in a van with people over the age of 18 or of a different gender than in 2011–12 (36% compared with 26%). This figure was highest at Parc (52%) and lowest at Cookham Wood and Warren Hill (24% each).

Eighty-two per cent of young men reported feeling safe during their most recent journey. This ranged from 92% of young men at Hindley to 76% at Feltham and Werrington.

All of the young women surveyed in 2012–13 said that they felt safe on their most recent journey (n=16), significantly higher than the 67% (n=17) of young women who reported this in 2011–12. Nearly three-quarters of young women (72%, n=11) reported that they had travelled with someone over the age of 18 or of a different gender.

When asked about their recent journey, 9% of young men reported spending more than four hours in the van. This was highest at Wetherby where 17% of young men said they had spent more than four hours in the van and lowest at Parc (2%). Young men who were on remand were less likely to report spending more than four hours in the van than those who were sentenced (5% compared with 10%).

No young women reported that they had spent more than four hours in the van.

Of the young men who reported that they had spent more than two hours in the van on their most recent journey, 15% said that they were offered a toilet break, ranging from no young men at Parc to 23% at Wetherby. Thirty-three per cent reported that they had been offered something to eat or drink, ranging from 20% at Parc to 38% at Warren Hill.

In 2012–13, all of the young women surveyed who said they had spent more than two hours in the escort van (n=6) reported that they had been offered something to eat or drink, higher than the proportion in 2011–12 (50%, n=9). None of the young women stated that they had been offered a toilet break.

When asked if they were treated well or very well by escort staff, 53% of young men reported that they had been. Young men at Wetherby reported most positively (63%) and those at Cookham Wood most negatively (43%).

In total, 17% of young men reported that they had received information that helped them prepare, before they had arrived at their establishment. This figure was highest at Parc where 24% of young men reported receiving helpful information, and lowest at Feltham where only 12% of young men reported they had received helpful information before their arrival.

Overall, 67% (n=10) of young women said that they had been treated well or very well by escort staff, and 28% (n=4) reported receiving helpful information before arriving at their establishment to help them prepare.



## 4.2 Early days in custody

*Expectation: Children and young people are treated with respect and feel safe on their arrival into the establishment and for the first few days in custody. Children and young people's individual needs are identified and addressed, and they feel supported on their first night. During a young person's induction he/she is made aware of the establishment routines, how to access available services and how to cope with being in custody.*

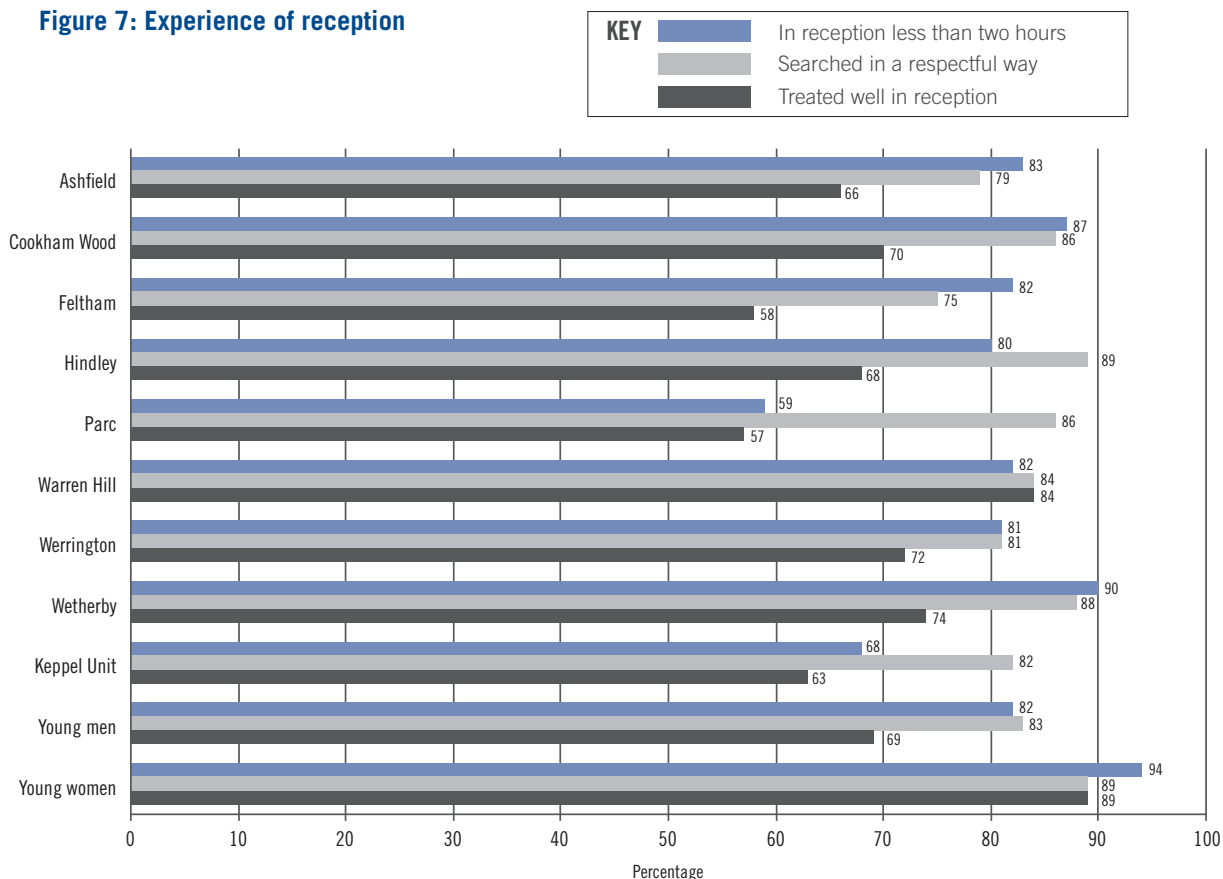
### 4.2.1 What was your experience of reception?

In 2012–13, 69% of young men reported that they were treated well or very well in reception in comparison with 64% in 2011–12. Perceptions were most positive at Warren Hill with 84% saying they were treated well or very well in reception, and those at Parc the most negative, with 57% reporting the same.

Of the young men surveyed, 82% reported that they were in reception for less than two hours, ranging from 90% at Wetherby to 59% at Parc.

All young people entering an establishment are strip-searched. Overall, 83% of young men stated that when they were searched in reception it was done in a respectful way. The most positive response to this question was at Hindley (89%) and the most negative was at Feltham (75%). A full breakdown by establishment can be seen in Figure 7.

**Figure 7: Experience of reception**



Young women reported positively about reception. Nearly all (94%, n=15) told us they were in reception for less than two hours and 89% (n=14) reported that when they were searched it was done in a respectful way and that they were treated well or very well in reception.

#### 4.2.2 Did you have any problems when you first arrived?

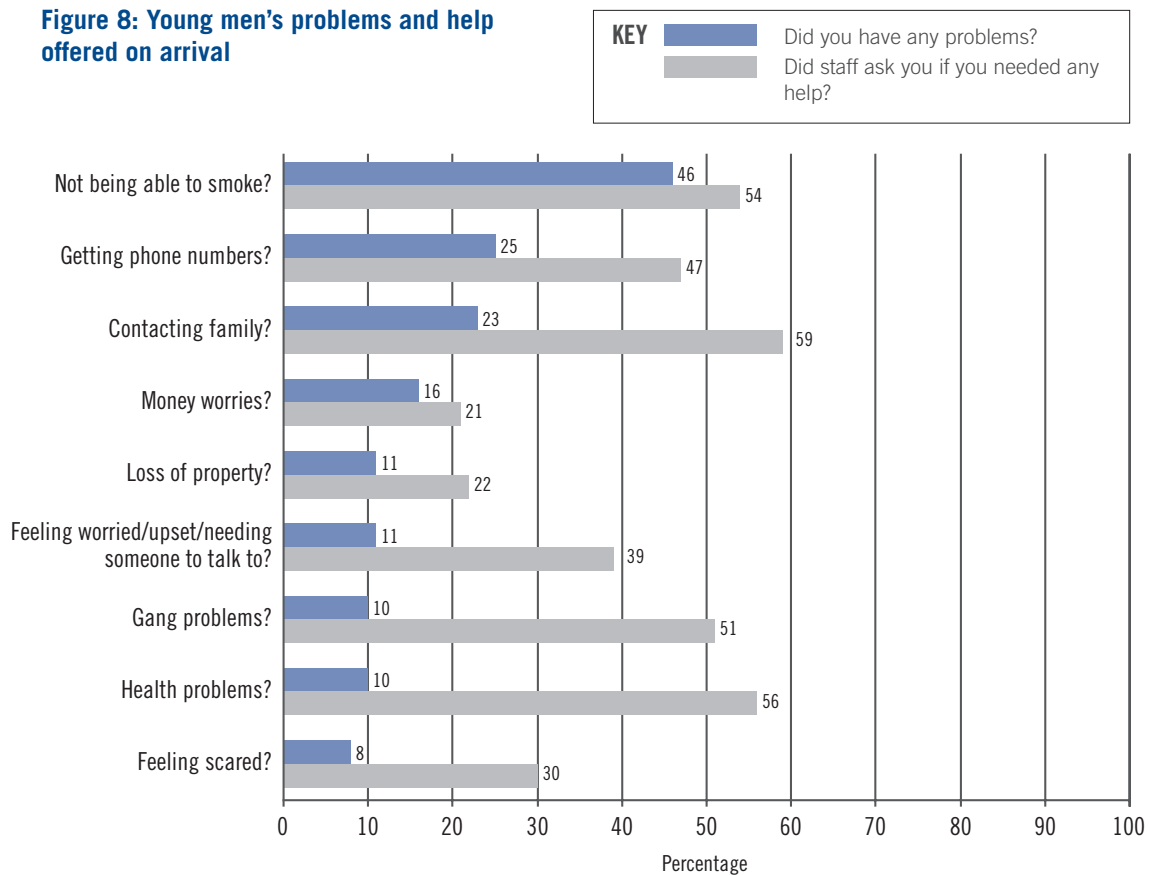
Young people were asked if they had any problems when they first arrived at the establishment. In 2012–13, 70% of young men reported having problems when they arrived compared with 74% of young men in 2011–12. This figure was highest at Parc where 84% of young men reported that they had problems when they first arrived, and lowest at Cookham Wood and Feltham (63%).

Young men who reported that they were in custody for the first time were more likely to say that they had problems on arrival than those that had been in custody before (75% compared with 65%).

Young people were asked what problems they had when they first arrived. The three most commonly reported problems for young men were not being able to smoke (46%), getting phone numbers (25%) and contacting families (23%). These have been the most commonly cited problems of the last four reporting periods. The proportion reporting problems with getting phone numbers had decreased in 2012–13 compared with 2011–12 however (25% down from 32%), as had problems with loss of property (11% down from 16%) and problems with money worries (16% down from 19%).

Young people were asked if, on arrival staff had offered them any help or support with a range of issues. Most commonly, young men said they were offered help by staff with contacting family (59%), health problems (56%) and not being able to smoke (54%). There was an increase in the proportion of young men who said they were asked if they needed help with money worries from 17% in 2011–12 to 21% in 2012–13. The proportions of young men reporting specific problems and the proportion who said they were offered help can be seen in Figure 8.

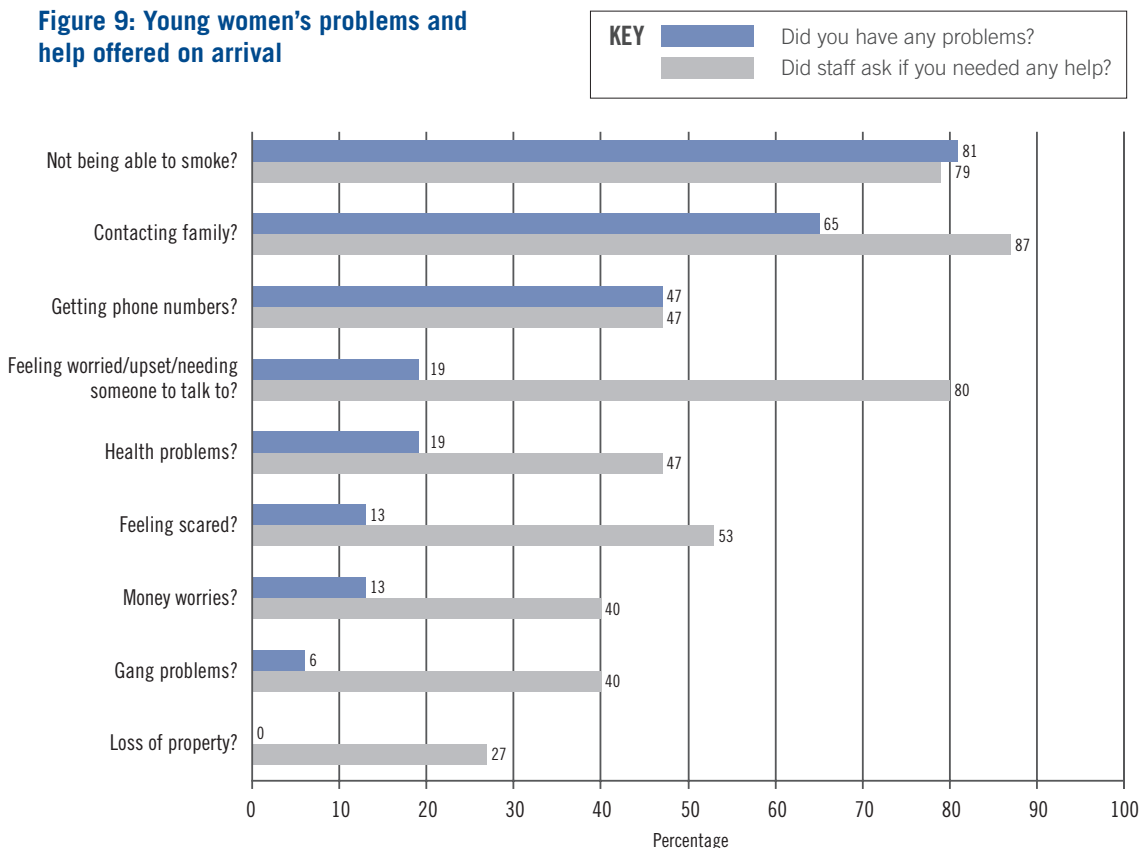
**Figure 8: Young men's problems and help offered on arrival**



Nearly all young women surveyed (94%, n=14) reported having problems on arrival into custody. The most commonly reported problems were not being able to smoke (81%, n=12), followed by contacting family (65%, n=10, which was higher than the 20%, n=4, who reported this in 2011–12) and getting phone numbers (47%, n=7).

In 2012–13, young women reported that on arrival into custody, staff most commonly asked if they needed help with contacting family (87%, n=11, a higher proportion than in 2011–12 when 50%, n=12 reported the same), feeling worried, upset or needing someone to talk to (80%, n=10) and not being able to smoke (79%, n=10). The proportions of young women reporting specific problems and the proportions that said they were offered help can be seen in Figure 9.

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



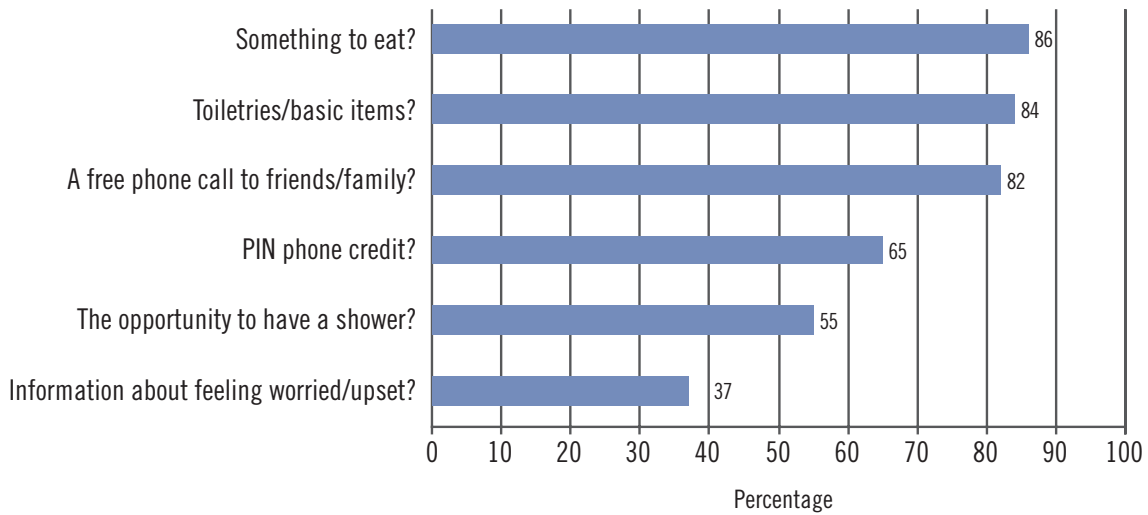
**4.2.3 Were you offered anything on arrival?**

Young people were asked what they received on arrival at their establishment. A higher proportion of young men in 2012–13 than in 2011–12 reported being offered something to eat (86% compared with 79%) and reported being offered toiletries and basic items (84% compared with 73%). Eighty-two per cent (compared with 73% in 2011–12) reported being offered a free phone call to family or friends and 55% of young men reported being offered the opportunity to have a shower (compared with 36% in 2011–12).

The range of responses across establishments was relatively narrow for young men reporting they received toiletries and basic items (from 75% at Feltham to 89% at Cookham Wood); something to eat (from 77% at Parc to 89% at Cookham Wood); or a free phone call to family or friends (from 75% at Cookham Wood to 89% at Parc). However, there was wide variation between establishments offering the opportunity to have a shower on arrival, ranging from 32% at Wetherby to 85% at Hindley. There was similar variation in young men saying they were given PIN phone credit, ranging from 47% at Parc to 80% at Hindley,

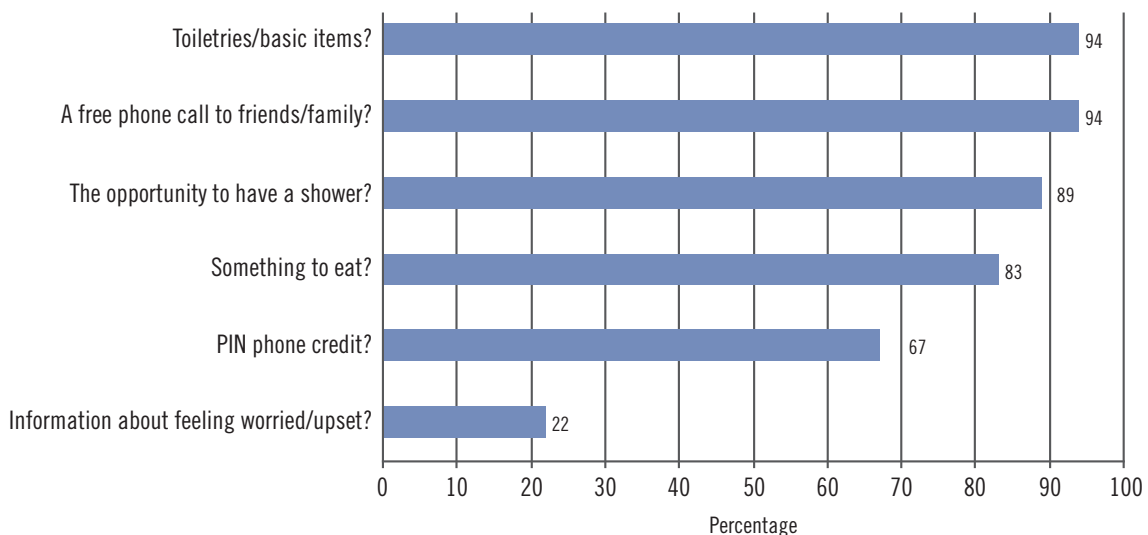
and information about feeling worried or upset, ranging from 25% at Feltham to 53% at Cookham Wood. The facilities young men reported being offered can be seen in Figure 10.

**Figure 10: Facilities offered to young men on arrival**



Nearly all (94%, n=15) young women arriving into custody in 2012–13 reported that they had received toiletries/basic items. The same proportion said that they had been offered a free phone call to friends and family, higher than the 58% (n=13) who reported this in 2011–12. A higher proportion of young women in 2012–13 reported being offered the opportunity to have a shower, 89% (n=14) compared with 65% (n=16) in 2011–12. Eighty-three per cent (n=13) said they were offered something to eat, 67% (n=11) were offered PIN credit and only 22% (n=3) were offered information about feeling worried or upset. The facilities young women reported being offered can be seen in Figure 11.

**Figure 11: Facilities offered to young women on arrival**



### 4.3 First night

When asked about what services they had had access to during the first 24 hours in their establishment, 48% of young men reported having had access to a chaplain in 2012–13, an increase from 43% in 2011–12. This figure was highest at Parc (77%) and lowest at Feltham (34%). Young men in custody for the first time were less likely to report having had access to a chaplain than those who had been in custody before (44% compared with 54%).

Fifteen per cent of young men reported having had access to a peer mentor. This ranged from 27% of young men at Warren Hill to 9% of young men at Parc.

Eighteen per cent of young men reported having had access to ChildLine or the Samaritans within their first 24 hours, ranging from 28% at Parc to 10% at Werrington. Fifteen per cent of young men reported access to the prison shop or canteen. The highest proportion of young men reporting access to the prison shop or canteen within the first 24 hours was at Ashfield (28%) and the lowest proportion at Werrington (7%).

Of the young women surveyed, 41% (n=6) said that they had had access to a chaplain within the first 24 hours at their establishment. Twenty-nine per cent (n=4) said they had been offered the chance to see a peer mentor and 35% (n=5) said they had been able to access ChildLine or the Samaritans within their first 24 hours. Just under a fifth (18%, n=2) said they could access the prison shop or canteen.

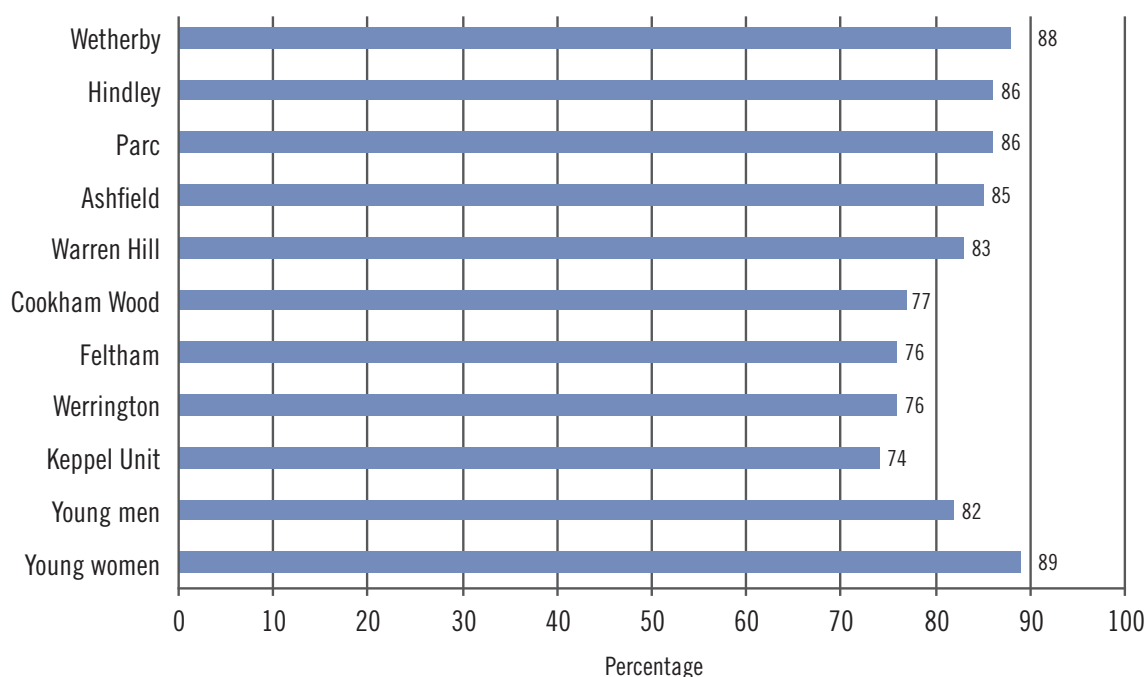
In 2012–13, 75% of young men said they had seen a member of health care before they were locked up on their first night, an increase from 69% reporting the same in 2011–12. Young men were most positive at Parc, where 86% of young men reported seeing a member of health care. This is an improvement from 2011–12 when Parc had the lowest proportion of young men reporting that they had seen a doctor or nurse before lock up (44%). Young men were least positive at Feltham where under half (46%) of young men reported seeing a doctor or nurse before they were locked up for their first night. Young men who were on remand were less likely than those who were sentenced to report seeing a doctor or nurse before they were locked up for their first night (67% compared with 77%).

Sixty-three per cent (n=10) of young women told us that they been given the opportunity to see a doctor or nurse before they were locked up on their first night.

Overall, a higher proportion of young men reported feeling safe on their first night in the establishment in 2012–13 (82% compared with 78% in 2011–12). Perceptions were most positive at Wetherby where 88% of young men reported they felt safe on their first night and least positive at Feltham and Werrington (both 76%). A full breakdown by establishment can be seen in Figure 12.

Young men who were in custody for the first time were less likely to feel safe on their first night than those who had been in custody before (78% compared with 87%). Similarly, young men who were on remand were less likely to report feeling safe on their first night than those who were sentenced (76% compared with 83%).

Most of the young women surveyed reported feeling safe on their first night in the establishment (89%, n=14).

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

## 4.4 Induction

In total, 63% of young men who said they had been on an induction course stated that it covered everything that they needed to know about the establishment. This was highest at Parc (77%) and lowest at Werrington (48%).

Young men who were on remand were less likely to report that the induction course covered everything they needed to know compared with those young men who were sentenced (54% compared with 66%).

Of the young women who had been on an induction course, 63% (n=10) reported that it told them everything they needed to know about the establishment.

## 4.5 Bullying and victimisation

*Expectation: Everyone feels safe from bullying and victimisation. Children and young people at risk/subject to victimisation are protected through active and fair systems known to staff, young people and visitors which inform all aspects of the regime.*

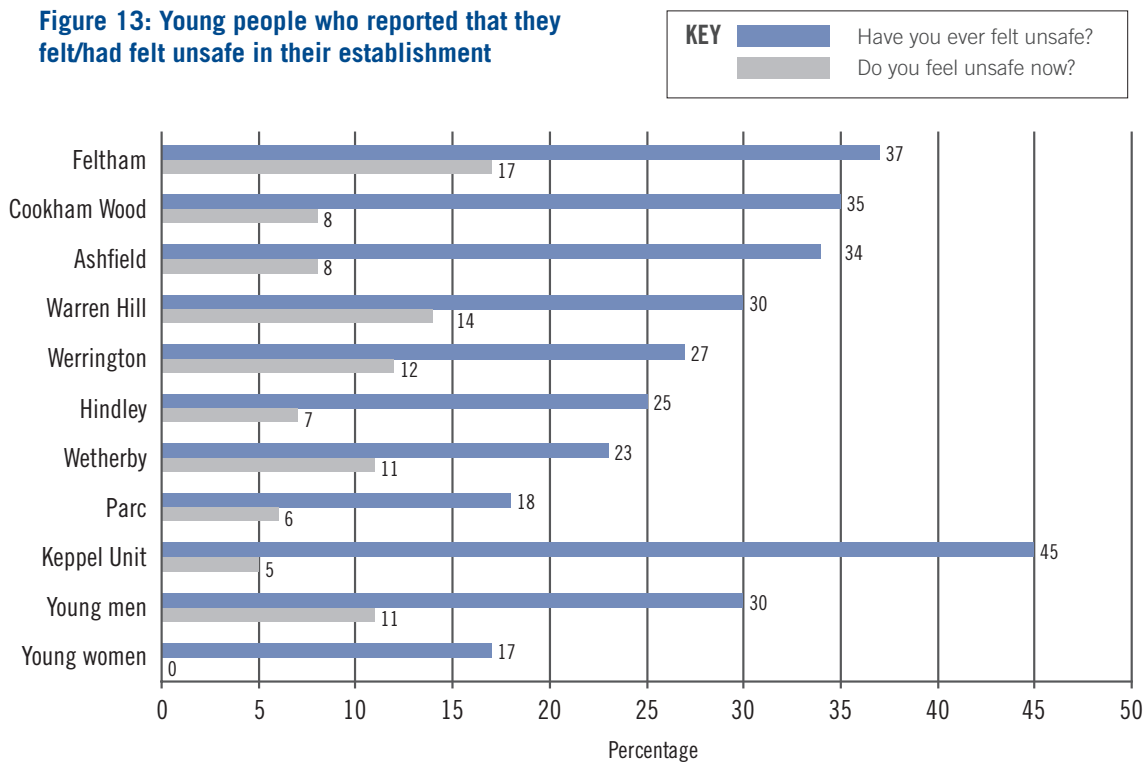
### 4.5.1 How safe do you feel here?

Overall, 30% of young men said that they had felt unsafe in their establishment at some point. This ranged from 37% at Feltham to 18% at Parc. Young men who were in custody for the first time were more likely to report having felt unsafe in their establishment at some point than those young men who had been in custody before (34% compared with 26%).

Eleven per cent of young men stated that they felt unsafe at the time of the survey. The highest proportion was at Feltham where 17% of young men reported feeling unsafe at the time of the survey and the lowest was at Parc (6%). Young men on remand were more likely to report feeling unsafe at the time of the survey than those who were sentenced (16% and 9% respectively). A breakdown by establishment is available in Figure 13.

When asked if they had ever felt unsafe at the establishment, 17% (n=3) of young women said that they had. No young women said that they felt unsafe at the time they completed the survey.

**Figure 13: Young people who reported that they felt/had 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?

In total, 22% of young men reported that they had been victimised by other young people at their establishment. Cookham Wood had the highest figure, with 29% of young men reporting this and Wetherby had the lowest figure, with 15% of young men reporting it.

Young men who were in custody for the first time reported more negative experiences of victimisation by other young people. Twenty-six per cent of young men in custody for the first time, compared with 18% of young men who had been in custody before, reported being victimised by other young people. The types of victimisation experienced by all young men can be seen in Table 5.

**Table 5: Types of victimisation by other young men**

	OVERALL PERCENTAGE OF YOUNG MEN WHO REPORTED EXPERIENCING DIFFERENT TYPES OF VICTIMISATION
<b>Been hit, kicked or assaulted</b>	<b>11%</b>
<b>Received insulting remarks</b>	<b>10%</b>
<b>Been threatened or intimidated</b>	<b>7%</b>
<b>Victimised for being new</b>	<b>6%</b>
<b>Having canteen/property taken</b>	<b>4%</b>
<b>Victimised because of gang-related issues</b>	<b>4%</b>
<b>Victimised because of debt</b>	<b>2%</b>
<b>Victimised because of race or ethnic origin</b>	<b>2%</b>
<b>Victimised because of religion/religious beliefs</b>	<b>2%</b>
<b>Victimised because of nationality</b>	<b>2%</b>
<b>Victimised for being from a different part of the country</b>	<b>2%</b>
<b>Victimised because of a disability</b>	<b>2%</b>
<b>Victimised because of offence/crime</b>	<b>2%</b>
<b>Victimised because of medication</b>	<b>1%</b>
<b>Victimised because of drugs</b>	<b>1%</b>
<b>Victimised for being from a Traveller community</b>	<b>1%</b>
<b>Victimised because of sexual orientation</b>	<b>1%</b>
<b>Victimised because of age</b>	<b>1%</b>

The most common type of victimisation experienced was being hit, kicked or assaulted, which 11% of young men reported. This was highest at both Cookham Wood and Parc with 14% of young men at each establishment reporting that they had been hit, kicked or assaulted. It was lowest at Hindley where 6% of young men reported this type of victimisation.

The second most common type of victimisation was receiving insulting remarks (10% of young men reported this, an improvement on the 16% of young men who reported this in 2011–12). This ranged from 15% of young men at Cookham Wood to no young men at Parc. The third most common type of victimisation was threatening behaviour or intimidation, which 7% of young men reported, ranging from 12% at Cookham Wood to 2% at Parc.

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

- canteen or property taken: high of 6% at Werrington; low of 2% at Parc
- because of medication: high of 2% at Werrington; lows of 0% at Ashfield, Cookham Wood and Parc
- because of debt: high of 5% at Cookham Wood; lows of 0% at Ashfield and Parc
- because of drugs: high of 2% at Werrington; lows of 0% at Cookham Wood, Parc and Warren Hill
- because of race or ethnic origin: highs of 3% at Ashfield and Werrington; lows of 0% at Parc, Warren Hill and Wetherby
- because of religious beliefs: highs of 3% at Hindley and Werrington; lows of 0% at Parc and Warren Hill



- because of nationality: highs of 4% at Cookham Wood and Werrington; lows of 0% at Parc, Warren Hill and Wetherby
- for being from a different part of the country: high of 5% at Cookham Wood; lows of 0% at Feltham and Parc
- for being from a Traveller community: high of 3% at Werrington; lows of 0% at Parc, Warren Hill and Wetherby
- because of sexual orientation: highs of 1% at Ashfield, Hindley and Werrington: lows of 0% at Cookham Wood, Feltham, Parc, Warren Hill and Wetherby
- because of age: high of 2% at Werrington; lows of 0% at Cookham Wood, Parc and Wetherby
- because of disability: high of 3% at Werrington; low of 0% at Parc
- for being new: highs of 10% at Warren Hill and Werrington; low of 0% at Parc
- because of their crime: high of 4% at Wetherby; lows of 0% at Cookham Wood and Parc
- because of gang-related issues: highs of 7% at Feltham and 6% at Cookham Wood; low of 0% at Parc.

In 2012–13, there was a decrease in the reporting of four types of victimisation by other young people compared with 2011–12. These were: having canteen or property taken (4% compared with 6%), because of race or ethnic origin (2% compared with 4%), for being from another part of the country (2% compared with 5%) and for being new (6% compared with 9%).

Seventeen per cent (n=3) of young women reported that they had been victimised by other young people. The most common types of victimisation young women reported experiencing were threats and intimidation, victimisation because they were new or victimisation because of their offence (all 11%, n=2). This was followed by insulting remarks, victimisation because of their nationality, victimisation because of their disability or concerning gang-related issues (all 6%, n=1).

#### **4.6.2 Have you been victimised by staff?**

Twenty-two per cent of young men reported that they had been victimised by a member of staff at their establishment. The highest figures reported were at Feltham and Parc where 31% of young men in each establishment reported this.

Young men who were in custody for the first time were less likely to report victimisation by staff with 18% reporting this, compared with 26% of young men who had been in custody before. Table 6 shows the proportion of young men overall who reported certain types of victimisation.

**Table 6: Types of victimisation by staff**

	OVERALL PERCENTAGE OF YOUNG MEN WHO REPORTED EXPERIENCING DIFFERENT TYPES OF VICTIMISATION
Insulting remarks	12%
Threats or intimidation	7%
Victimised for making a complaint	5%
Been hit, kicked or assaulted	4%
Having canteen/property taken	3%
Victimised because of race or ethnic origin	3%
Victimised because of religion/religious beliefs	2%
Victimised for being from a different part of the country	2%
Victimised for being new	2%
Victimised because of offence/crime	2%
Victimised because of medication	1%
Victimised because of nationality	1%
Victimised because of age	1%
Victimised because of a disability	1%
Victimised because of gang-related issues	1%
Victimised because of debt	0%
Victimised because of drugs	0%
Victimised for being from a Traveller community	0%
Victimised because of sexual orientation	0%

The young men were asked about the types of victimisation they experienced from staff. The most commonly reported type of victimisation by staff across all establishments was insulting remarks which 12% of young men reported. Feltham recorded the most negative responses where 20% of young men said they had experienced insulting remarks from staff. Cookham Wood had the least negative with 8% of young men reporting experiencing this. Young men who were in custody for the first time were less likely to say they had experienced insulting remarks from staff than those young men who had been in custody before (10% compared with 16%).

Threats and intimidation was the second most commonly reported type of victimisation by staff, which 7% of young men said they had experienced. Feltham had the highest figure with 12% of young men stating they had experienced threats or intimidation from staff, followed closely by Parc where 11% of young men reported the same. Werrington and Warren Hill recorded the lowest figures of young men who reported they had been threatened or intimidated by staff with 4% and 3% respectively.

The highest and lowest percentages across all establishments for the other types of victimisation by staff were:

- being hit, kicked or assaulted by staff: high of 7% at Warren Hill; lows of 3% at Ashfield, Hindley and Werrington
- having canteen or property taken: high of 8% at Parc; low of 0% at Wetherby
- because of medication: highs of 2% at Feltham, Hindley and Werrington; lows of 0% at all other establishments
- because of debt: highs of 1% at Feltham, Hindley and Werrington; lows of 0% at all other establishments

- because of drugs: highs of 1% at Feltham, Hindley, Warren Hill and Werrington; lows of 0% at all the other establishments
- because of race or ethnic origin: high of 6% at Ashfield; lows of 0% at Parc and Wetherby
- because of religious beliefs: high of 7% at Feltham; lows of 0% at Cookham Wood, Parc, Warren Hill and Wetherby
- because of nationality: high of 4% at Feltham; lows of 0% at Parc and Wetherby
- for being from a different part of the country: high of 5% at Hindley; lows of 0% at Cookham Wood and Wetherby
- for being from a Traveller community: highs of 1% at Ashfield, Feltham, Hindley and Werrington; lows of 0% at all the other establishments
- because of sexual orientation: highs of 1% at Feltham and Hindley; lows of 0% at all the other establishments
- because of age: highs of 2% at Feltham and Hindley; lows of 0% at Ashfield, Parc, Warren Hill and Wetherby
- because of disability: high of 2% at Werrington; lows of 0% at Cookham Wood and Parc
- for being new: high of 4% at Feltham; low of 0% at Parc
- because of their crime: high of 8% at Parc; low of 0% at Warren Hill
- because of gang-related issues: high of 3% at Feltham; lows of 0% at Parc, Werrington and Wetherby.

Compared with 2011–12, a lower proportion of young men reported victimisation by staff in 2012–13 because of drugs (1% down from 2%), because of race or ethnic origin (3% down from 5%) and because of being new in the establishment (2% down from 4%).

There were lower figures reported in 2012–13 for specific types of victimisation for those young men who had not been in custody before: victimisation because of religion (1% compared with 4%), because of disability (0% compared with 2%) and because the young men made a complaint (3% compared with 6%). These figures were all lower than for young men who had been in custody before.

A fifth (22%, n=4) of young women reported that they had been victimised by a member of staff at their establishment. Eleven per cent (n=2) said that they had experienced either insulting remarks from staff or that they were victimised because of their offence or crime. Other types of victimisation concerned their ethnic origin, religion or belief, sexual orientation, disability, gang-related issues or because they made a complaint.

#### **4.6.3 Would you report victimisation to a member of staff?**

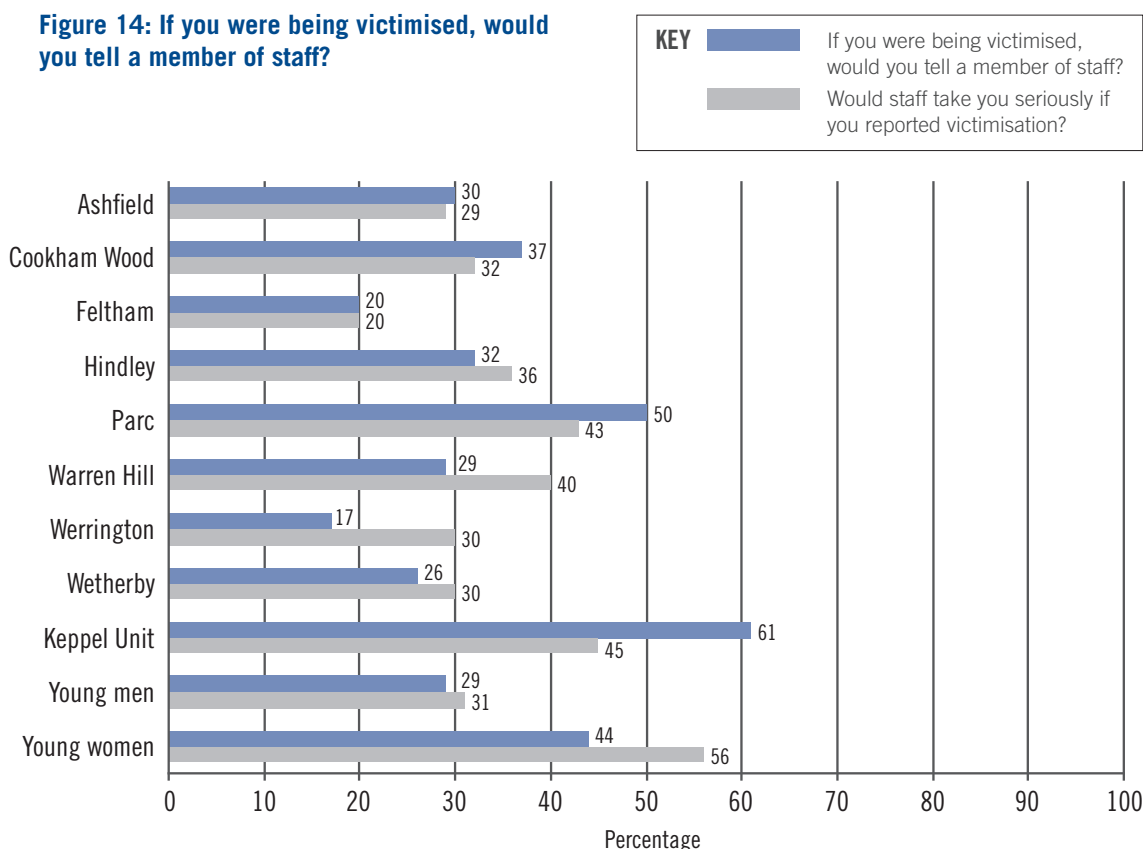
Twenty-nine per cent of young men reported that if they were being victimised they would tell a member of staff. This ranged from a high of 50% at Parc to a low of 17% at Werrington.

Of the young men surveyed, 31% thought that staff would take reports of victimisation seriously. At Parc 43% of young men reported that staff would take reports of victimisation seriously, the highest among establishments. The lowest figure was at Feltham where only 20% of young men reported that they believed staff would take reports of victimisation seriously. A full breakdown by establishment is available in Figure 14.

A third of young men (32%) who were in custody for the first time said that if they were being victimised they would report it to a member of staff and 35% reported that they thought staff would take reports of victimisation seriously, compared with 25% and 27% respectively of young men who had been in custody before. Young men who were on remand, however, were less likely to report victimisation to a member of staff (22% compared with 31% of young men who were sentenced) or to think that staff would take reports of victimisation seriously (23% compared with 33%).

Less than half (44%, n=7) of young women said they would tell staff if they were being victimised. Over half of young women (56%, n=9) felt that if they reported victimisation to staff it would be taken seriously.

**Figure 14: If you were being victimised, would you tell a member of staff?**



#### 4.6.4 Is shouting through the windows a problem?

When asked if shouting through windows was a problem in their establishment, a third (33%) of young men felt that it was, compared with 41% of young men in 2011–12. Nearly half of the young men at Parc (49%) said that shouting was a problem, the highest figure among establishments. Feltham had the lowest figure with 24% of young men reporting that shouting was a problem.

A quarter (26%, n=4) of young women said that shouting through windows was a problem in their establishment.

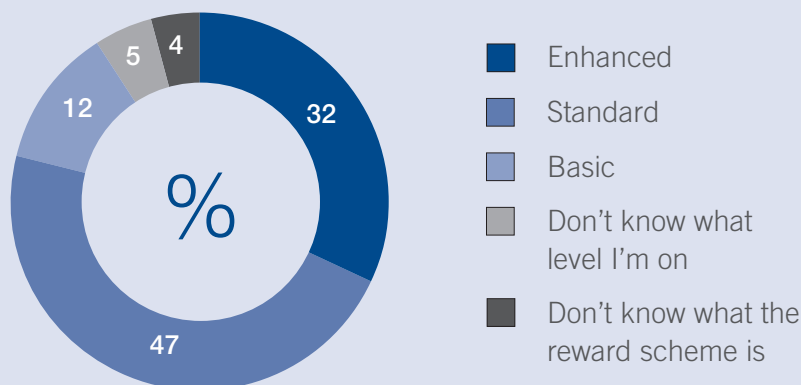
## 4.7 Behaviour management

*Expectation: Children and young people live in a safe, well ordered and motivational environment where their good behaviour is promoted and rewarded. Unacceptable behaviour is dealt with in an objective, fair and consistent manner.*

### 4.7.1 The rewards and sanctions scheme

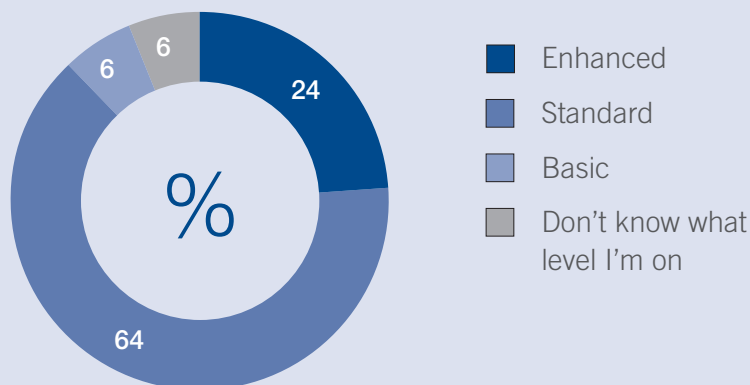
In 2012–13, 32% of young men reported being on the top level of the rewards scheme, an increase from 27% of young men who reported the same in 2011–12. Forty-five per cent of young men at Warren Hill said they were on the top level of the rewards scheme, the highest proportion reported across establishments. The lowest proportion was at Feltham where 16% of young men reported they were on the top level of the rewards scheme. Figure 15 shows the proportions of young men on each level of the reward scheme.

**Figure 15: Young men's reward scheme levels**



Over a fifth (24% n=4) of young women surveyed reported that they were on the top level of the rewards scheme. Figure 16 shows the proportion of young women on each level of the reward scheme.

**Figure 16: Young women's reward scheme levels**



Half of the young men (52%) reported that, in their experience, they had been treated fairly by the rewards scheme, an increase from the 46% of young men who reported this in 2011–12. Warren Hill had the highest proportion of young men reporting this (59%), and Feltham had the lowest (41%). Feltham also had the lowest proportion of young men saying the rewards scheme made them change their behaviour (45%) while Parc had the highest (69%).

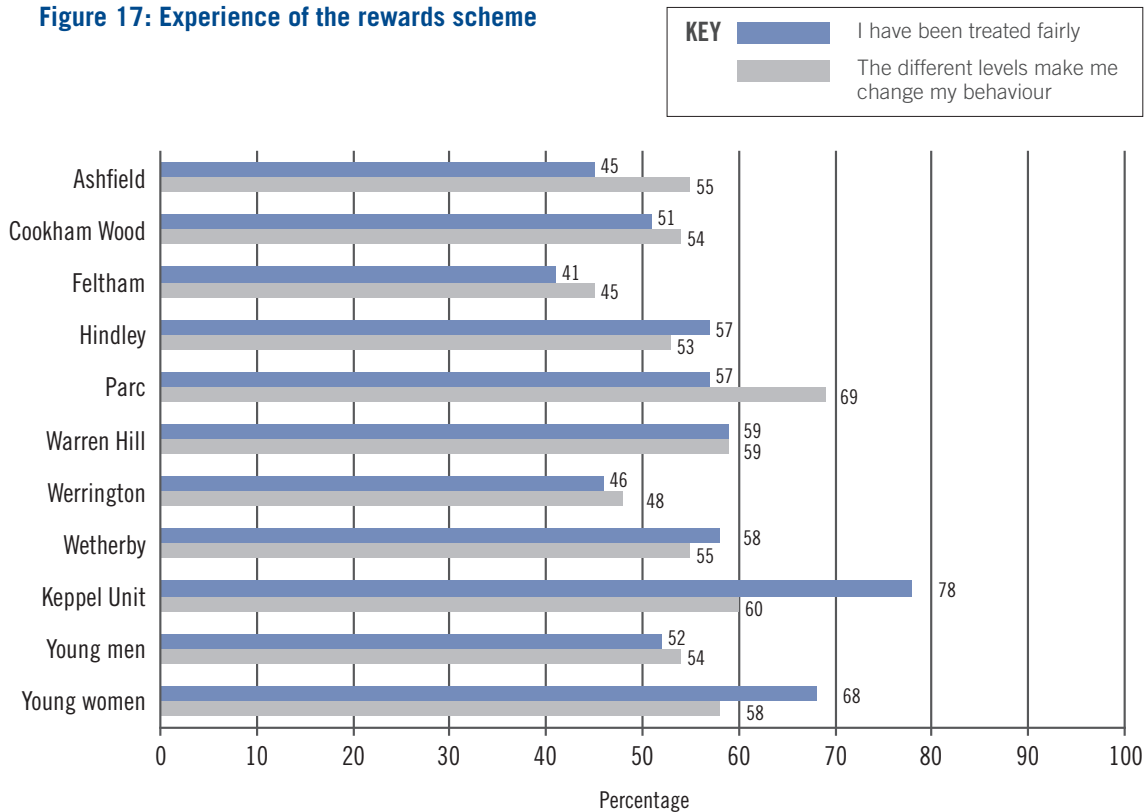
Sixty-eight per cent (n=11) of young women said they felt they had been treated fairly in their experience of the rewards scheme, and 58% (n=9) reported that it had made them change their behaviour.

Young men who were in custody for the first time were more likely to report being on the top level of the rewards scheme than young men who had been in custody before (35% compared with 28%). Similarly they were more likely to say that the reward scheme would make them change their behaviour than young men who had been in custody before (58% compared with 47%).

A lower proportion of young men on remand than young men who were sentenced reported they were on the top level of the reward scheme (16% compared with 36%).

Figure 17 shows a full breakdown of the reported experience of the rewards scheme by establishment.

**Figure 17: Experience of the rewards scheme**



## 4.8 Discipline

*Expectation: Security and Good Order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive relationships between staff and children and young people. Disciplinary procedures are applied fairly and for good reason. Children and young people understand why they are being disciplined and can appeal against any sanctions imposed on them.*

Overall, 52% of young men in 2012–13 said that they had received a minor report. The establishment with the highest figure was Hindley (73%) and the lowest was Feltham (28%).

Of the young men who said they had received a minor report 79% reported that the process had been clearly explained to them, ranging from 85% at Cookham Wood to 68% at Werrington.

Young men who had not been in custody before were less likely than those who had been in custody before to say they had received a minor report (48% compared with 57%).

Thirty-nine per cent (n=6) of young women said they had received a minor report and 86% (n=5) of these said the process had been clearly explained to them.

Sixty-two per cent of young men reported that they had received an adjudication at their establishment. The establishment with the highest proportion was Wetherby where 71% of young men reported that they had received an adjudication. The lowest proportion was at Warren Hill (56%).

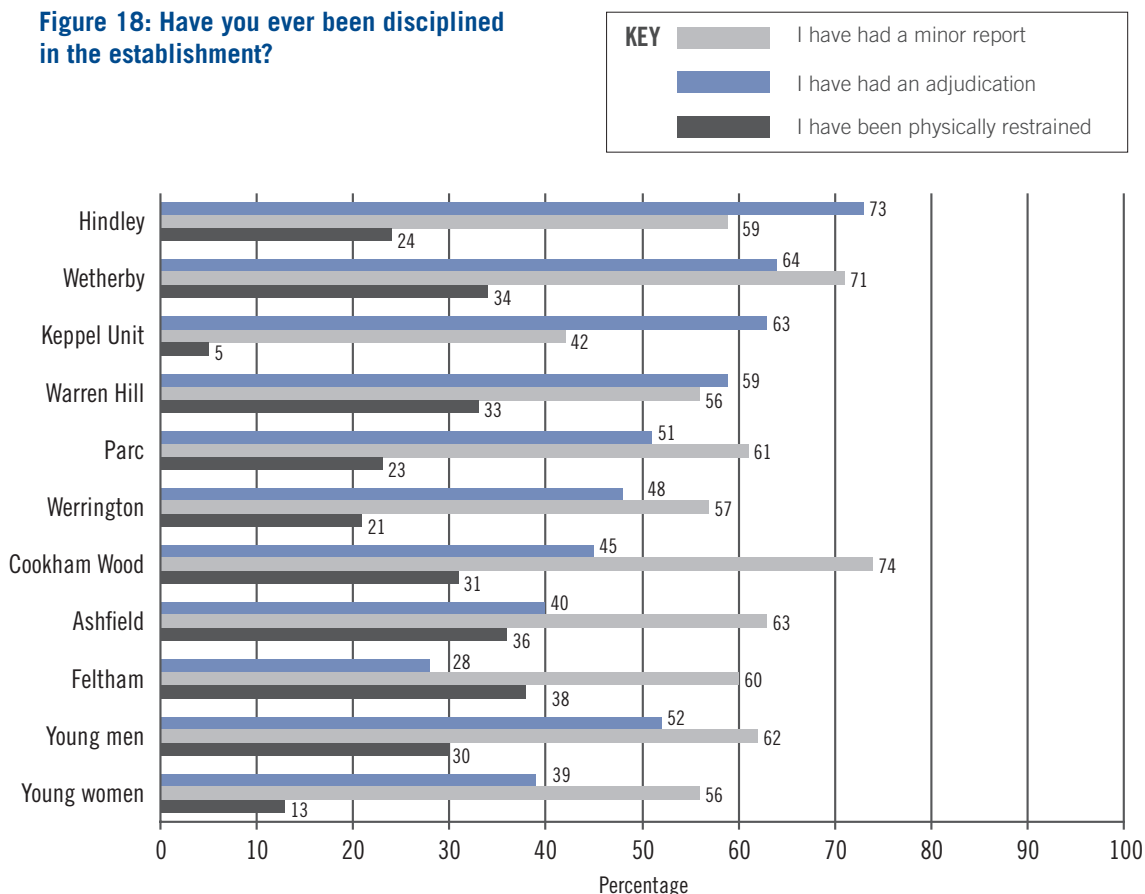
Young men on remand were less likely to report that they had received an adjudication (55%) compared with young men who had been sentenced (64%). Fifty-seven per cent of young men who had never been in custody before reported that they had received an adjudication, compared with 68% of young men who had been in custody before.

Of the young men who reported that they had received an adjudication, 87% reported that the process had been clearly explained to them, ranging from 94% at Hindley to 80% at Feltham.

Over half (56%, n=9) of young women surveyed reported that they had had an adjudication, and 90% (n=8) of those said the process was clearly explained to them.

Compared with 2011–12, a lower proportion of young men reported that they had been physically restrained in 2012–13 (30% compared with 37%). The highest proportion of young men who reported they had been physically restrained was at Feltham (38%). The lowest proportion was at Werrington (21%). Young men who had never been in custody before were less likely to report that they had been physically restrained than young people who had been in custody before (24% compared with 38%). A comparison of the different types of discipline for each establishment can be found in Figure 18.

**Figure 18: Have you ever been disciplined in the establishment?**



Of the young men surveyed in 2012–13, 22% said that they had spent a night in the care and separation unit of their establishment. Of these, a greater proportion said that they had been treated well or very well than in 2011–12 (48% compared with 38%). All of the young men surveyed in Parc who said that they had spent a night in care and separation units reported being treated well or very well by the staff. By contrast, Werrington had the lowest figure with 35% of young men who had been in care and separation for a night reporting they were treated well or very well. Young men who were on remand gave more negative responses in this area with only 30% of young men on remand reporting that they were treated well or very well in care and separation units, compared with 52% of those who were sentenced.

Of the young women surveyed, 13% (n=2) reported that they had been physically restrained at their establishment, 12% (n=2) of the young women said that they had spent a night in the care and separation unit in their establishment and of these, 50% (n=1) reported that the staff treated them well or very well there.



## 4.9 Substance misuse

*Expectation: Children and young people with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.*

### 4.9.1 Alcohol and drug problems

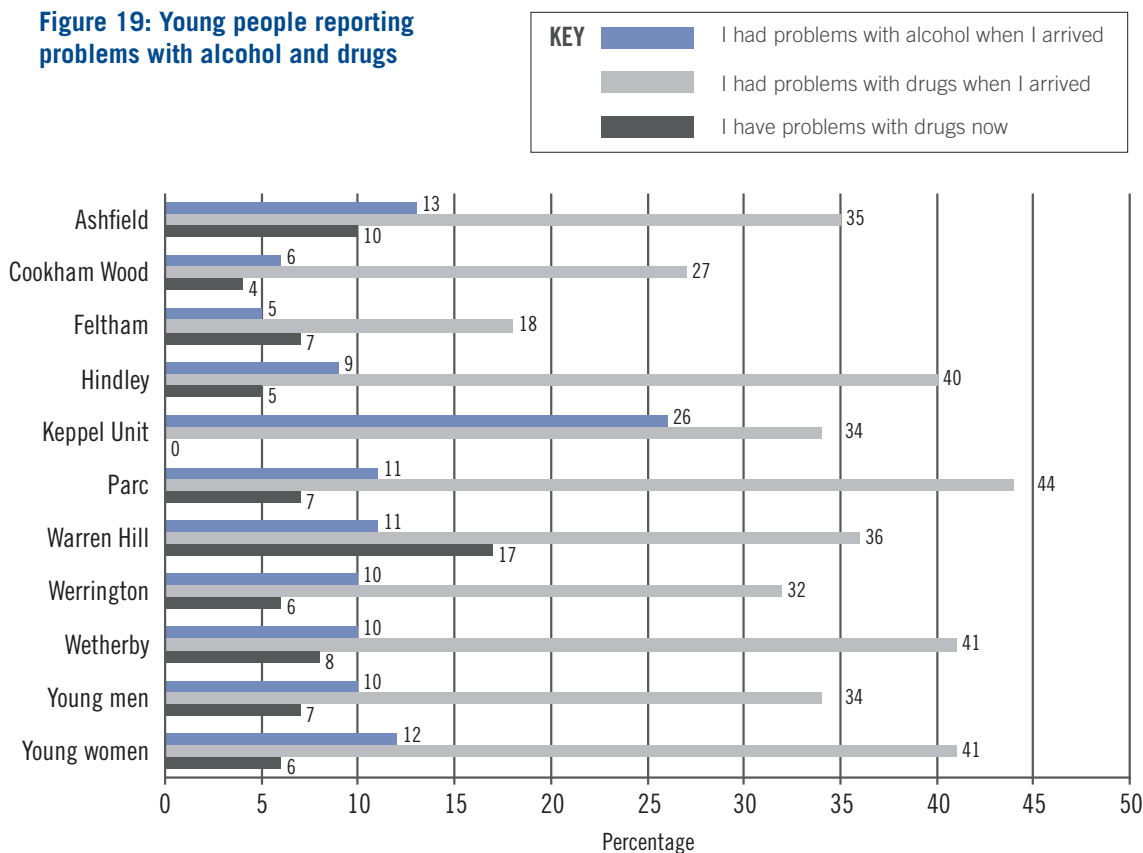
Ten per cent of young men said that they had problems with alcohol when they first arrived at their establishment, lower than the 13% of young men who reported this in 2011–12. This ranged from 13% of young men at Ashfield, to 5% at Feltham.

Of those who said they had problems with alcohol on arrival at their establishment, 66% said they had received help with their alcohol problems, an increase from the 42% who reported this in 2011–12. This ranged from 80% at Parc to none of the young men at Feltham.

Twelve per cent (n=2) of young women surveyed reported that they had problems with alcohol when they first arrived and of these, half (50%, n=1) said they had received help at the establishment.

Thirty-four per cent of young men reported that they had a problem with drugs when they first arrived, ranging from 44% at Parc to 18% at Feltham, and 7% said they had a problem with drugs at the time of the survey, ranging from 17% at Warren Hill, to 4% at Cookham Wood. A breakdown of young people reporting problems with alcohol and drugs by establishment is shown in Figure 19.

**Figure 19: Young people reporting problems with alcohol and drugs**



Young men who were in custody for the first time were less likely to report that they had either arrived with a drug problem (31% compared with 39%), or had a drug problem at the time of the survey (6% compared with 9%) than those who had been in custody before.

In total, 67% of those young men who reported arriving with a drug problem or having a drug problem at the time of the survey said they had received help at the establishment. This is an improvement from the 58% of young men who reported the same in 2011–12. At Warren Hill and Wetherby, 85% of young men who reported past or current drug problems stated they had received help, compared with 17% of young men at Feltham.

Young men who were on remand and who reported a past or current drug problem were more likely to say they had received help than young men who were sentenced (70% compared with 53%).

Forty-one per cent (n=6) of young women stated that they had a drug problem when they first arrived and 6% (n=1) stated they had a drug problem at the time of the survey. Fifty-seven per cent (n=4) of these reported that they had received help while in the establishment.

Eighteen per cent of young men reported that it was easy or very easy to get illegal drugs within their establishment. This was highest at Ashfield and Parc (23% at each establishment) and lowest at Feltham and Cookham Wood (13% at each establishment).

No young women said it was easy to get illegal drugs in their establishment.

## 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 and decent environment which is in a good state of repair and suitable for adolescents.*

Young people were asked about daily life on their residential units. Seventy-one per cent of young men said that they were able to shower every day. This varied from all or nearly all of the young men surveyed at Parc (100%) and Ashfield (98%), to only 27% of the young men at Wetherby.

Forty-one per cent of young men in 2012–13 reported that their cell call bell was normally answered within five minutes compared with 37% in 2011–12. The establishment with the highest figure for this was Parc (65%) and the lowest figure was at Werrington (26%).

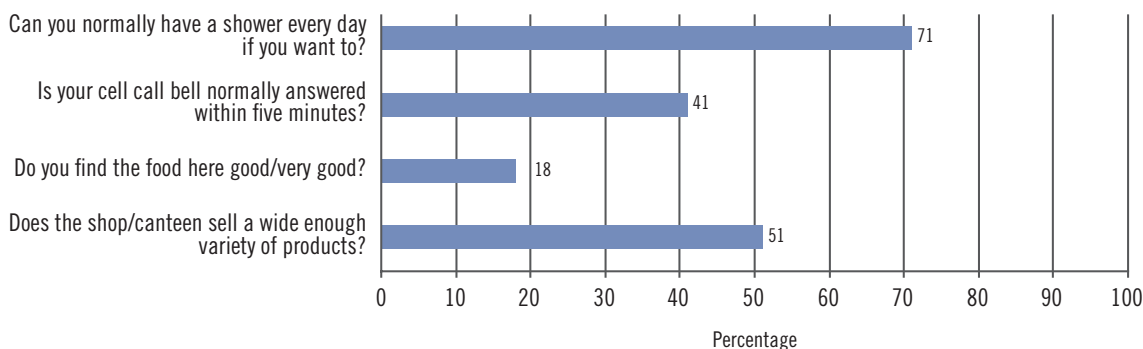
Only 18% of young men stated that they found the food good or very good. Ashfield (35%) had by far the most positive response and the worst response was at Parc where just 6% of young men found the food good or very good. Compared with 2011–12, a greater proportion of young men in 2012–13 reported that the shop/canteen sold a wide enough variety of products (51% compared with 44% in 2011–12). This ranged from 70% at Ashfield to 40% at Feltham.

The proportions of young people reporting positively about daily life on residential units can be seen in Figure 20.

Young men who had never been in custody before reported a more positive experience in residential units than young men who had been in custody before. A greater proportion of those in custody for the first time said that they were able to shower once a day (73% compared with 67% who had been in custody before), that their cell call bell was normally answered within five minutes (45% compared with 37%) and that the food was good or very good (21% compared with 15%).

A more negative experience of residential units was reported by young men who were on remand compared with young men who were sentenced. Lower proportions of young men who were on remand reported that their cell call bell was answered within five minutes (30% compared with 43%) and that the shop/canteen sold a wide enough variety of products (43% compared with 53%).

**Figure 20: Young men’s perception of daily life**



All of the young women surveyed reported that they could have a shower every day. Nearly three-quarters (72%, n=11) said that their cell call bell was answered within five minutes, and the same proportion reported that the shop/canteen sold a wide enough variety of products. Only 22% (n=3) said that the food was good or very good.

## 5.2 Applications

*Expectation: Children and young people understand how to make a request for what they need and are able to do so easily.*

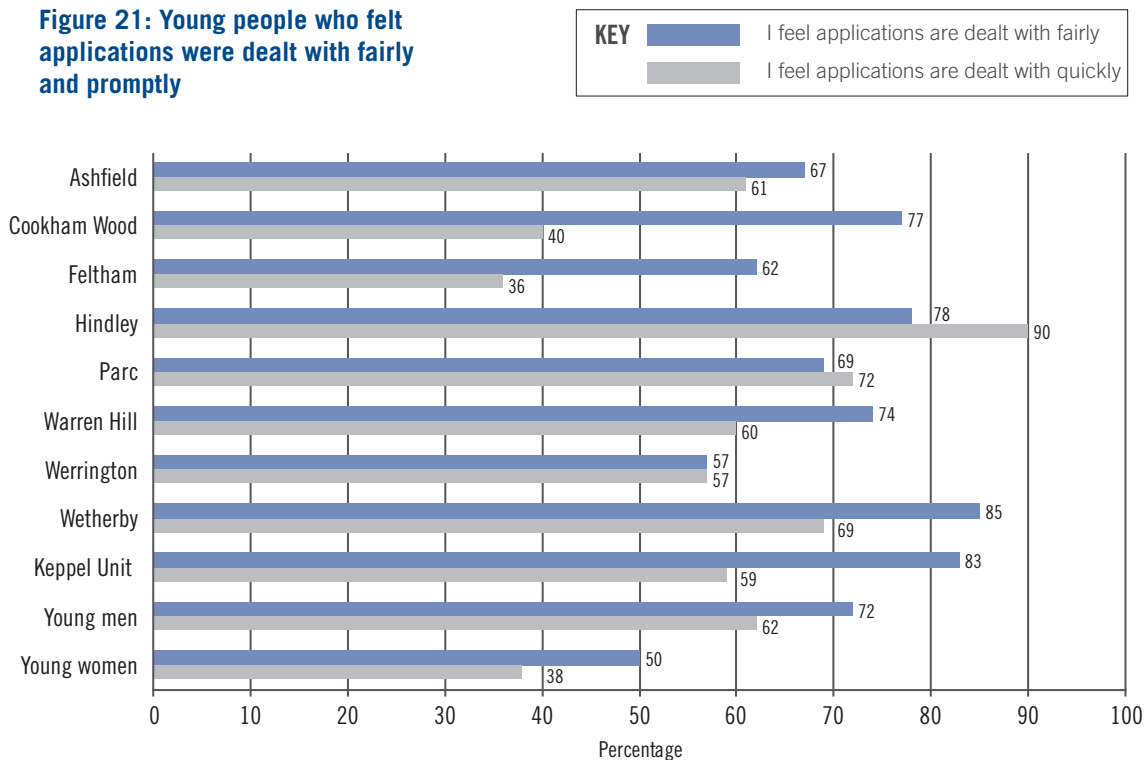
Over three-quarters of young men (79%) said that it was easy to make an application. The highest proportion was at Hindley (91%) with the lowest at Feltham (59%).

Of those young men who had made an application, 72% felt it was dealt with fairly, ranging from 85% at Wetherby to 57% at Werrington. Sixty-two per cent felt that the application was sorted out within seven days, ranging from 90% at Hindley to 36% at Feltham.

A smaller proportion of young men who were on remand reported that it was easy to make an application than those who had been sentenced (63% compared with 83%), and, of those that had made an application, 62% felt that it was dealt with fairly (compared with 74%) and 48% said that it had been sorted out within seven days (compared with 65%).

Seventy-eight per cent (n=12) of young women said it was easy to make an application. Of those that had made an application, half (50%, n=4) said it was dealt with fairly and 38% (n=3) reported that it was sorted out quickly. A full breakdown can be seen in Figure 21.

**Figure 21: Young people who felt applications were dealt with fairly and promptly**



### 5.3 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 establishment life and contributes to young people’s overall care, support and resettlement.*

Sixty-two per cent of young men said that they found it easy or very easy to attend religious services. This is an increase from 56% of young men who reported the same in 2011–12. Responses ranged from a high of 69% at Hindley to a low of 47% at Cookham Wood. This was an improvement for Hindley from 2011–12 when 47% of young men said it was easy/very easy to access religious services, the lowest across all establishments.

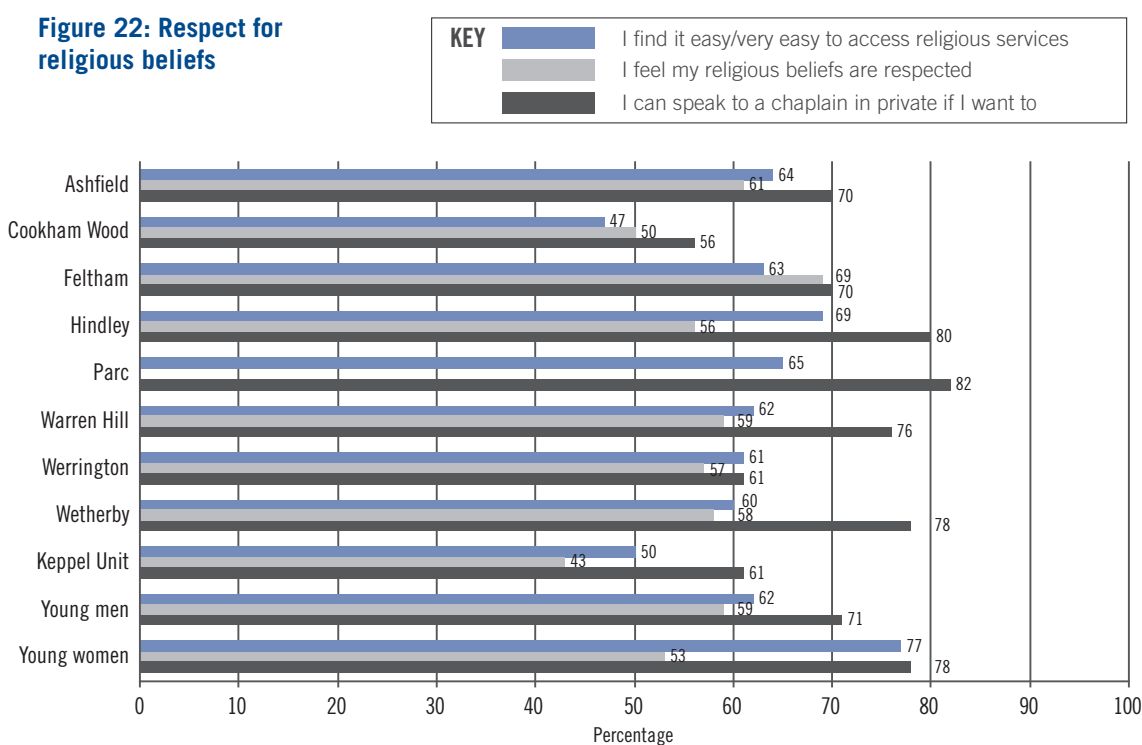
Fifty-nine per cent of young men said they felt that their religious beliefs were respected. The highest proportion of young men who felt their religious beliefs were respected was at Feltham (69%) and the smallest at Cookham Wood (50%).<sup>24</sup> A full breakdown by establishment can be seen in Figure 22.

A higher proportion of young men said they could speak to a chaplain of their faith in private in 2012–13 than in 2011–12 (71% compared with 67%). Parc had the most positive response with 82% of young men reporting this and Cookham Wood had the least positive response (56%).

A smaller proportion of young men who were on remand (51%) reported that it was easy/very easy to attend religious services compared with young men who were sentenced (64%). Sixty-five per cent of young men who had never been in custody before reported they could speak to a chaplain in private compared with 79% of young men who had.

Three-quarters of young women (77%, n=11) said that it was easy or very easy to attend religious services and half felt that their religious beliefs were respected (53%, n=8). Seventy-eight per cent (n=12) said that they could speak to a chaplain of their faith in private.

**Figure 22: Respect for religious beliefs**



<sup>24</sup> The question 'Do you feel your religious beliefs are respected?' was not asked in the survey at Parc in May 2012 due to an administrative error.

## 5.4 Access to other services

Young people were asked about whether they were able to speak to certain people when they needed to:

- 39% of young men said they could speak to a peer mentor. This was highest at Warren Hill (62%) and lowest at Werrington (26%).
- 30% of young men said they could speak to a member of the Independent Monitoring Board (IMB). This was an increase from 25% of young men who said the same in 2011–12. This again was highest at Warren Hill (56%) and lowest at Parc and Werrington where only 17% of young men reported the same.
- 46% of young men said they could speak to an advocate when they needed to, an increase from 35% of young men in 2011–12. This ranged from 66% at Ashfield, to 29% at Feltham.

Twenty-nine per cent of young men on remand reported they could access a peer mentor compared with 41% of those who were sentenced.

In 2012–13, half (50%, n=8) of young women said they could speak to a peer mentor. Seventy-one per cent (n=11) reported that they could speak to a member of the IMB, which was significantly higher than the 26% (n=6) who reported the same in 2011–12. Eighty-two per cent (n=12) of young women said that they could speak to an advocate.

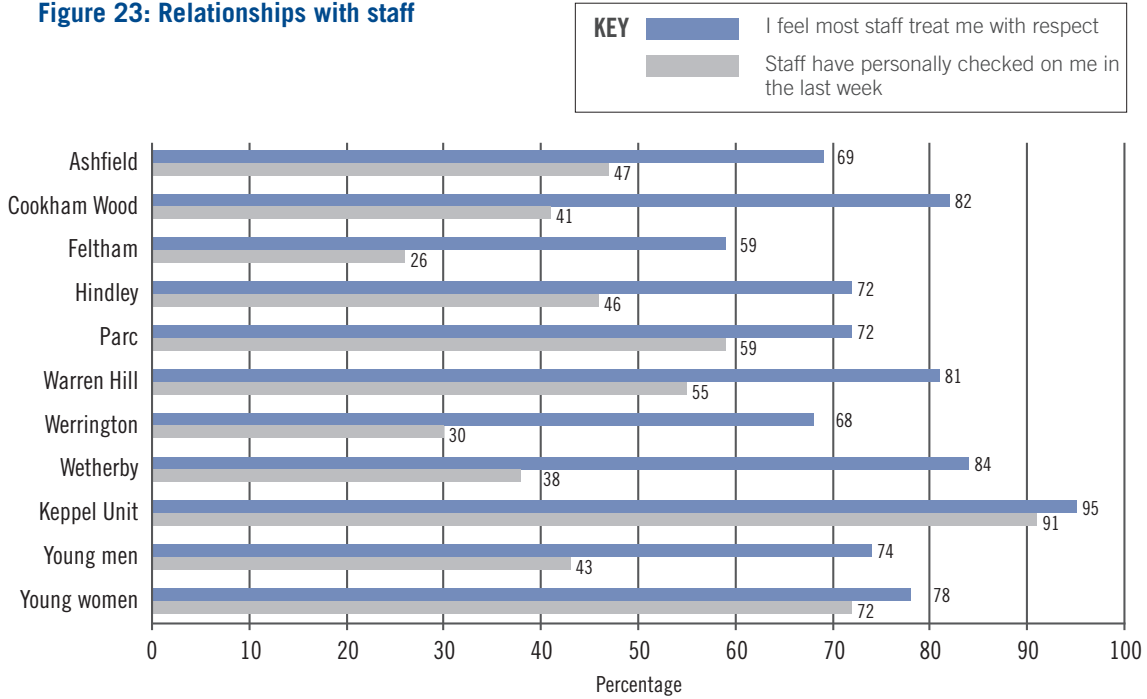
## 5.5 Relationships between staff and children and young people

*Expectation: 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 set clear and fair boundaries. Staff have high expectations of all children and young people and help them to achieve their potential.*

Three-quarters (74%) of young men said that staff treated them with respect. This compares with 64% of young men saying the same in 2011–12. A large majority of those at Wetherby (84%) and Cookham Wood (82%) reported that staff treated them with respect. Feltham (59%) had the lowest proportion of young men who said that staff treated them with respect.

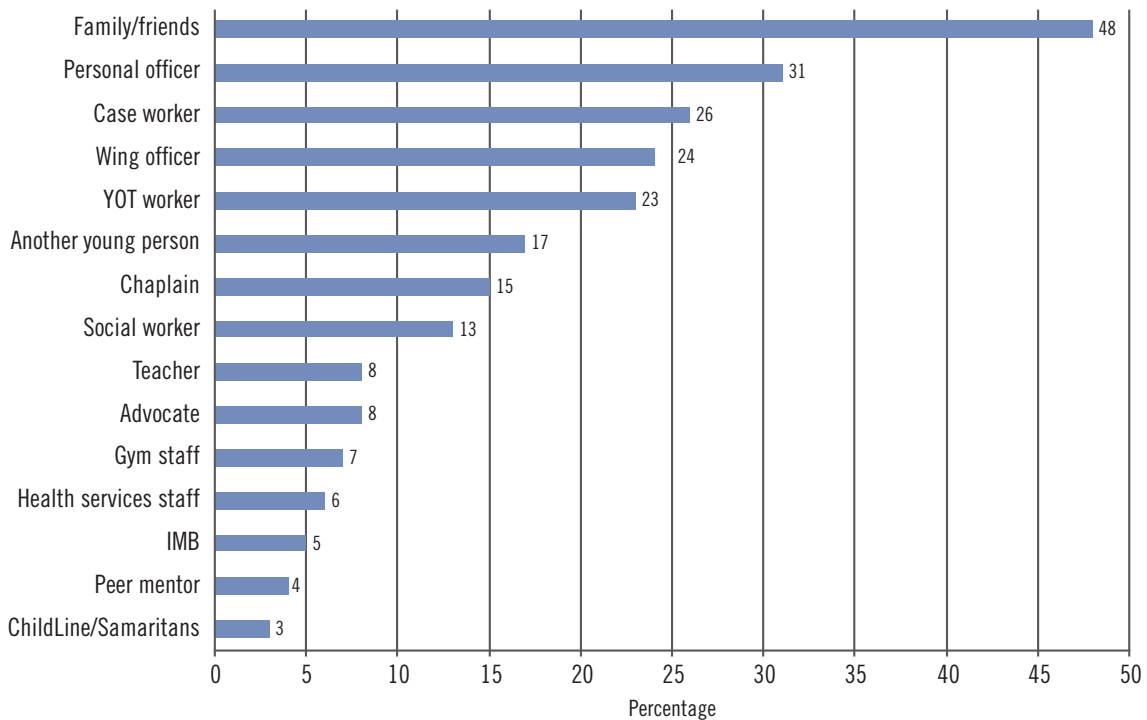
Forty-three per cent of young men said that staff had checked on them personally in the last week. This compares with 35% in 2011–12. This ranged from 59% of young men at Parc to 26% of the young men at Feltham. A full breakdown is shown in Figure 23.

**Figure 23: Relationships with staff**



Young people were asked who they would turn to if they had a problem. Among the young men surveyed, 48% said family or friends and 31% said their personal officer. The least common choice was ChildLine/Samaritans (3%). Figure 24 shows who young men reported they would turn to.

**Figure 24: Young men – if you had a problem, who would you turn to?**



A quarter (25%) of young men said that they would have no one to turn to if they had a problem. Again, the most negative perception was at Feltham (31%) while the least negative perception was at Parc (16%).

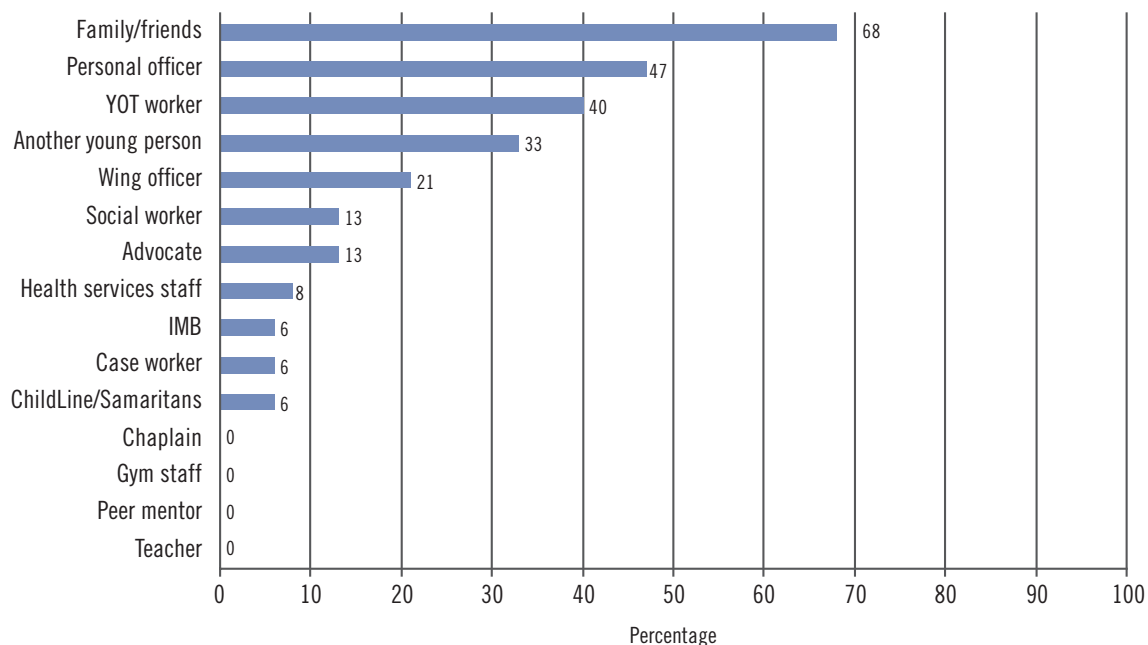
A more positive experience was reported across all indicators by young men who had never been in custody before than by young men who had been. A higher proportion of young men in custody for the first time said that they were treated with respect by staff (77% compared with 69%) and that staff had checked on them personally within the last week (45% compared with 38%). A lower proportion of young men who had never been in custody before said that they had no one to turn to if they had a problem (22% compared with 28% of young men who had been in custody before).

Young men who were on remand were less likely to say that staff treated them with respect (66% compared with 75% of young men who were sentenced).

Over three-quarters (78%, n=12) of young women said that most staff treated them with respect.

When asked who they would tell if they had a problem, most young women surveyed said family and friends (68%, n=11) with ChildLine/the Samaritans at 6% (n=1). A breakdown of responses can be seen in Figure 25.

**Figure 25: Young women – if you had a problem, who would you turn to?**



Seventeen per cent of young women (n=3) reported that there was no one for them to turn to if they had a problem and nearly three-quarters (72%, n=11) told us that staff had personally checked on them in the last week to see how they were getting on.

## 5.6 Personal officers

*Expectation: Children and young people have an identified officer(s) they can turn to on a day-to-day basis who is aware of and responds to their individual needs. The officer(s) provides support and helps children and young people to access the services they require and responds to any matters they raise.*

Of the young men surveyed, 84% reported that they had a personal officer. Of these, 42% said that they had met them within the first week, compared with the 47% who reported the same in 2011–12. This ranged from 55% at Hindley, to 31% at Cookham Wood. Sixty



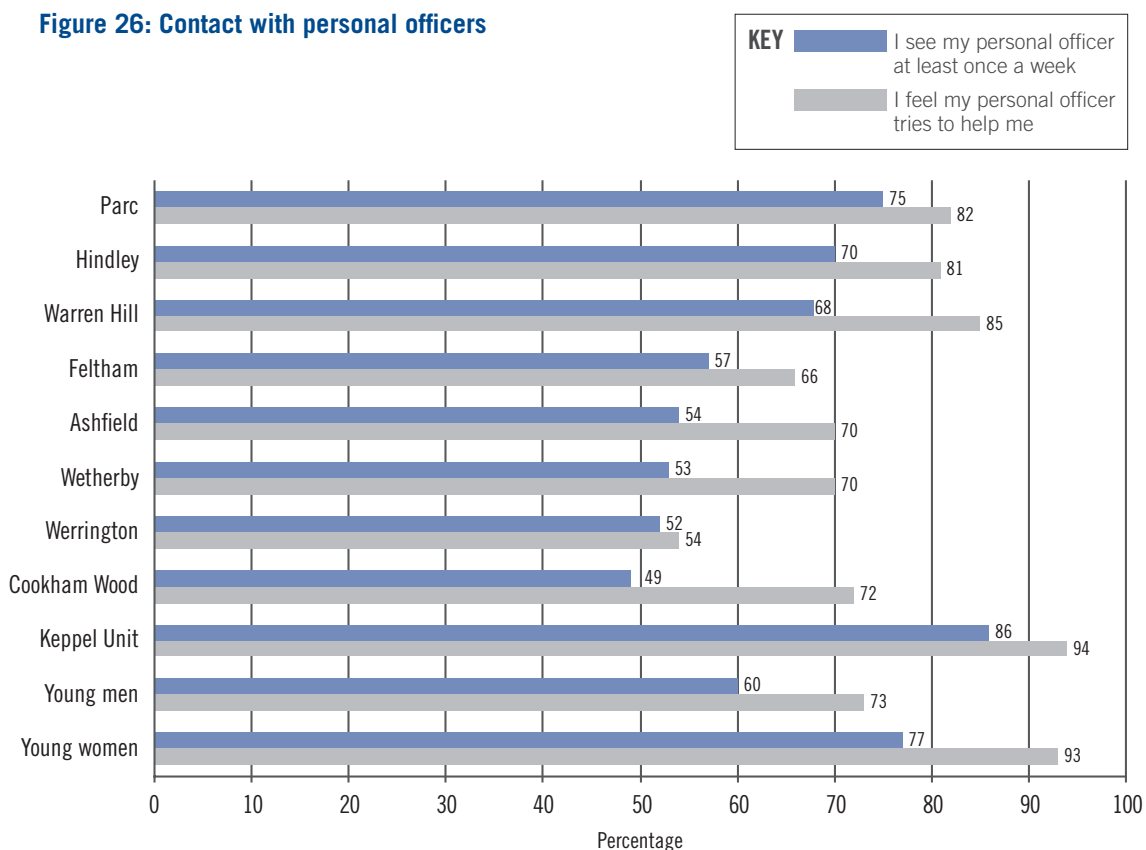
per cent of young men who reported having a personal officer said that they saw them at least once a week, ranging from 75% at Parc, to 49% at Cookham Wood.

Seventy-three per cent of young men who reported that they had a personal officer said that they felt their officer had tried to help them. The most positive response was at Warren Hill where 85% of young men reported this. The most negative response was at Werrington where just over half of young men (54%) who had met their personal officer felt that the officer had tried to help them.

Young men who were on remand were less likely to report that they saw their personal officer at least once a week compared with young men who were sentenced (51% compared with 61%).

Eighty-eight per cent (n=15) of young women reported that they had a personal officer. Over half (56%, n=8) who said they had a personal officer reported that they had met them within the first week and more than three-quarters (77%, n=9) said that they saw their personal officer at least once a week. Nearly all (93%, n=12) of the young women surveyed, reported that they felt their personal officer had tried to help them. See Figure 26.

**Figure 26: Contact with personal officers**



## 5.7 Complaints

*Expectation: Effective complaints procedures are in place for children and young people, which are easy to access and use and provide timely responses. Children and young people are provided with the help they need to make a complaint. Children and young people are aware of an appeals procedure.*

A lower proportion of young men in 2012–13 said it was easy to make a complaint than in 2011–12 (55% compared with 63%). This figure was highest at Parc (69%) and lowest at Feltham where just 42% of young men said it was easy to make a complaint.

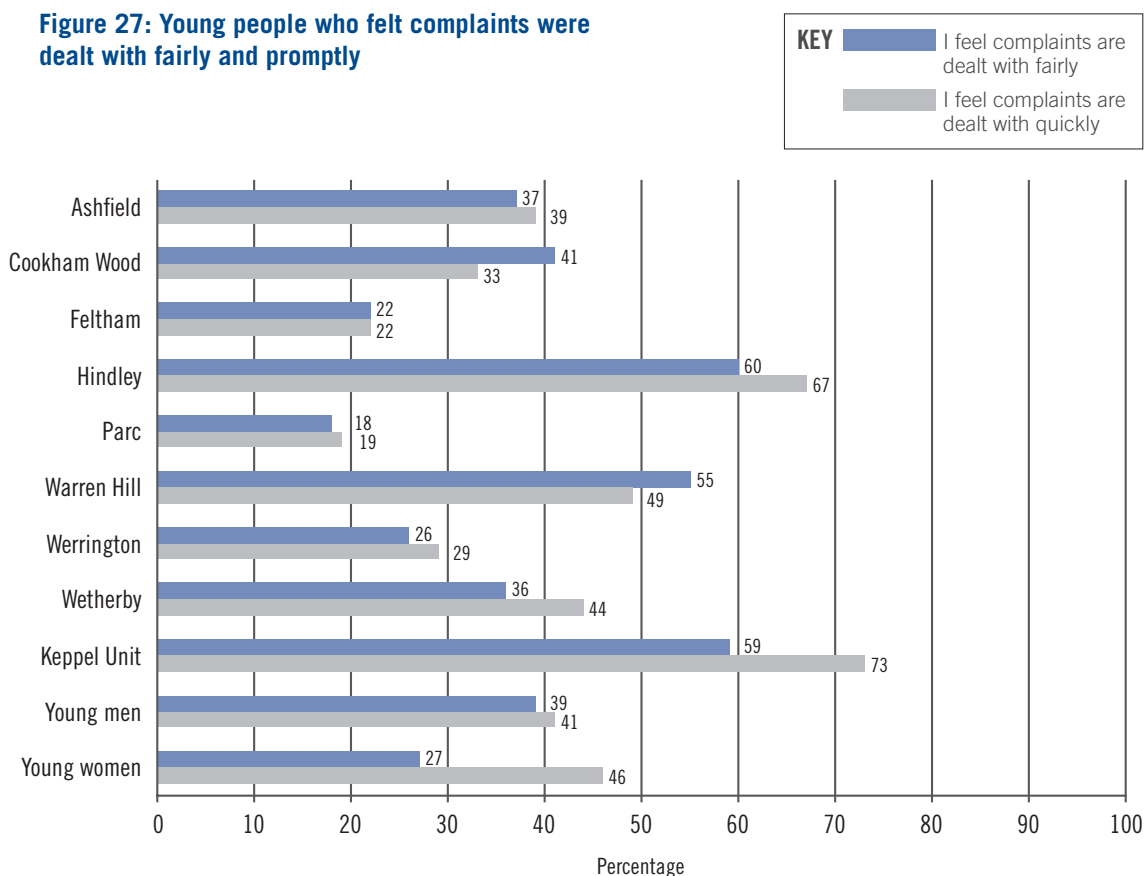
Of the young men who had made a complaint, 39% said they felt it was dealt with fairly and 41% reported that they felt it was sorted out quickly. Parc had the lowest responses to these questions – only 18% of young men who had made a complaint thought it had been dealt with fairly and only 19% thought it had been sorted out quickly. Hindley had some of the most positive responses, with 60% of complainants saying complaints had been dealt with fairly, and 67% saying complaints had been sorted out quickly. Figure 27 shows a full breakdown by establishment of young people’s experience of complaints.

Young men who were on remand were less likely to say that it was easy to make a complaint (45% compared with 58% of young men who were sentenced), or that complaints were dealt with fairly (20% compared with 42%), or quickly (21% compared with 45%).

Nine per cent of young men said they had felt too scared or intimidated to make a complaint at some point, ranging from 13% at Ashfield, to 5% at Hindley.

In 2012–13, over half (56%, n=9) of young women felt it was easy to make a complaint. This was significantly lower than in 2011–12 (85%, n=20). Of the young women who had made a complaint, 27% (n=2) said they felt it was dealt with fairly and 46% (n=4) reported that it was dealt with promptly. Sixteen per cent (n=2) reported that they had felt too scared or intimidated to make a complaint.

**Figure 27: Young people who felt complaints were dealt with fairly and promptly**



## 5.8 Health services

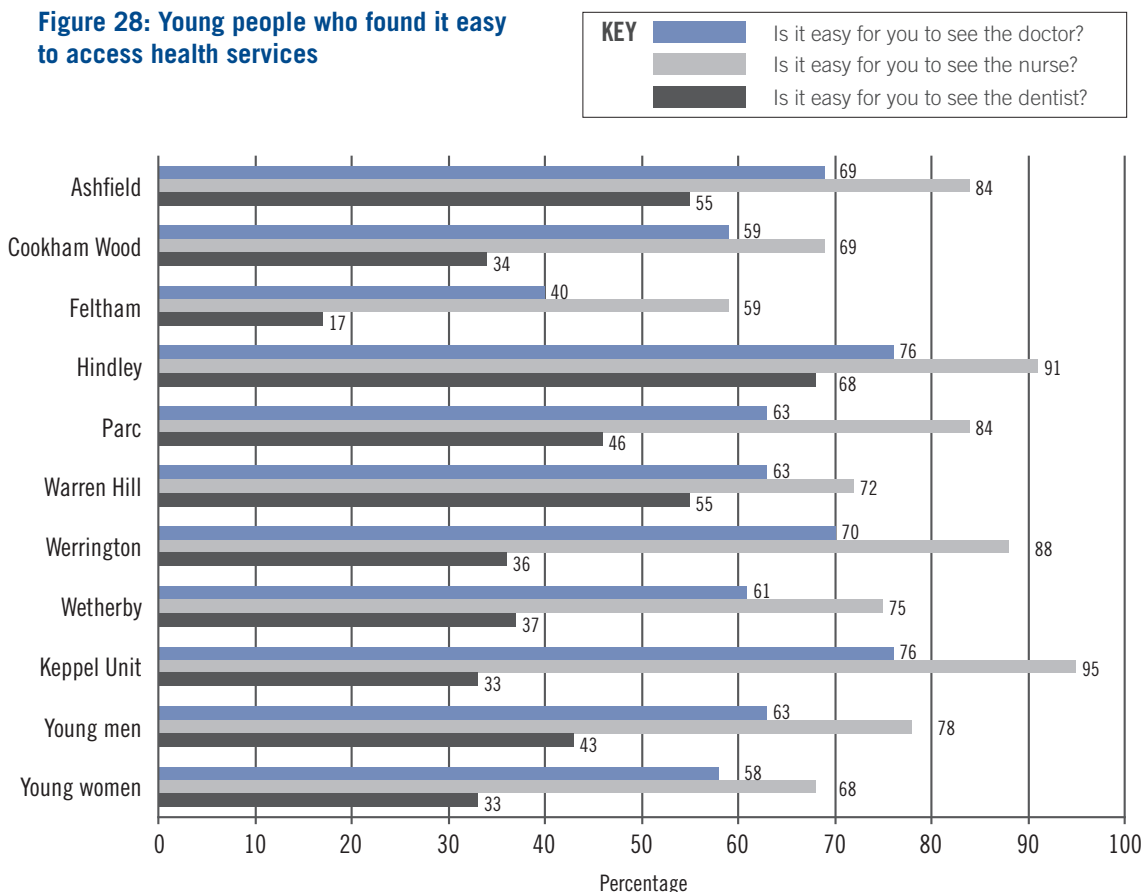
*Expectation: Children and young people are cared for by a health service that assesses and meets their health needs while in custody and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which children and young people could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

Young people were asked about different aspects of establishment health services. Compared with 2011–12, a greater proportion of young men in 2012–13 said it was easy to see a doctor (63% compared with 53%), a nurse (78% compared with 74%) or a dentist (43% compared with 33%). Figure 28 shows the breakdown by establishment.

Young men who were on remand were less likely than young men who were sentenced to report finding it easy to see a doctor (53% compared with 65%), a nurse (63% compared with 81%) or a dentist (32% compared with 45%).

Of those young men who had used the health services, 60% reported that the overall quality was good or very good. In a similar pattern to responses about access to health care workers, the lowest proportion reporting that health services were good/very good was at Feltham (32%) and the highest proportion was at Hindley (70%).

**Figure 28: Young people who found it easy to access health services**



Just under half (47%) of the young men surveyed were taking medication. This ranged from 56% at Cookham Wood, to 41% at Feltham. Overall, just over half (52%) of young men who were taking medication were allowed to keep some or all of it in their cell. This varied widely across establishments, from 68% at Warren Hill to 13% at Parc.

Sixty-eight per cent (n=9) of young women surveyed reported that it was easy to see a nurse and 58% (n=11) that it was easy to see a doctor. A third (33%, n=5) of young women said it was easy to see a dentist. Of those young women who reported that they had used health services, 77% (n=11) said the services were either good or very good.

Forty-four per cent (n=7) of young women reported that they were taking medication. Of these, 56% (n=4) said they were allowed to keep some or all of it in their cell.

### 5.8.1 Mental health

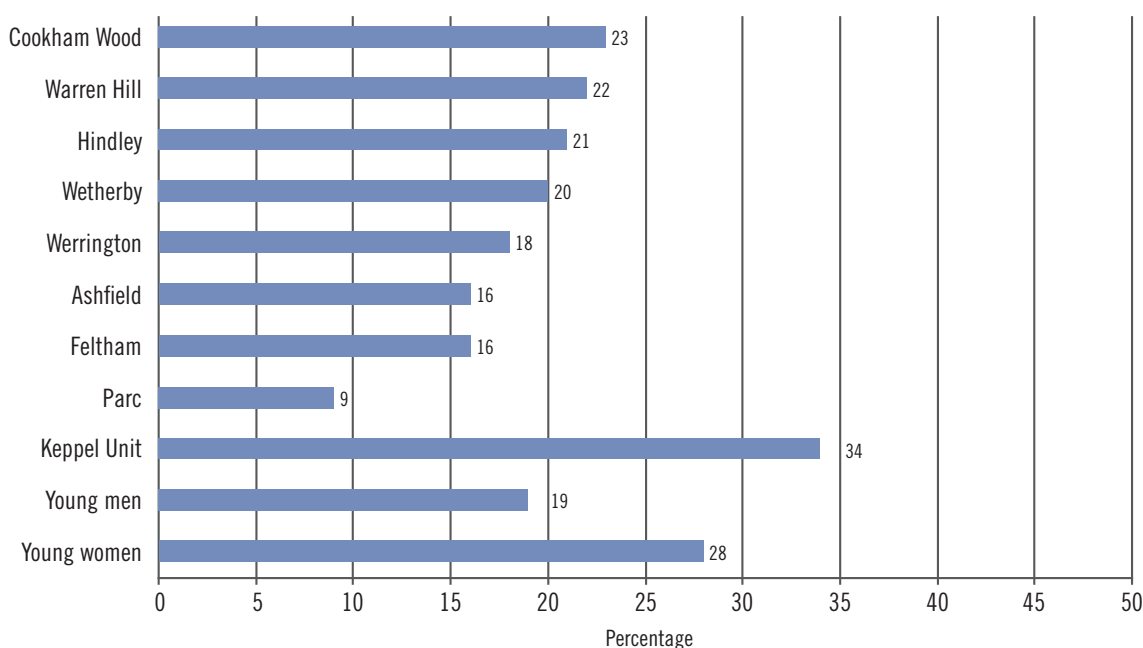
There was a decrease in the proportion of young men who reported that they had emotional or mental health problems, from 27% in 2011–12 to 19% in 2012–13. Of those who reported having emotional or mental health problems, 67% stated that they had been helped in the establishment compared with 50% in 2011–12.

Only 9% of young men at Parc reported that they had emotional or mental health problems, the lowest response across all establishments, while 23% at Cookham Wood reported the same – the highest figure across all establishments. Of those young men who said they had emotional or mental health problems, 95% of those at Hindley said they had received help at the establishment, the most positively reported experience, while the least positive was at Werrington (35%). A full breakdown by establishment can be seen in Figure 29.

A smaller proportion of young men who were on remand than who were sentenced said that they had received help for emotional or mental health problems (45% compared with 72%).

Over a quarter (28%, n=5) of young women reported that they had emotional or mental health problems. All of those who reported problems, and who answered the follow-on question, said that they had received help from someone in the establishment (100%, n=4).

**Figure 29: Young people who reported having emotional or mental health 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: All children and young people engage well in education, learning and skills that enable them to gain confidence and experience success. Expectations of children and young people are high. Children and young people are encouraged and enabled to make progress in their learning and their personal and social development to increase their employability and help them to be successful learners on their return to the wider community. Education, learning and skills are of high quality, provide sufficient challenge to children and young people and enable them to gain meaningful qualifications.*

##### 6.1.1 Are you taking part in education?

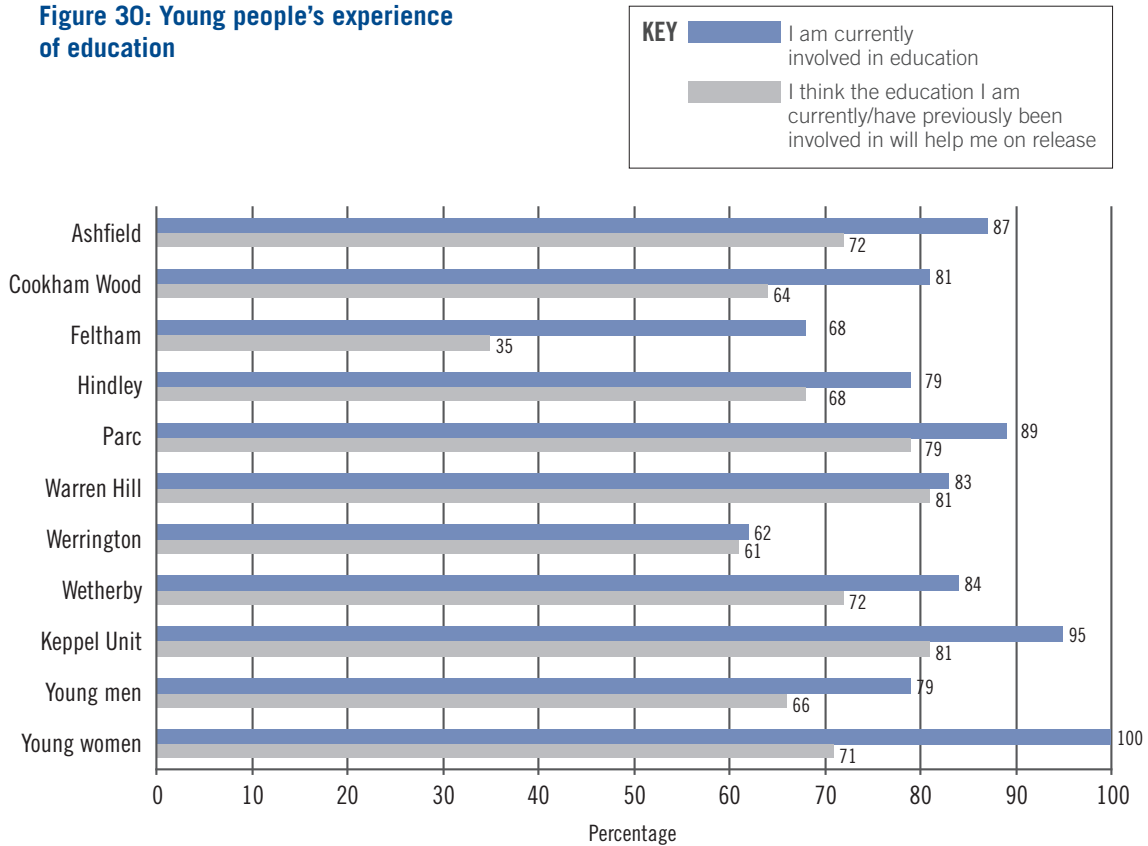
Seventy-nine per cent of young men reported that they were currently taking part in education. Self-reported involvement in education was highest at Parc (89%) and lowest at Werrington (62%).

Of those who reported taking part in education at some point during their time at the establishment, two-thirds (66%) said they thought it would help them when they were released. Young men reported most positively at Warren Hill where 81% of young men said they thought education would help them once they left the establishment and least positively at Feltham where just 35% of young men reported the same. Young people's experience of education in each establishment is shown in Figure 30.

Young men who were on remand were less likely to report that they were taking part in education (71% compared with 81% of sentenced young men). Of the young men who said they had taken part in education at some point, a smaller proportion of young men who were on remand said they thought that the education was going to help them once they left the establishment (58% compared with 67% of young men who were sentenced).

All of the young women who answered the question (n=15) said that they were currently taking part in education. Seventy-one per cent (n=11) said they thought it would help them when they were released.

**Figure 30: Young people's experience of education**



**6.1.2 Do you have a job here?**

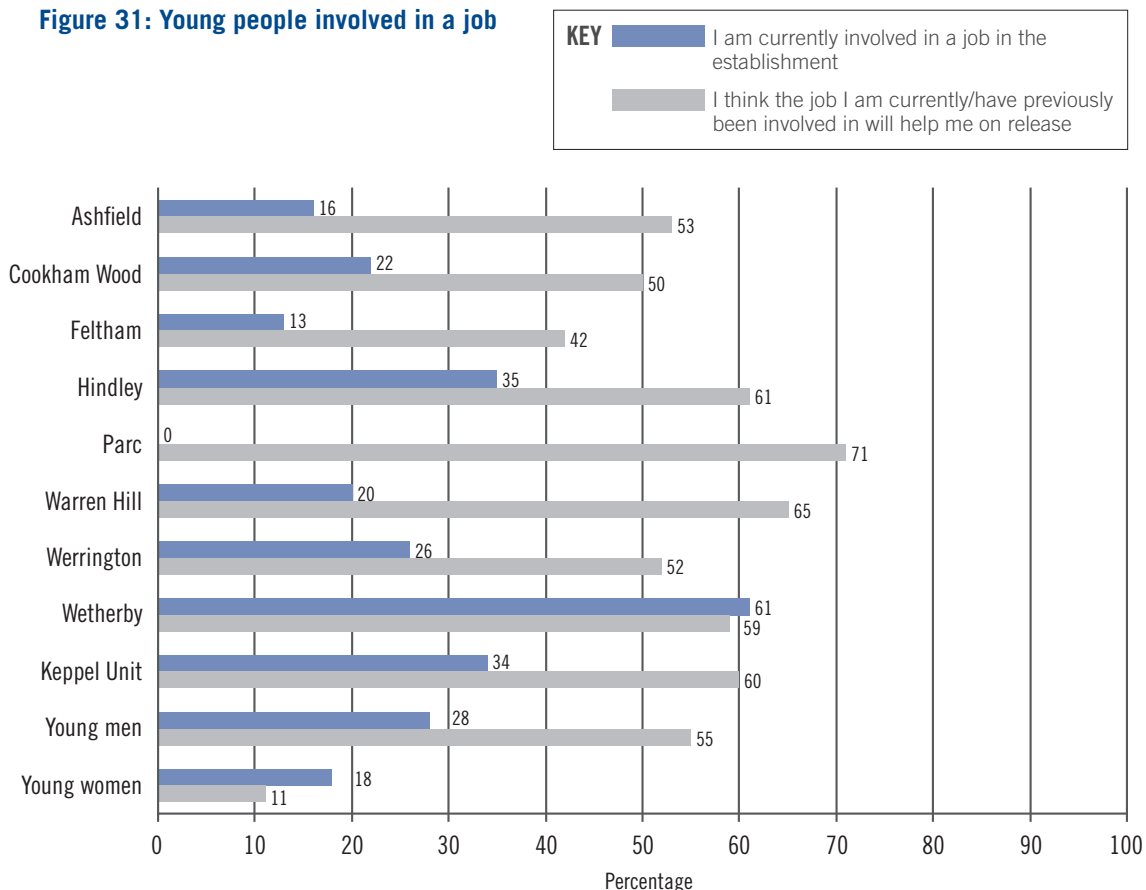
Twenty-eight per cent of young men said that they currently had a job in the establishment, ranging from 61% at Wetherby, to none at Parc.

Just over half (55%) of the young men who reported that they had had a job in their establishment at some point said they thought it would help them once they left prison. Parc had the largest proportion (71%) and Feltham had the smallest (42%). A breakdown by establishment is shown in Figure 31.

Only 13% of young men on remand said they currently had a job compared with 31% of those who were sentenced.

Under a fifth (18%, n=3) of the young women surveyed reported that they had a job in the establishment at the time of the survey. Of those who had had a job at some point in their establishment, 11% (n=1) said they believed it would help them when they were released.

**Figure 31: Young people involved in a job**



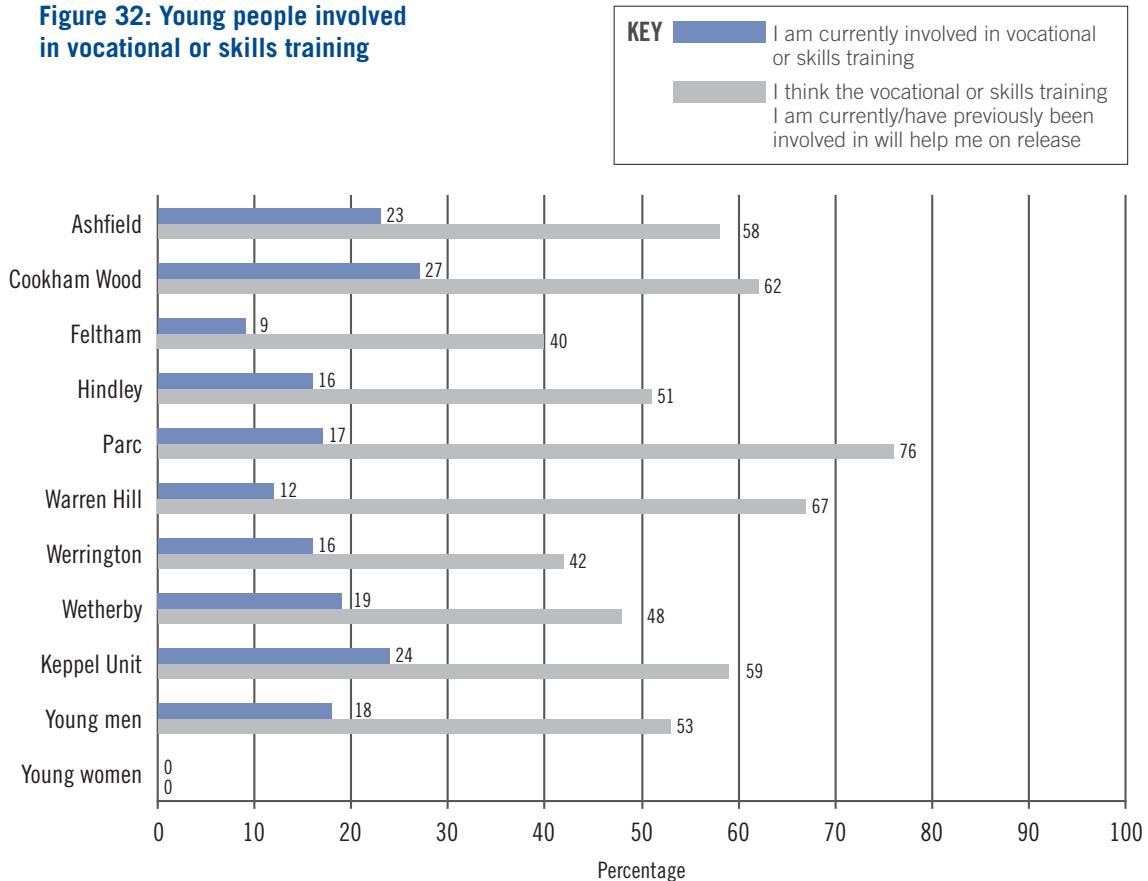
**6.1.3 Are you taking part in vocational or skills training?**

Just under a fifth of young men (18%) told us they were engaged in vocational or skills training in their establishment. This was highest at Cookham Wood (27%) and lowest at Feltham (9%).

Half (53%) of the young men who reported that they had been in vocational training at some point said they thought it would help them when they were released. The proportion was highest at Parc (76%) and lowest at Feltham (40%). A breakdown of the experience of vocational training by establishment can be seen in Figure 32.

No young women who said they were involved in any vocational or skills training at the time of the survey or who had previously been involved, reported that they thought it would be useful on release.

**Figure 32: Young people involved in vocational or skills training**



#### 6.1.4 Are you taking part in offending behaviour programmes?

Nearly a quarter of young men (24%) reported that they were taking part in offending behaviour programmes. The lowest proportion was at Feltham, where only 8% of young men said they had taken part in these programmes, and the highest was at Cookham Wood (33%).

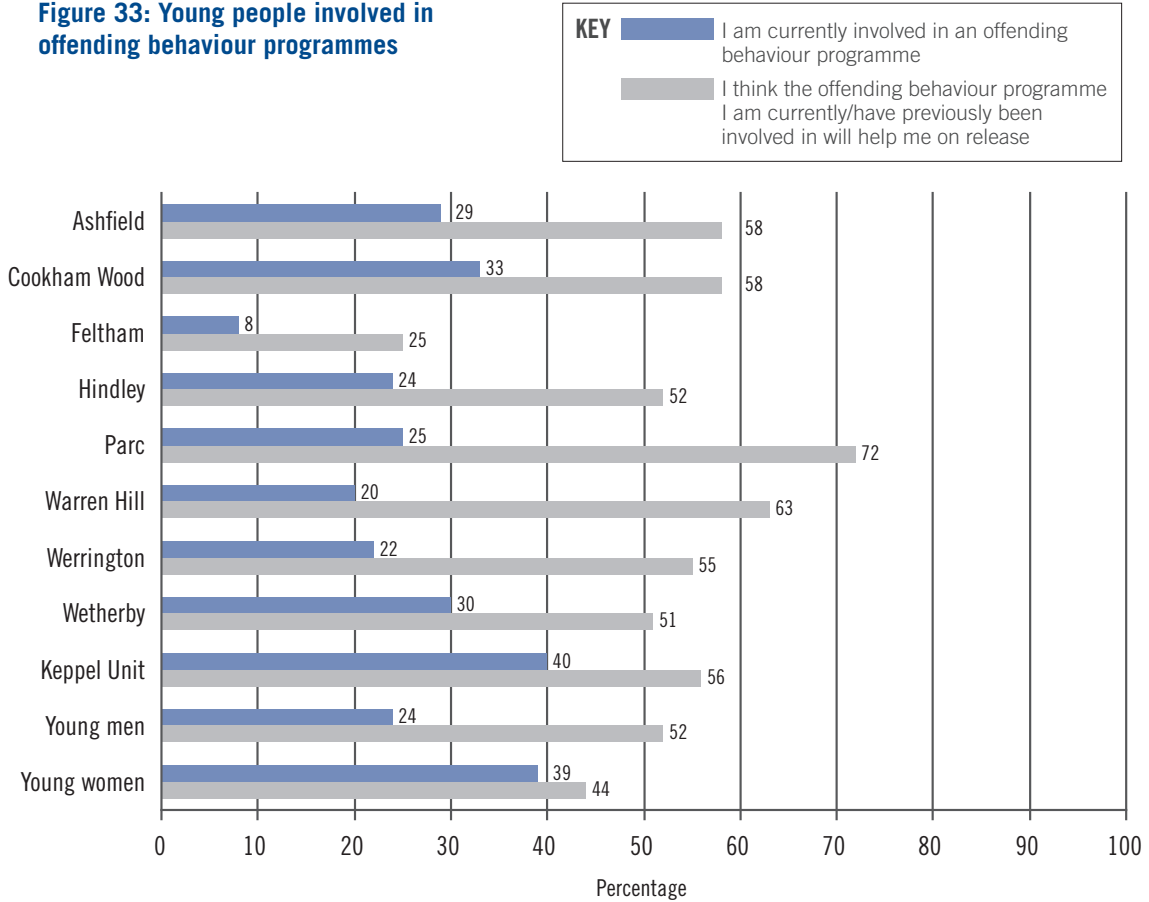
Just over half (52%) of those that had been involved in offending behaviour programmes at some point said that they thought the programmes would help them when they left prison. Seventy-two per cent of the young men involved in these programmes at Parc thought they would help them on release, the highest across all establishments, compared with a quarter (25%) of young men involved in such programmes at Feltham, the lowest across all the establishments. A full breakdown is available in Figure 33.

A smaller proportion of young men on remand reported that they were engaged in offending behaviour programmes (10% compared with 28% of sentenced young men), and if they had been involved with such programmes, they were also less likely to say that the programmes would help them when they left prison (41% compared with 54%).

Thirty-nine per cent (n= 6) of young women surveyed reported that they were taking part in offending behaviour programmes. Of those who reported being involved in offending behaviour programmes at some point, 44% (n=4) said they felt it would help them when they were released.



**Figure 33: Young people involved in offending behaviour programmes**

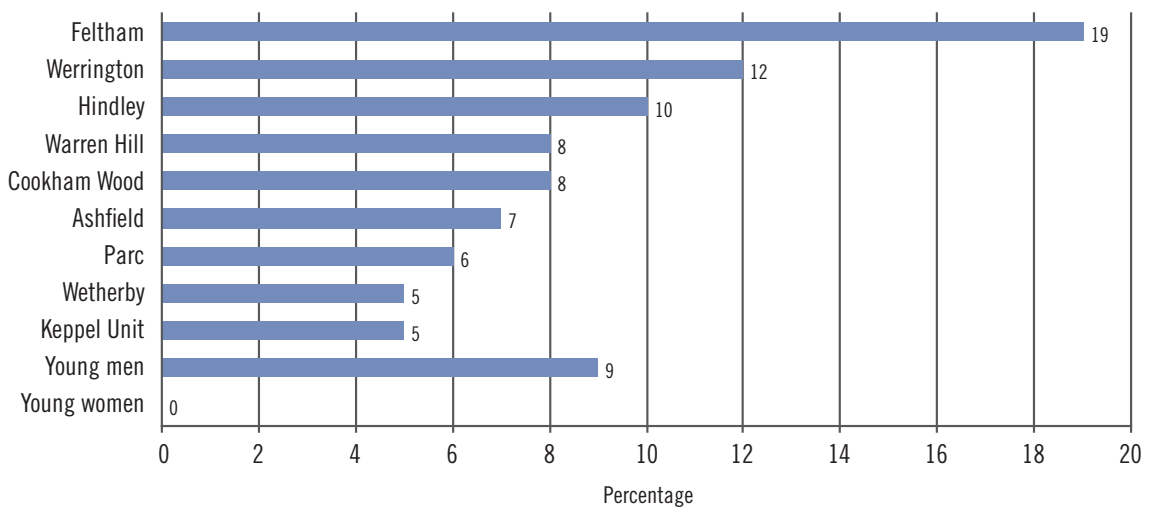


**6.1.5 Are you taking part in any activity?**

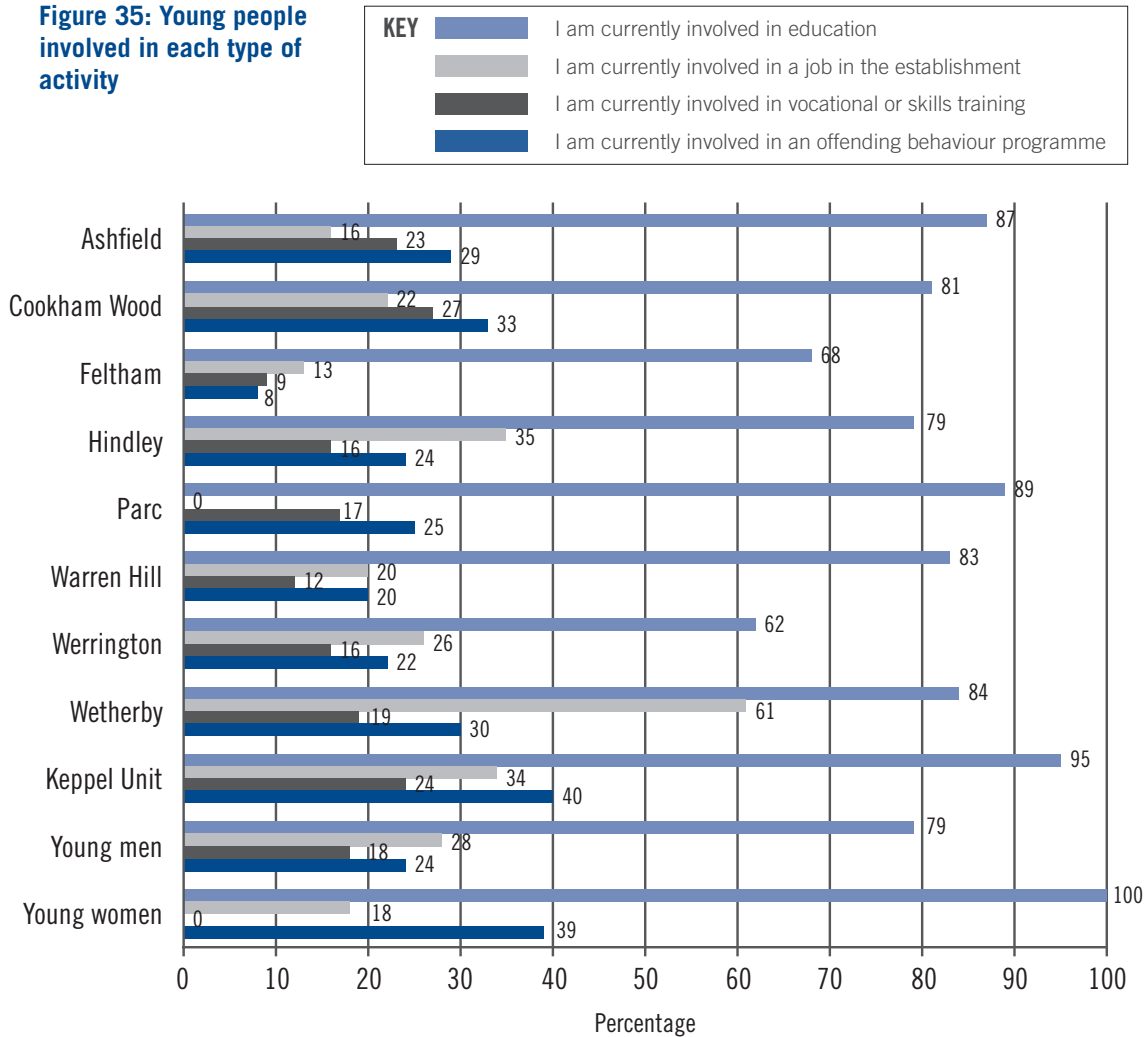
At the time of the survey, 9% of all young men said that they did not have a job, or were not taking part in education, vocational training or offending behaviour programmes within their establishment. This ranged from 19% of young men at Feltham to 5% at Wetherby. A full breakdown by establishment can be seen in Figures 34 and 35.

All the young women in the surveys reported that they were taking part in some activity.

**Figure 34: Young people not involved in an activity at the time of the survey**



**Figure 35: Young people involved in each type of activity**



## 6.2 Physical education and health promotion

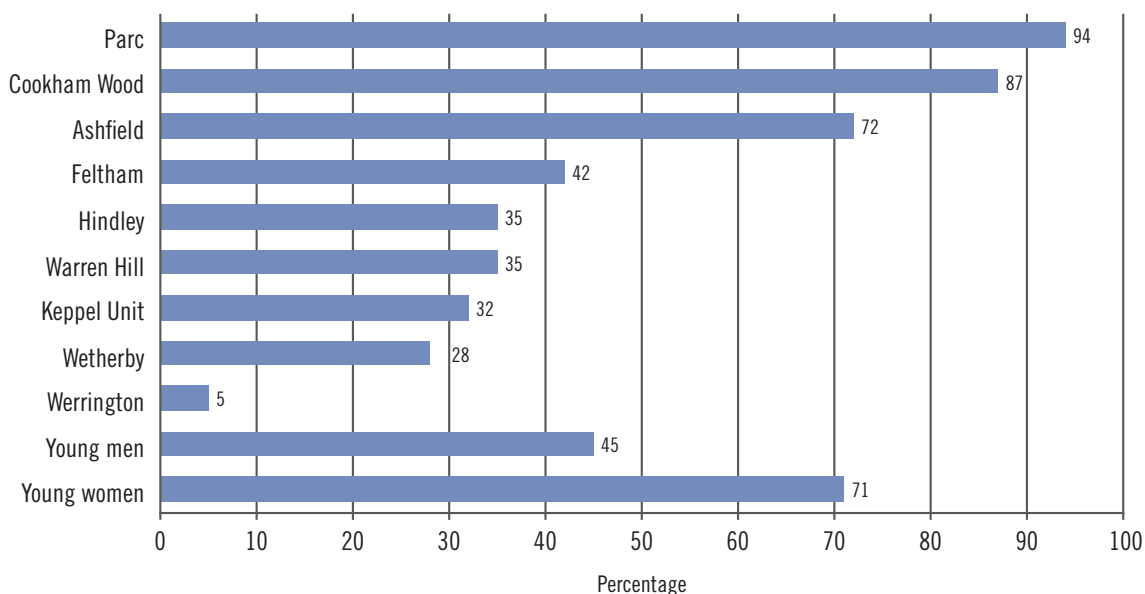
*Expectation: All children and young people understand the importance of healthy living, and are encouraged and enabled to participate in and enjoy physical education in safety, regardless of their ability. The programme of activities is inclusive and well planned. It is varied and includes indoor and outdoor activities.*

### 6.2.1 Can you go outside for exercise daily?

Forty-five per cent of young men told us that they could usually go outside for exercise every day. There was wide variation across the estate, from 94% of young men at Parc to only 5% at Werrington. Figure 36 shows the proportions of outside activity in each establishment.

Seventy-one per cent (n=11) of young women reported that they could go outside for exercise every day.

**Figure 36: Young people who told us they could exercise outside daily**

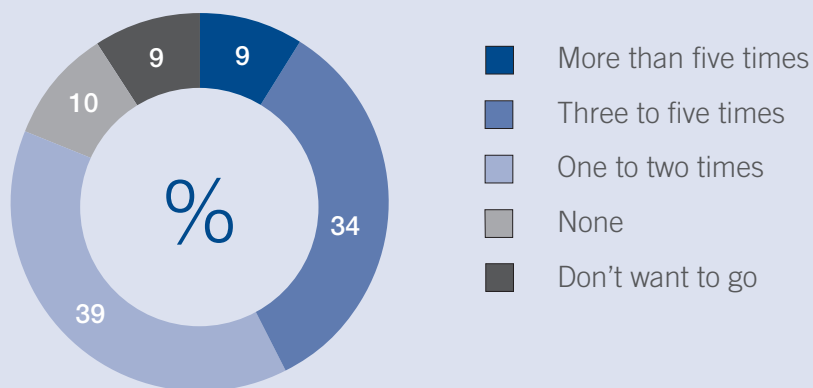


**6.2.2 How often do you go to the gym?**

Nine per cent of young men said they went to the gym more than five times each week. There was some variation across establishments, ranging from 20% of young men at Hindley to 1% at Werrington. Figure 37 shows the proportions of young men using the gym regularly.

Over half (53%, n=8) of the young women said they went to the gym more than five times per week.

**Figure 37: Young men – how many times do you go to the gym each week?**



## 6.3 Time out of cell

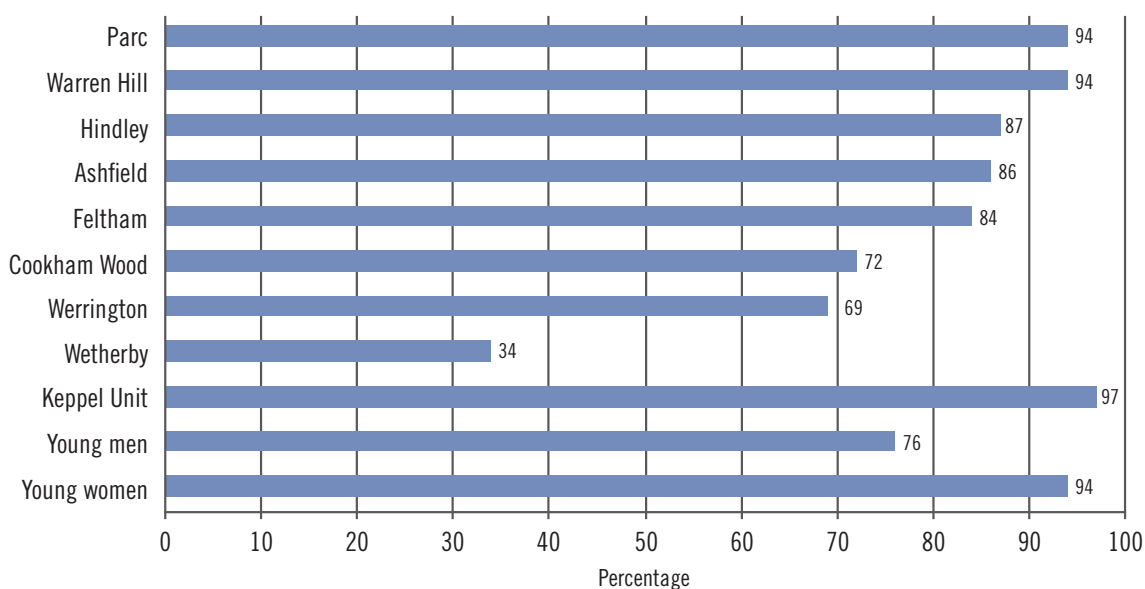
*Expectation: Children and young people spend most of their time out of their cell, engaged in activities such as education, leisure and cultural pursuits, seven days a week.*

### 6.3.1 Association

Three-quarters of young men (76%) said that they usually had association every day. Nearly all the young men reported this at Parc and Warren Hill (94% at each establishment) whereas the lowest proportion was at Wetherby (34%). A full breakdown by establishment can be seen in Figure 38.

Nearly all (94%, n=14) of the young women surveyed reported that they usually had association every day.

**Figure 38: Young people who told us they had association every day**



## Section 7 Resettlement

**Children and young people are effectively helped to prepare for their release back into the community and to reduce the likelihood of reoffending.**

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

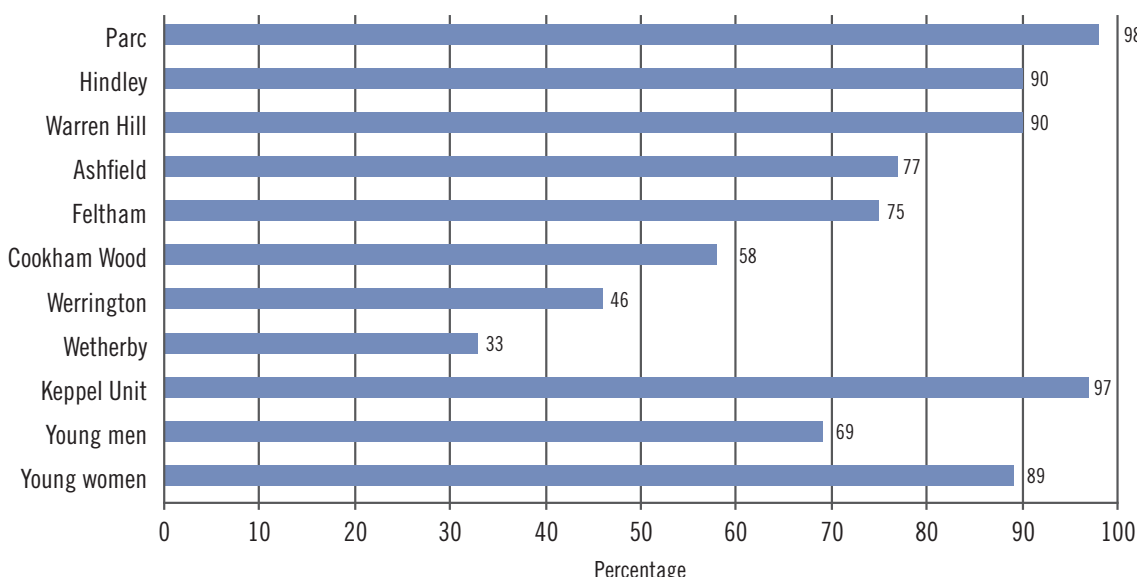
*Expectation: Children and young people are encouraged and helped to maintain or re-establish family relationships, unless it is inappropriate.*

#### 7.1.1 Are you able to use the telephone every day?

Over two-thirds of young men (69%) told us they were able to use a telephone every day. Wetherby had the lowest proportion where just a third of young men (33%) reported they could, compared with 98% at Parc reporting this (see Figure 39).

Eighty-nine per cent (n=14) of young women reported that they were able to use the telephone every day.

**Figure 39: Young people who said they could access the telephone every day**



#### 7.1.2 Have you had any problems with sending or receiving letters or parcels?

A smaller proportion of young men reported having problems with sending or receiving letters or parcels in 2012–13 compared with 2011–12 (37% and 43% respectively). Parc had the smallest proportion (23%) and Ashfield the largest proportion of young men (46%) who reported such problems.

A third of young women (33%, n=6) told us that they had problems receiving or sending letters or parcels.

#### 7.1.3 Is it easy for you to get visits here?

Young people were asked about the regularity and ease of receiving visitors. Just over a third of young men (34%) said it was easy or very easy for family and friends to visit them at the establishment. Parc and Hindley had the highest proportions of young men reporting this (47% at each establishment) and Ashfield had the lowest (19%).

In 2012–13, 79% of young men reported that they had visits from family and friends. This

was a significant decline from nearly all the young men (97%) surveyed in 2011–12. This ranged from 69% of young men at Werrington to all of the young men at Parc.

Thirty-seven per cent of young men said that they usually had one or more visits from friends and family per week. Parc again had the highest reporting of one or more visits per week (65%) and Ashfield was the lowest (27%).

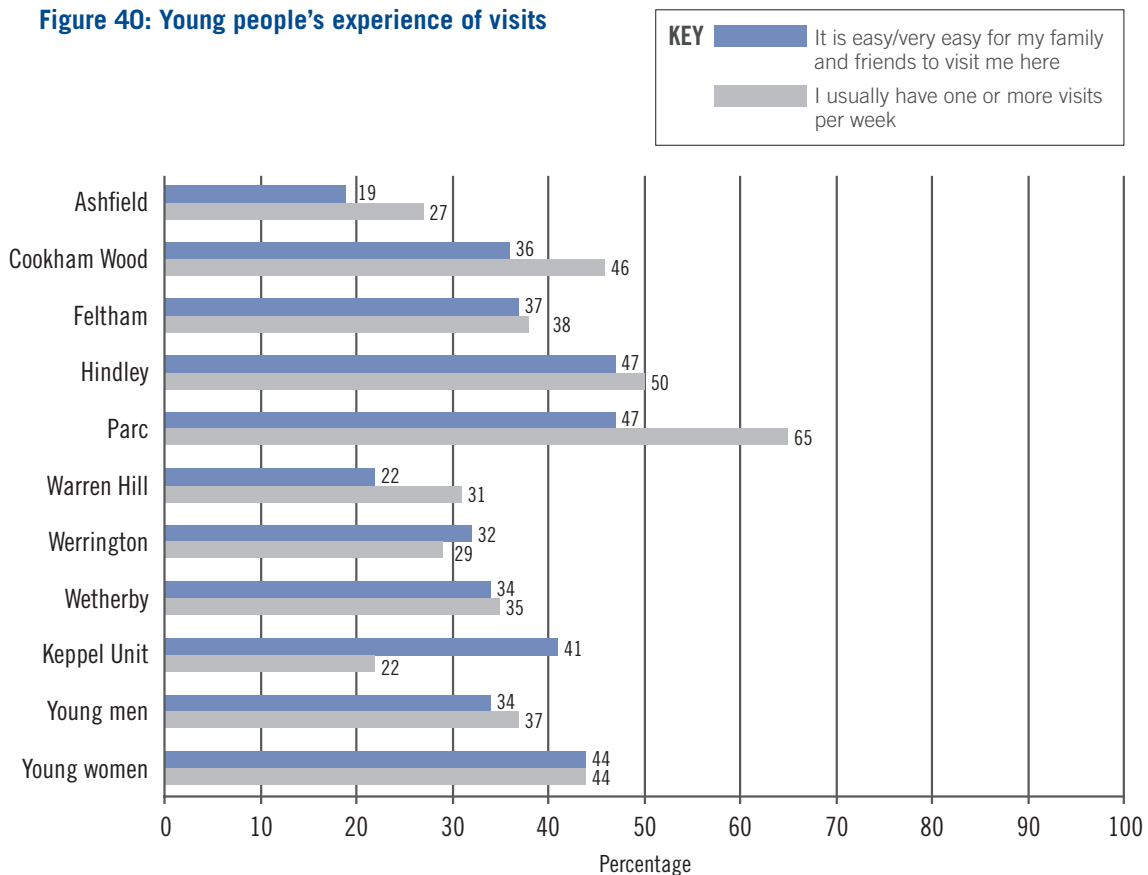
There was an increase in young men who reported that their visits started on time, from 42% in 2011–12 to 46% in 2012–13. This figure was highest at Parc where 75% of young men said their visits started on time, and lowest at Feltham (26%).

Young men who were in custody for the first time reported more positive experiences of visits than young men who had been in custody before. Compared with young men who had been in custody before, more young men who were in custody for the first time reported that it was easy or very easy for family and friends to visit (37% compared with 29%), that they received one or more visits per week (46% compared with 27%) and that visits started on time (52% compared with 37%).

A lower proportion of young men who were on remand compared with those who were sentenced, reported that it was easy or very easy for family and friends to visit (27% compared with 35%) and that visits started on time (37% compared with 47%).

Forty-four per cent (n=7) of women said that it was easy or very easy for family or friends to visit them. Over three-quarters of young women (78%, n=13) reported that they received visits, which was higher than the 12% (n=3) who reported this in 2011–12. Only 17% (n=2) of young women said that visits started on time. Figure 40 shows young people's experience of visits by establishment.

**Figure 40: Young people's experience of visits**



## 7.2 Training planning and remand management

*Expectation: All children and young people have a training or remand management plan which is based on an individual assessment of risk and need. Relevant staff work collaboratively with children and young people and their parents or carers in drawing up and reviewing their plans. The plans are reviewed regularly and implemented throughout and after young people's time in custody to ensure a smooth transition to the community.*

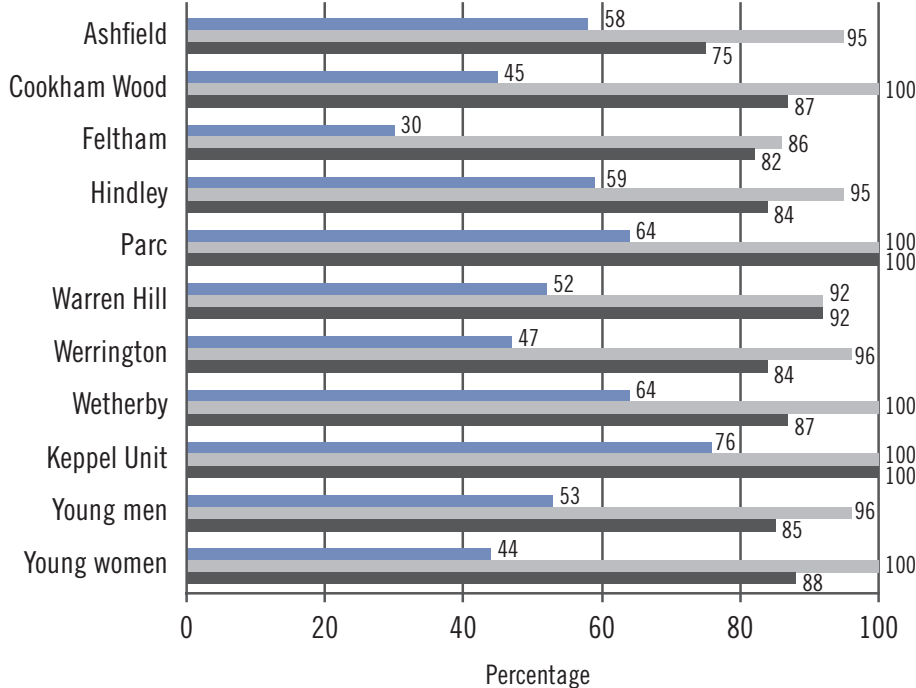
Just over half (53%) of the young men surveyed said they had a training, sentence or remand plan. This ranged from 64% at both Parc and Wetherby, to only 30% of young men at Feltham. Of those that reported having a training, sentence or remand plan, 85% said that they had been involved in its development and 96% said they understood the targets set out in their plan.

The most positive response was at Parc where all the young men who said they had a training plan, sentence plan or remand plan also reported that they were involved in its development and understood the targets in the plan. Additionally all the young men at Cookham Wood who said they had one of these plans also reported that they understood the targets in their plans. The most negative responses were at Ashfield where 75% of young men who said they had a plan reported that they were involved in its development, and at Feltham where 86% of young men reported that they understood the targets in their plan. Figure 41 shows a full breakdown by establishment.

A smaller proportion of young men who were on remand reported that they had a training, sentence or remand plan than young men who had been sentenced (21% compared with 60%). Similarly, they were less likely to report having been involved in its development (72% compared with 87% of sentenced young men).

Less than half (44%, n=7) of the young women said that they had a training, sentence or remand plan; 88% (n=6) of these young women told us they had been involved in the development of their training, remand or sentence plan and all (n=7) reported that they understood the targets in their plan.

**Figure 41: Young people who said they had a training, sentence or remand plan and of these, how involved they had been in its development**



**7.2.1 Contact with a caseworker**

Eighty-two per cent of young men told us that they had a caseworker. This figure was highest at Cookham Wood (95%), and lowest at Hindley (61%). Fifty-two per cent of young men who reported this said that their caseworker had helped them prepare for release. There was wide variation across establishments, from 89% at Parc to only 36% at Feltham.

Young men on remand reported more negatively. Only 71% of young men on remand told us they had a caseworker compared with 85% of young men who were sentenced. Only 25% of young men who were on remand said that their caseworker had helped them prepare for release, compared with 56% of those young men who were sentenced.

Just over half (56%, n=9) of the young women said they had a caseworker and less than a third of these (30%, n=3) reported that they felt that their caseworker had helped them since they had been at the establishment.

**7.2.2 Contact with a social worker**

Just over half (53%) of young men surveyed said that they had a social worker. This ranged from 37% at Warren Hill to 56% of young men at Parc. Of those young men with a social worker, 63% reported that their social worker had visited them since they had been at the establishment. The highest figure was 70% at Cookham Wood and the lowest figure was 57% at Werrington.

Forty-seven per cent (n=8) of young women surveyed reported having a social worker and half of them (n=4) reported that their social worker had visited them since they had been in their establishment.



## 7.3 Plans for release

In total, 31% of young men told us that they had had a say in what would happen to them when they were released. Parc had the largest proportion of young men (56%) who reported this and Feltham had the smallest proportion (31%).

Young men on remand were less likely to report that they had had a say in what would happen to them on release (21% compared with 46% of young men who were sentenced).

A quarter (24%, n=3) of young women told us that they had had a say in what would happen to them on release.

### 7.3.1 Problems on release

Young people were asked what problems they thought they would face when they were released. A higher proportion of young men thought they would have problems getting a job in 2012–13 than in 2011–12 (55% compared with 49%). However, a lower proportion of young men in 2012–13, compared with 2011–12, thought they would have problems with money/finances (37% compared with 42%), claiming benefits (22% compared with 28%) or continuing health services (9% compared with 12%).

Young men were asked if they knew who to contact for help with different aspects of their resettlement. The proportion of young men who knew who to contact for help had deteriorated in all areas in 2012–13 compared with 2011–12:

- Finding accommodation decreased from 38% to 28%.
- Getting into school or college decreased from 44% to 27%.
- Getting a job decreased from 41% to 34%.
- Help with money/finances decreased from 33% to 23%.
- Help with claiming benefits decreased from 28% to 20%.
- Continuing health services decreased from 21% to 15%.
- Opening a bank account decreased from 29% to 19%.
- Avoiding bad relationships decreased from 24% to 16%.

Figure 42 provides a breakdown of young men's anticipated problems and confidence about knowing where to get help.

The lowest proportion of young men who knew who to contact for help with different aspects of resettlement was consistently at Feltham except when it concerned help getting into school or college, which was lowest at Wetherby (15%). Knowing who to contact for help on release with finding accommodation (9%) getting a job (17%), money/finances (9%), claiming benefits (6%), continuing health services (3%), opening a bank account (4%) and avoiding bad relationships (3%) were all lowest at Feltham.

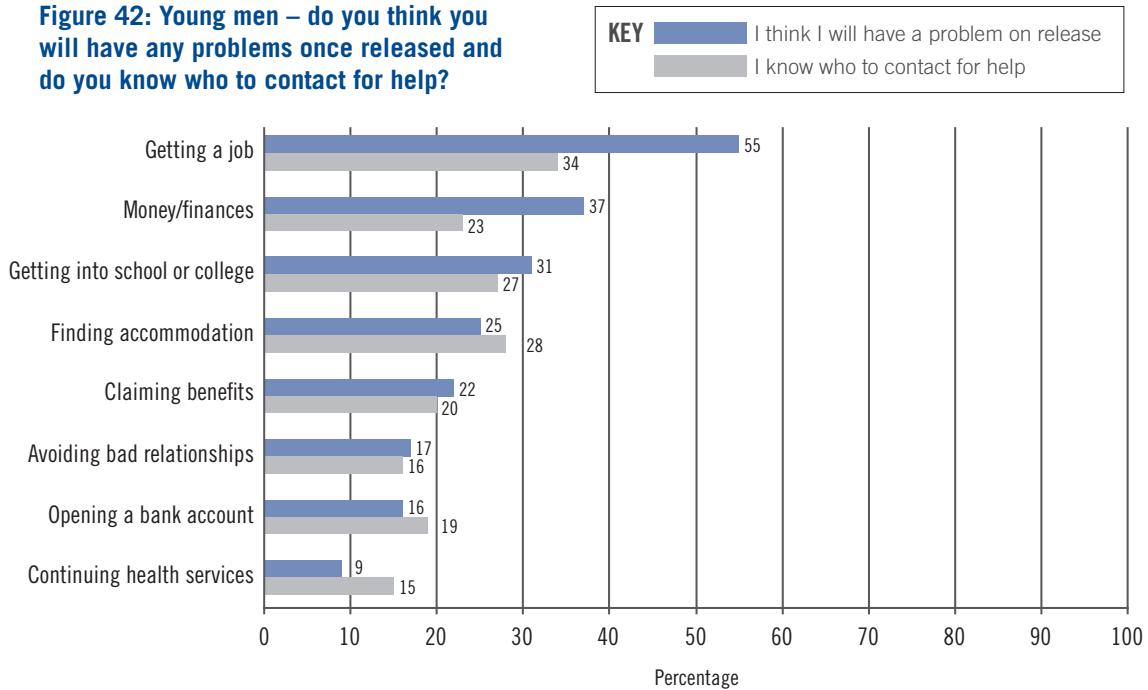
Parc had the highest proportion of young men who knew who to contact for help with finding accommodation (39%), getting into school or college (42%), getting a job (49%), money/finances (37%) and avoiding bad relationships (27%). Hindley had the highest proportion of young men who knew who to contact for help with claiming benefits (28%), continuing health services (26%) and opening bank accounts (29%).

Young men who were in custody for the first time were less likely than young men who had been in custody before to say they anticipated problems with finding accommodation (21% compared with 30%), continuing health services (7% compared with 12%), opening a bank account (13% compared with 20%) or avoiding bad relationships (14% compared with 22%).

Young men who were on remand were more likely to anticipate problems with finding accommodation (31% compared with 23%), getting into school or college (37% compared with 29%) and getting a job (65% compared with 53%) compared with young men who were sentenced.

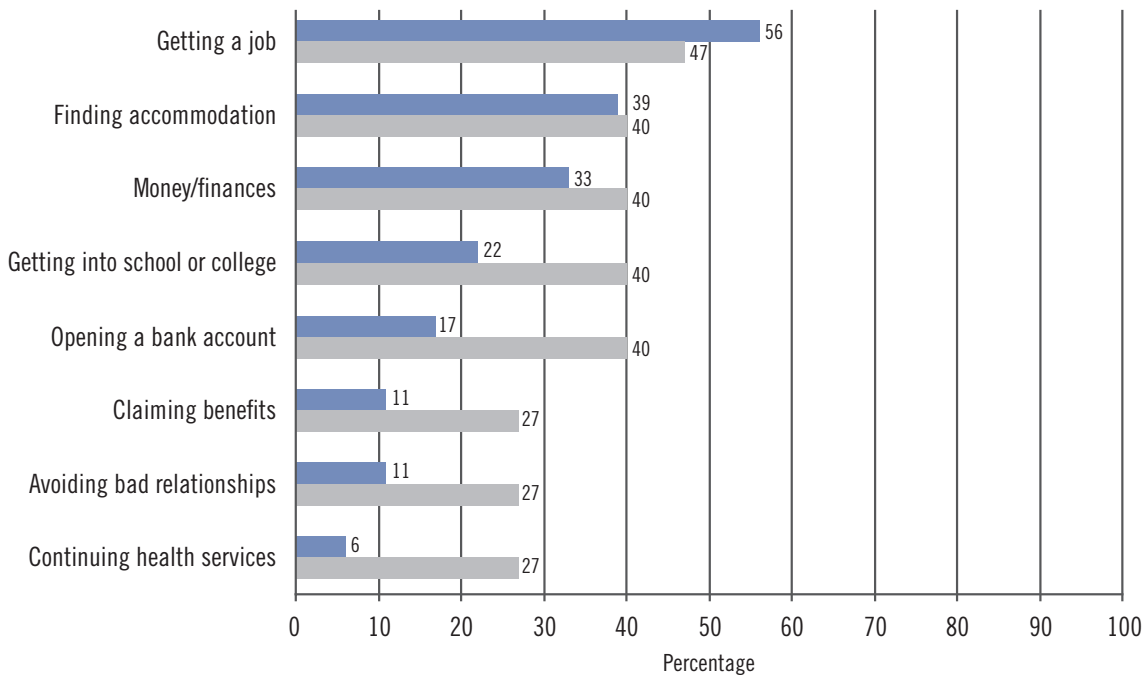
Compared with young men who were sentenced, a smaller proportion of young men on remand reported that they knew who to contact for help with finding accommodation (19% compared with 30%), getting into school or college (15% compared with 30%), getting a job (27% compared with 36%) and help with claiming benefits (11% compared with 22%).

**Figure 42: Young men – do you think you will have any problems once released and do you know who to contact for help?**



The problems most commonly anticipated by young women on their release were getting a job (56%, n=9), finding accommodation (39%, n=6) and money or finances (33%, n=6). In 2012–13, only 11% (n=2) of young women felt that claiming benefits was going to be a problem, which is significantly lower than in 2011–12 (36%, n=8). Nearly half (47%, n=6) of young women said they knew who to contact for help with getting a job on release. Forty per cent (n=5), of young women reported that they knew where to find help with either finding accommodation, getting into school or college, help with money or finances and opening a bank account. A full breakdown of the problems young women thought they might experience on release and whether they knew who to contact for help is shown in Figure 43.

**Figure 43: Young women – do you think you will have any problems once released and do you know who to contact for help?**

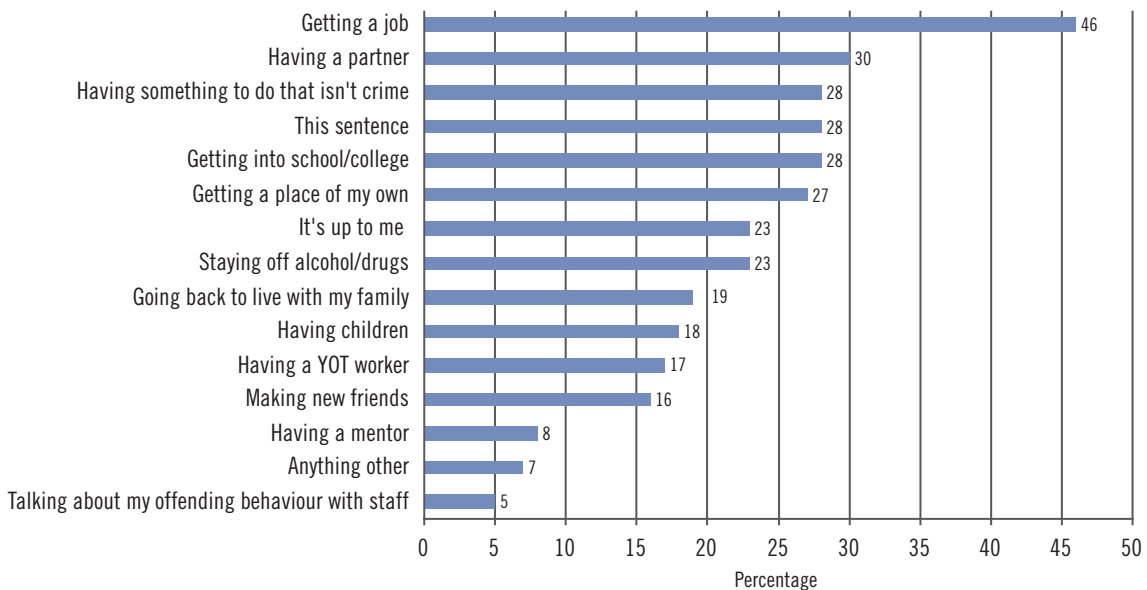


**7.3.2 Do you want to stop offending?**

Young men who reported that they were sentenced were asked whether they wanted to stop offending and 90% of them told us that they did. This varied from 97% of the young men surveyed at Ashfield, to 83% of the young men at Feltham.

The five most common motivations identified by sentenced young men as likely to stop them offending in the future were: getting a job (46%), having a partner (30%), having something to do that isn't crime (28%), the sentence they were serving (28%) and getting into school or college (28%). The factors young men said would stop them offending in the future are shown in Figure 44.

**Figure 44: Young men – what is most likely to stop you offending in the future?**



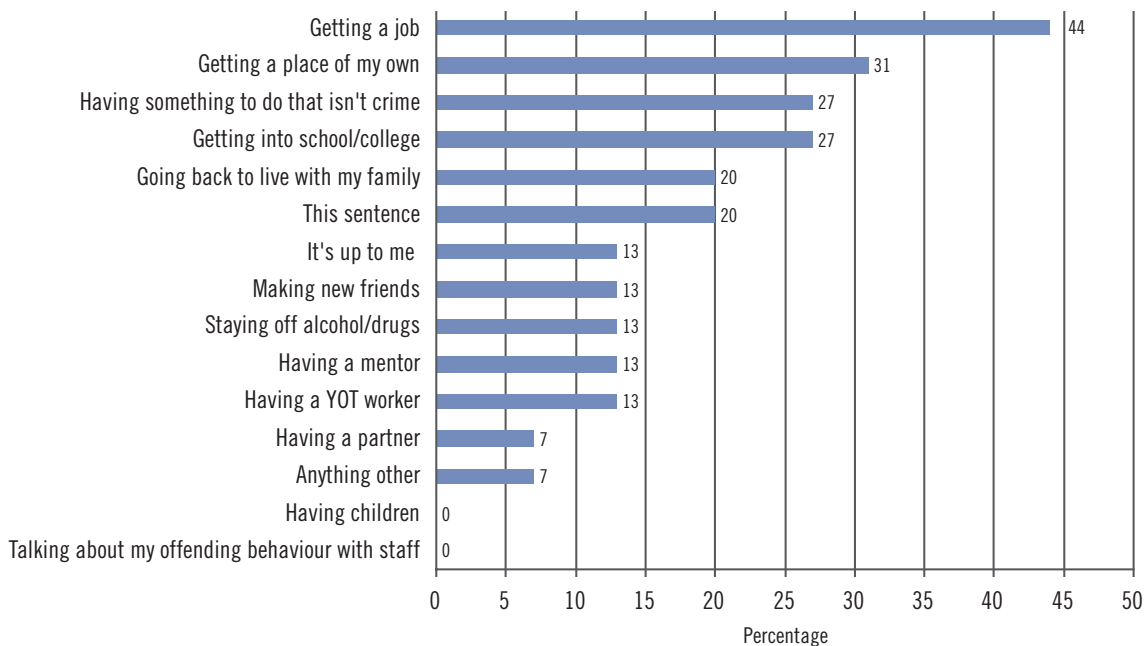
Just over half of the young men who were sentenced (51%) reported that they thought they had done something while at the establishment that would make them less likely to offend in the future. This was an increase from 45% of young men who said the same in 2011–12.

Sixty-two per cent of the young men at Cookham Wood said they felt they had done something while at the establishment that would make them less likely to offend in the future. This was the highest figure across establishments. The lowest figure was at Hindley (43%).

A greater proportion of sentenced young men who were in custody for the first time said that they would like to stop offending (93% compared with 87%) and that they had done something at the establishment that would make them less likely to offend in the future (59% compared with 40%).

Three-quarters (75%, n=6) of young women who reported that they were sentenced said that they wanted to stop offending. The four most common motivations that young women reported would be likely to stop them offending in the future were: getting a job (44%, n=6), getting a place of their own (31%, n=4), having something to do that isn't crime (27%, n=4) and getting into school/college (27%, n=4). The factors that young women said would be most likely to stop them offending in the future are shown in Figure 45.

**Figure 45: Young women – what is most likely to stop you offending in the future?**



Thirty-eight per cent (n=3) of young women reported that they had done something or something had happened at the establishment that would make them less likely to offend in the future.

## Section 8

### Young people in custody – have things improved?

#### 8.1 Background to the analysis

Only statistically significant changes in survey results have been highlighted in the previous section and the comparators in Appendices A (young men) and G (young women) show all responses that are statistically different between the survey results from the 2011–12 and 2012–13 periods.

For the young men's survey analysis, out of the 133 questions that can be compared, 47 (35%) were significantly better and 12 (9%) were significantly worse. For the young women's survey analysis, nine questions (7%) were significantly better and three (2%) questions were significantly worse.

#### 8.2 Summary of changes

##### 8.2.1 Young men – improvements in 2012–13 compared with 2011–12

###### Safety

- A higher proportion of young men reported that they were treated well or very well in reception (69% compared with 64%).
- When they first arrived, 21% of young men reported that they were asked if they needed help with money worries compared with 17%.
- A lower proportion of young men said that they had any problems when they first arrived (70% compared with 74%).
- Eleven per cent of young men reported problems with loss of property compared with 16%. Sixteen per cent of young men reported money worries compared with 19%. Twenty-five per cent of young men said that they had problems getting phone numbers (compared with 32%).
- When they first arrived, young men were more likely to report that they were given the opportunity to have a shower (55% compared with 36%), something to eat (86% compared with 79%) and a free phone call to friends and family (82% compared with 73%).
- Forty-eight per cent of young men said they had access to a chaplain in the first 24 hours compared with 43%.
- Three-quarters of young men said that they were seen by a doctor or nurse before they were locked up on their first night (75% compared with 69%).
- A higher proportion of young men said that they felt safe on their first night (82% compared with 78%).
- Higher proportions of young men reported that they were on the top level of the reward scheme (32% compared with 27%) and that they felt they had been treated fairly by the reward scheme (52% compared with 46%).
- A lower proportion of young men told us they had been physically restrained (30% compared with 37%). Young men who had spent a night in a care and separation unit, were more likely to report that staff had treated them well or very well (48% compared with 38%).
- Lower proportions of young men reported certain forms of victimisation by other

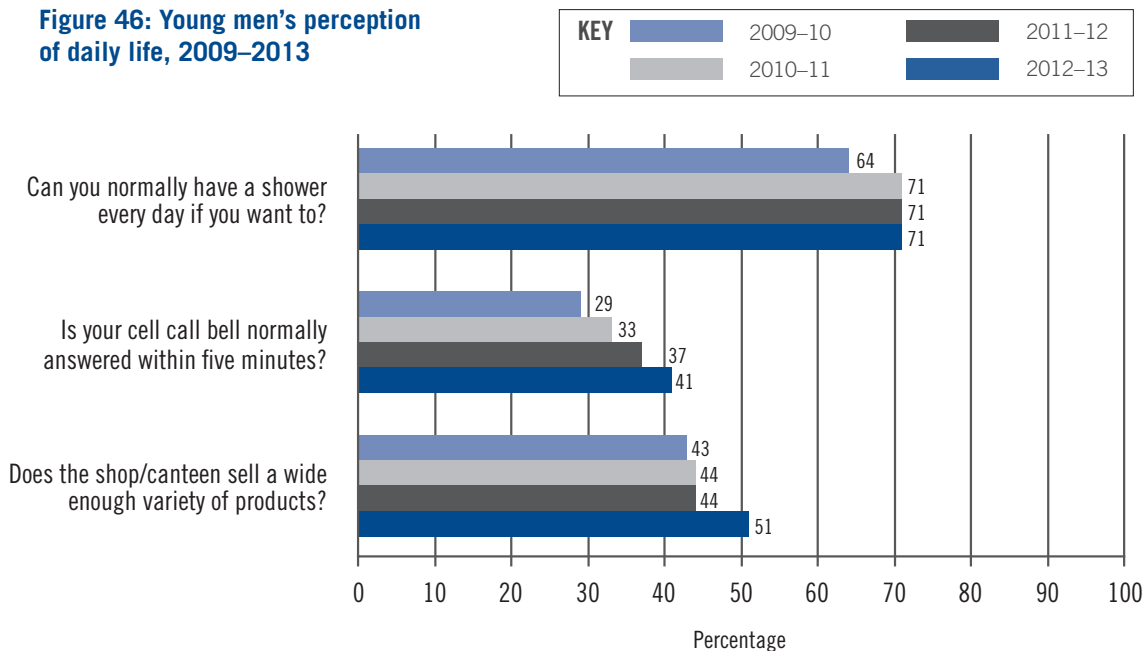
young people. These were: insulting remarks (10% compared with 16%), having their canteen or property taken (4% compared with 6%), being victimised because of their ethnic origin (2% compared with 4%), being from a different part of the country (2% compared with 5%) and being new (6% compared with 9%).

- Lower proportions of young men reported certain forms of victimisation by staff. These were victimisation because of drugs (1% compared with 2%), race or ethnic origin (3% compared with 5%), and being new (2% compared with 4%).
- One third (33%) of young men reported that shouting through windows was a problem at their establishment compared with 41%.

### Respect

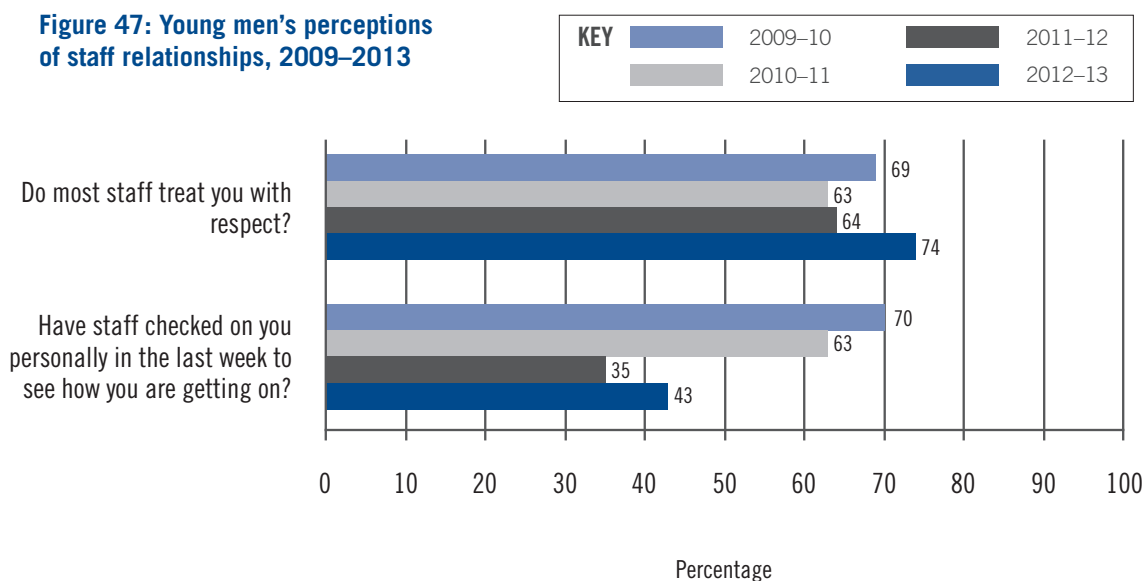
- A greater proportion of young men reported that their cell call bell was normally answered within five minutes (41% compared with 37%) and that the shop or canteen sold a wide enough variety of products (51% compared with 44%). This followed a pattern of improvement observed over the last four reporting periods (see Figure 46).

**Figure 46: Young men's perception of daily life, 2009–2013**



- Sixty-two per cent of young men said that it was easy or very easy to attend religious services (compared with 56%).
- A higher proportion of young men told us that they could speak to a chaplain of their faith in private (71% compared with 67%), a member of the Independent Monitoring Board (IMB) (30% compared with 25%) or an advocate (46% compared with 35%).
- Seventy-four per cent of young men reported that most staff treated them with respect (compared with 64%). Forty-three per cent reported that staff had checked on them personally in the last week (compared with 35%). There was an improvement over the last two reporting periods in young men stating that staff had checked on them in the last week (see Figure 47).

**Figure 47: Young men’s perceptions of staff relationships, 2009–2013**



- A higher proportion of young men said that it was easy to see a doctor (63% compared with 53%), a nurse (78% compared with 74%) or a dentist (43% compared with 33%).
- A lower proportion of young men reported having emotional or mental health problems (19% compared with 27%). Those who did were more likely to say that they had received help in their establishment (67% compared with 50%).

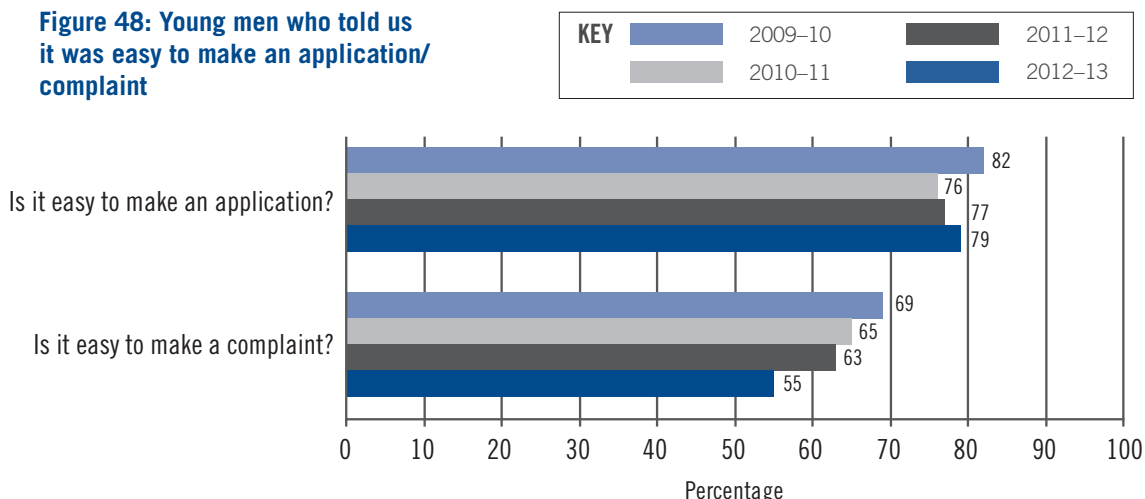
**Resettlement**

- Thirty-seven per cent of young men said they had problems sending or receiving letters and parcels, compared with 43%.
- A higher proportion of young men reported that visits started on time (46% compared with 42%).
- A smaller proportion of young men reported that they anticipated the following problems on release: money and finances (37% compared with 42%), claiming benefits (22% compared with 28%) or continuing health services (9% compared with 12%).
- Just over half of young men said that they felt they had done something, or something had happened to them at their establishment, that would make them less likely to offend in the future (51% compared with 45%).

**8.2.2 Young men – deteriorations in 2012–13 compared with 2011–12**

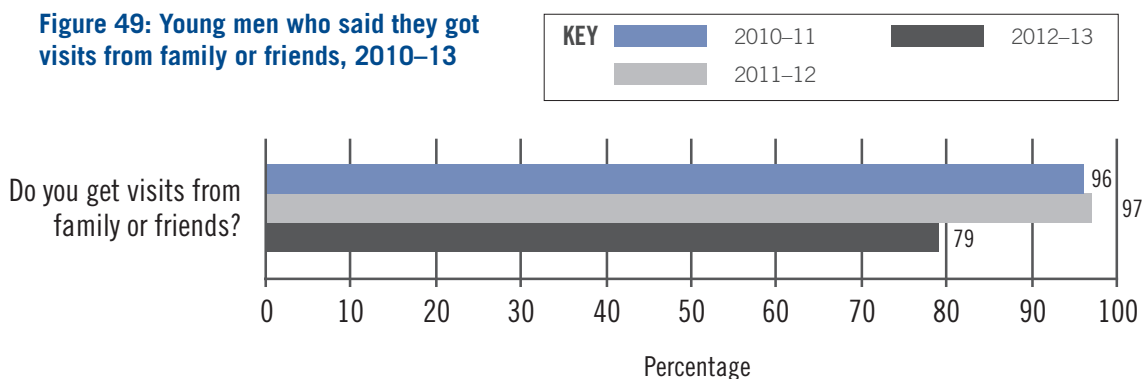
- A higher proportion of young men said that they had travelled to the establishment with people over the age of 18 or of another gender (36% compared with 26%).
- A lower proportion of young men reported that they had met their personal officer within their first week (42% compared with 47%).
- A lower proportion of young men told us that it was easy to make a complaint (55% compared with 63%). This continued a pattern of decline. There was no similar decline regarding ease of making applications. This difference is shown in Figure 48.

**Figure 48: Young men who told us it was easy to make an application/complaint**



- A smaller proportion of young men said that they received visits from family or friends, 79% compared with 97%. Figure 49 shows a comparison of those reporting that they got visits from the 2010–11<sup>25</sup> to the 2012–13 reporting periods.

**Figure 49: Young men who said they got visits from family or friends, 2010–13**

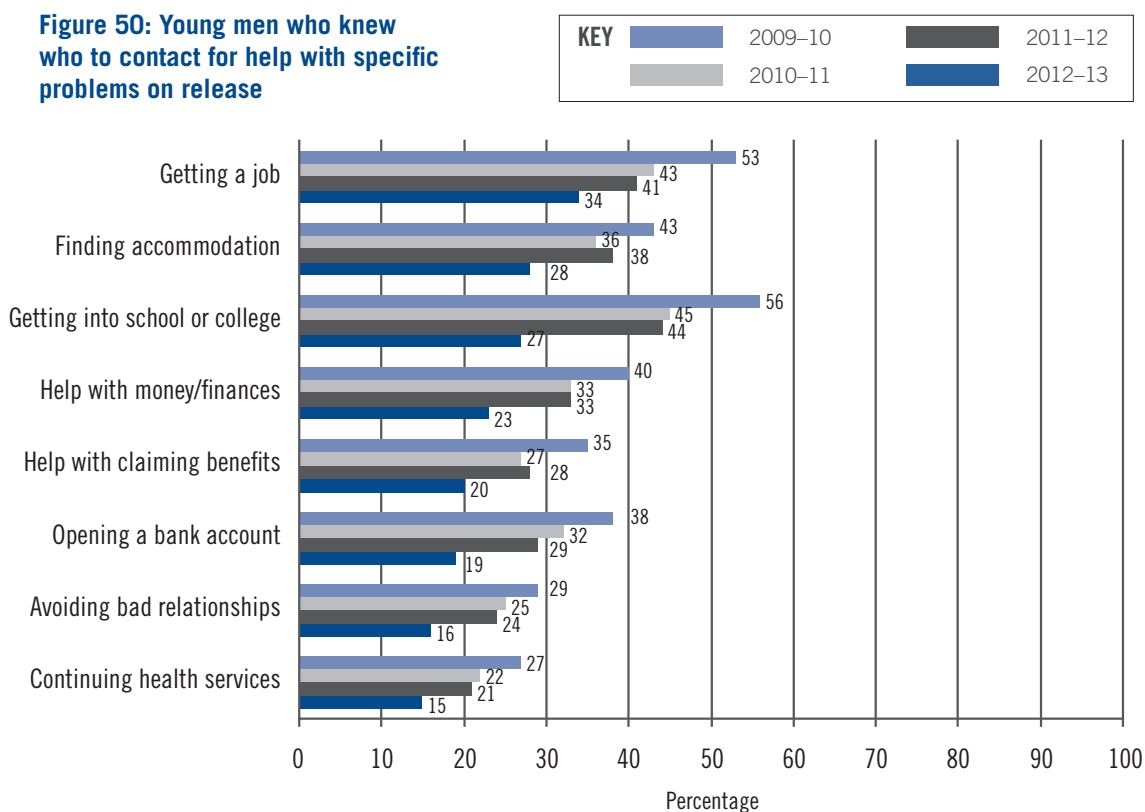


- A greater proportion of young men (55%) said that they anticipated problems with getting a job when they were released compared with 49%.
- A smaller proportion of young men told us that they knew where to get help across the full range of problems they anticipated on release. This continued a pattern of deterioration. A comparison of the proportions of young men who knew who to contact for help over the reporting periods 2009–10 to 2012–13 is shown in Figure 50.

<sup>25</sup> Comparison is only possible from the 2010–11 reporting period as the visits survey question was changed in 2010.



**Figure 50: Young men who knew who to contact for help with specific problems on release**



### 8.2.3 Young women – improvements in 2012–13 compared with 2011–12

- All of the young women surveyed (n=16) reported feeling safe on their most recent journey compared with 67% (n=17).
- Of the young women who had spent more than two hours in the escort van, all (n=6) were offered something to eat or drink, compared with only 50% (n=9).
- When they first arrived, 87% (n=11) of young women reported that they were asked if they needed help with contacting family compared with 50% (n=12), and 40% (n=5) were asked if they needed help regarding money worries compared with 8% (n=2).
- On arrival, a higher proportion of young women reported that they were given the opportunity to have a shower (89%, n=14 compared with 65%, n=16). Similarly, young women were more likely to report being offered a free phone call to family or friends (94%, n=15 compared with 58%, n=13).
- Seventy-one per cent (n=11) of young women said they could speak to a member of the IMB compared with 26% (n=6).
- Forty-four per cent (n=7) of young women said they usually had one or more visits per week compared with 12% (n=3).
- Eleven per cent (n=2) of young women said they anticipated problems with claiming benefits when they were released compared with 36% (n=8).

### 8.2.4 Young women – deteriorations in 2012–13 compared with 2011–12

- Sixty-five per cent (n=10) of young women said they had problems contacting family when they first arrived compared with 20% (n=4).
- Fifty-six per cent (n=9) of young women reported that it was easy to make a complaint compared with 85% (n=20).

## Section 9 Diversity

### 9.1 Introduction

This section reports on the experiences of black and minority ethnic young men compared with white young men, Muslim young men compared with non-Muslim young men, young men who consider themselves to have a disability compared with those who do not, and young men who reported that they had been in local authority care and those who did not. There were not sufficient numbers to allow further diversity analyses. There were not enough young women in custody for any diversity analyses to be conducted.

### 9.2 The experiences of black and minority ethnic young men

#### Background to the analysis

In our sample, there were 428 young men from black and minority ethnic groups compared with 494 young men from white groups (see Figure 2, page 25, for a breakdown of ethnicity). Young men from black and minority ethnic backgrounds comprised 46% of our sample.

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 young men and white young men. Where there are large differences in percentages that are not highlighted as statistically significant, these are likely to be due to chance. Missing data have been excluded for each question.

### 9.3 Differences between respondents

Young men from black and minority ethnic backgrounds generally reported more negative perceptions of their custodial experience than those from white backgrounds (see Appendix C). Differences could be seen in responses to all sections of the survey, and key findings are highlighted below.

#### 9.3.1 Courts, transfers and escorts

A lower proportion of young men from black and minority ethnic backgrounds compared with white young men said that they felt safe on their most recent journey (77% compared with 87%) or that they were treated well/or very well by escort staff (48% compared with 57%).

#### 9.3.2 Early days in custody

Young men from black and minority ethnic backgrounds were less likely to tell us that they were treated well or very well in reception (66% compared with 72% of white young men).

A lower proportion of young men from black and minority ethnic backgrounds (43%) said that when they first arrived they were asked if they needed help with not being able to smoke compared with white young men (63%). A higher proportion of young men from black and minority ethnic backgrounds stated that they were asked if they needed help with gang problems when they arrived (61% compared with 42% of white young men).

Black and minority ethnic young men had poorer perceptions of provision on arrival and access to services, compared with young men from white backgrounds. Young men from black and minority ethnic backgrounds were less likely to tell us they were given toiletries or basic items (80% compared with 87%), a free phone call to family (78% compared with 84%), PIN phone credit (57% compared with 71%) or information about feeling worried or upset (32% compared with 42%). Young men from black and minority ethnic backgrounds were also less likely to report that they had access to a chaplain (39% compared with 56%), access to ChildLine or the Samaritans (13% compared with 21%), or had been seen by a doctor or nurse before they were locked up for their first night (69% compared with 80%).

Overall, young men from black and minority ethnic backgrounds were less likely to report that they felt safe on their first night compared with young men from white backgrounds (79% compared with 85%).

### **9.3.3 Daily life and respect**

Young men from black and minority ethnic backgrounds were more likely to report that it was easy or very easy to attend religious services (66% compared with 59%) and that their religious beliefs were respected (73% compared with 48%).

When asked if they could speak to specific people, consistently poorer perceptions were reported by black and minority ethnic young men: when compared with white young men, a lower proportion said they could speak to a peer mentor (34% compared with 43%), a member of the Independent Monitoring Board (IMB) (26% compared with 33%) or an advocate (40% compared with 51%).

### **9.3.4 Relationships with staff**

Just under two-thirds (65%) of black and minority ethnic young men said that staff treated them with respect compared with 81% of white young men. Only a third (34%) of black and minority ethnic young men told us that staff had checked on them personally within the last week. This compared with nearly half (49%) of white young men who said the same.

There were more negative experiences regarding personal officers among black and minority ethnic young men than among white young men. Black and minority ethnic young men were less likely to report that they had met their personal officer within the first week (35% compared with 46%), that they had seen their personal officer at least once a week (55% compared with 63%) or that they felt their personal officer had tried to help them (64% compared with 78%).

### **9.3.5 Applications and complaints**

Seventy per cent of young men from black and minority ethnic backgrounds said that it was easy to make an application compared with 87% of young men from white backgrounds. Of young men who had made an application, a lower proportion of black and minority ethnic young men felt that applications were sorted out fairly (62% compared with 80%) or that applications were sorted out within seven days (46% compared with 74%).

A smaller proportion of young men from black and minority ethnic backgrounds reported that it was easy or very easy to make a complaint compared with young men from white backgrounds (51% and 59% respectively). Of the young men who had made a complaint, young men from black and minority ethnic backgrounds were less likely than white young men to report that complaints were sorted out fairly (29% compared with 48%) or that complaints were sorted out within seven days (29% compared with 53%).

### 9.3.6 Rewards, sanctions and discipline

Young men from black and minority ethnic backgrounds had poorer perceptions of the rewards scheme across all questions. A lower proportion of black and minority ethnic young men than white young men said that they had been treated fairly in their experience of the rewards scheme (44% compared with 58%).

More positively, a smaller proportion of young men from black and minority ethnic backgrounds (44%) told us that they had received a minor report since they had been at the establishment compared with young men from white backgrounds (58%).

Over a third (36%) of young men from black and minority ethnic backgrounds said they had been physically restrained since they had been at the establishment. This compared with only a quarter (25%) of white young men.

### 9.3.7 Perceptions of safety and victimisation

Compared with white young men, black and minority ethnic young men reported less victimisation by other young people using insulting remarks (7% compared with 13%) or threats or intimidation (5% compared with 9%).

When asked whether they had experienced victimisation by staff, young men from black and minority ethnic backgrounds were more likely than white young men to say they had been victimised because of their race or ethnic origin (6% compared with 1%), religious beliefs (4% compared with 1%), nationality (3% compared with 1%) or because of gang-related issues (2% compared with 0%).

Lower proportions of young men from black and minority ethnic backgrounds than young men from white backgrounds said they would report victimisation to a member of staff (21% compared with 35%) or believed that staff would take it seriously if they did (24% compared with 35%).

### 9.3.8 Health services

Fifty-three per cent of black and minority ethnic young men said that they thought the overall quality of health services were good or very good, compared with 66% of white young men.

Of those young men who reported that they had emotional health problems, young men from black and minority ethnic backgrounds were less likely to say that they had been helped by anyone in the establishment (48% compared with 75% of white young men). Similarly, of the young men who reported that they had problems with alcohol, those from black and minority ethnic backgrounds were less likely to tell us that they had received help for those problems (44% compared with 74%).

A lower proportion of young men from black and minority ethnic backgrounds reported that they had problems with drugs when they first arrived (17% compared with 47%) and were less likely to report a current problem with drugs (5% compared with 9% of white young men).

### 9.3.9 Activities

Young men from black and minority ethnic backgrounds were less likely than young men from white backgrounds (30% compared with 42%) to tell us they had been 14 or younger when they were last at school. Similarly, young men from black and minority ethnic backgrounds were less likely to report that they had been excluded from school (82% compared with 90%) or had ever skipped school (62% compared with 84%).

Young men from black and minority ethnic backgrounds reported more negatively about activities within the establishment. Six of the 15 questions in this section resulted in

significantly worse results among young men from black and minority ethnic backgrounds than for young men from white backgrounds. Three of the 15 questions were significantly better.

Young men from black and minority ethnic backgrounds were less likely than white young men to say that, at the time of the survey, they were in a job (23% compared with 32%), vocational or skills training (13% compared with 22%) or an offending behaviour programme (20% compared with 27%) within the establishment.

**9.3.10 Keeping in touch with family and friends**

A larger proportion of young men from black and minority ethnic backgrounds (43%) reported that they had problems with sending or receiving letters or parcels compared with young men from white backgrounds (32%). Young men from black and minority ethnic backgrounds were less likely to report that it was easy for family and friends to visit them at their establishment (29% compared with 37%).

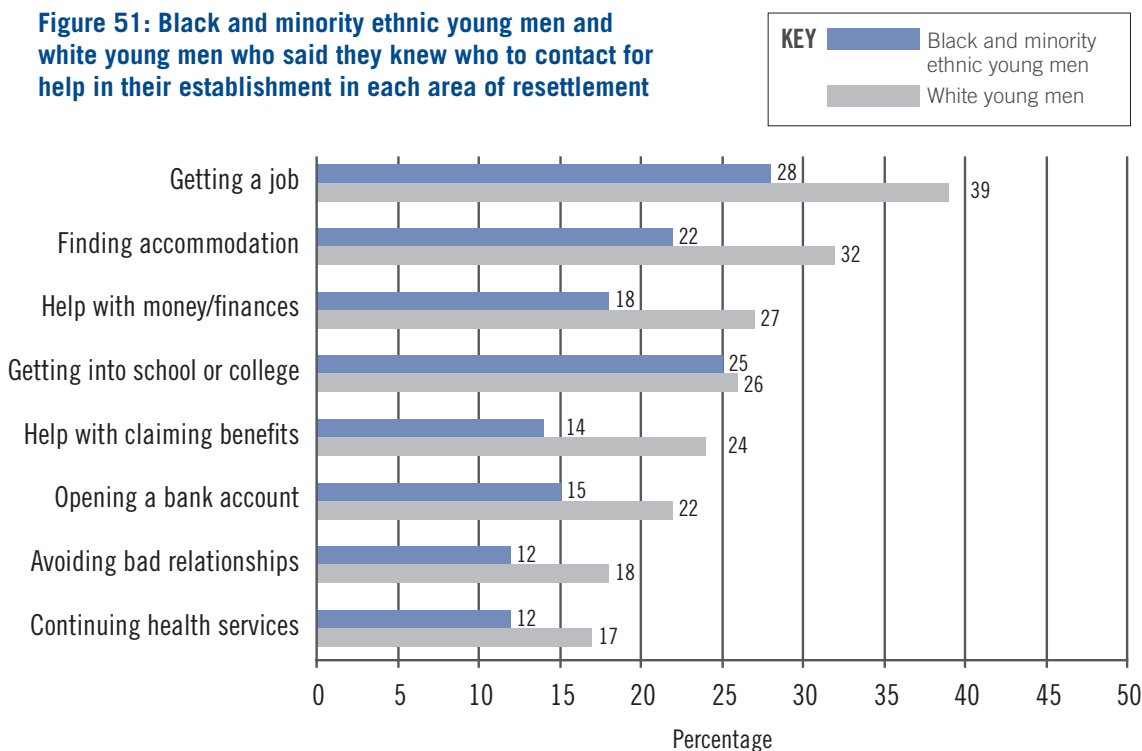
**9.3.11 Preparation for release**

A lower proportion of black and minority ethnic young men than white young men (44% compared with 59%) reported that they had a training, sentence or remand plan.

Young men from black and minority ethnic backgrounds were less likely than young men from white backgrounds to tell us that their caseworker had helped to prepare them for release (42% compared with 60%) and a lower proportion of black and minority ethnic young men reported having had a say in what will happen to them when they are released (35% compared with 46%).

Black and minority ethnic young men reported more negatively than white young men when asked whether they knew who to ask for help about nearly all types of anticipated problems on release. Figure 51 shows the different perceptions of young men from black and minority ethnic and white backgrounds regarding who to contact for help with different problems on release.

**Figure 51: Black and minority ethnic young men and white young men who said they knew who to contact for help in their establishment in each area of resettlement**



### 9.3.12 Has this comparison changed since the last report?

A comparison between the reported perceptions of black and minority ethnic young men in 2012–13 with those in 2011–12 showed that their perceptions had generally changed in line with the improvement or deterioration in experiences reported by all young men. However, similarly to the comparison in the 2011–12 report, perceptions reported by black and minority ethnic young men were worse than those reported by white young men in a range of areas. Although the survey comparison for 2012–13 was largely similar to the comparison in the 2011–12 report, there are some key differences:

- In 2011–12, there was a significantly smaller proportion of young men from black and minority ethnic backgrounds who said they were offered a shower on arrival compared with young men from white backgrounds (30% compared with 40%). In 2012–13, perceptions of both groups had improved and there was no significant difference between young men from black and minority ethnic backgrounds and young men from white backgrounds who said they were offered a shower on arrival (53% compared with 57%).
- In 2011–12 young men from black and minority ethnic backgrounds were more likely than young men from white backgrounds to report that their cell call bell was answered within five minutes (41% compared with 34%) or that they found the food good or very good (22% compared with 15%). In 2012–13, this difference had narrowed so the difference was no longer significant between black and minority ethnic and white young men's responses concerning their cell call bell being answered (39% and 43% respectively) and whether food was good or very good (16% and 23% respectively).
- In 2011–12 a smaller proportion of black and minority ethnic young men reported that staff treated them with respect (61% compared with 67%). In 2012–13 this gap had widened with 65% of black and minority ethnic young men reporting that staff treated them with respect compared with 81% of white young men.
- In 2011–12, there was no significant difference between black and minority ethnic young men and white young men who reported it was easy to make a complaint (61% and 65% respectively). In 2012–13, 51% of black and minority ethnic young men reported that it was easy to make a complaint compared with 59% of white young men.
- There was no difference in the proportion of young men from black and minority ethnic or white backgrounds (27%) who reported that they were on the top level of the rewards scheme in 2011–12. In 2012–13, the proportion of white young men reporting that they were on the top level had increased to 36%, resulting in a significant difference between the groups.
- In 2011–12, a higher proportion of young men from black and minority ethnic backgrounds than from white backgrounds reported that they had had an adjudication (65% compared with 56%). There was no significant difference in 2012–13 due to an increase to 59% in the proportion of white young men reporting that they had had an adjudication.
- There was a significantly smaller proportion of young men from a black and minority ethnic background than from a white background reporting they had been victimised by other young people in 2011–12 (21% compared with 27%). In 2012–13, while the proportion of young men from a black and minority background reporting victimisation by other young people remained the same, the proportion of white young men reporting victimisation had reduced to 24% resulting in no significant difference between the two groups.

- In 2011–12, 27% of young men from black and minority ethnic backgrounds reported that they had been victimised by staff (compared with 20% of young men from white backgrounds). In 2012–13, there was a reduction in the number of black and minority ethnic young men reporting victimisation by staff, resulting in no significant difference compared with white young men (24% and 20% respectively).

### 9.3.13 Continuing patterns

Responses from black and minority ethnic young men continued to be more negative than white young men in some areas.

- As in the previous three reporting periods, black and minority ethnic young men were less likely to report that they felt safe on their first night.
- Black and minority ethnic young men were still less likely to report that they could speak to a chaplain in private, a member of the IMB or an advocate.
- Young men from black and minority ethnic backgrounds were less likely to report that staff treated them with respect, as was found in the last three reporting periods.
- Higher proportions of black and minority ethnic young men reported that they had been physically restrained in both 2011–12 and 2012–13.
- Black and minority ethnic young men continue to report poorer experiences of the application and complaints systems compared with white young men.
- Black and minority ethnic young men also continue to report poorer experiences in accessing health services, consistent with patterns seen over the last four reporting periods.
- Lower proportions of young men from black and minority ethnic backgrounds than young men from white backgrounds reported taking part in a job or offending behaviour programmes.

## 9.4 The experiences of Muslim young men

### Background to the analysis

In our sample, there were 201 responses from Muslim young men and 706 from non-Muslim young men. Muslim young men constituted 22% of our sample (see Figure 3). Responses from Muslim and non-Muslim young men were tested for statistical significance and the results illustrated differences in their perceptions and experiences of the custodial environment.

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

## 9.5 Differences between respondents

Appendix D shows that the perceptions of Muslim young men were generally poorer than those of non-Muslim young men. Differences were visible in responses across all sections of the survey. The key findings have been highlighted below.

### 9.5.1 Courts, transfers and escorts

A lower proportion of Muslim young men told us that they felt safe on their most recent journey to the establishment (76% compared with 84% of non-Muslim young men) and Muslim young men were less likely to report that they were treated well or very well by escort staff (45% compared with 55%).

### 9.5.2 Reception and first few days

Lower proportions of Muslim young men compared with non-Muslim young men reported that they had been asked by staff if they needed any help with the following problems: not being able to smoke (45% compared with 57%), feeling scared (23% compared with 32%), contacting family (51% compared with 61%), feeling worried, upset or needing someone to talk to (30% compared with 42%) and getting phone numbers (39% compared with 49%).

In terms of provision on arrival, Muslim young men were less likely than non-Muslim young men to report that they had been given toiletries or basic items (79% compared with 86%) or information about feeling worried or upset (29% compared with 40%).

Within the first 24 hours at their establishment, lower proportions of Muslim young men than non-Muslim young men reported that they could access a chaplain (38% compared with 52%), a peer mentor (11% compared with 17%) and ChildLine or the Samaritans (13% compared with 19%). A smaller proportion of Muslim young men (67%) told us that they had seen a doctor or a nurse before they were locked up on their first night than non-Muslim young men (77%).

Muslim young men were less likely to report feeling safe on their first night, with 76% of Muslim young men reporting they felt safe compared with 84% of non-Muslim young men.

### 9.5.3 Daily life

Muslim young men were less likely to report that the shop/canteen sold a wide enough variety of products (43% compared with 53%).

Muslim young men were more likely to report that it was easy or very easy to attend religious services (71% compared with 60%) or that they felt their religious beliefs were respected (80% compared with 54%).

More negative experiences were reported regarding access to specific people. Lower proportions of Muslim young men than non-Muslim young men reported being able to speak to a peer mentor (29% compared with 41%), or an advocate (37% compared with 49%).

### 9.5.4 Relationships with staff

A smaller proportion of Muslim young men (58%) said that staff treated them with respect compared with non-Muslim young men (78%). Similarly a smaller proportion of Muslim young men compared with non-Muslim young men reported that staff had checked on them personally within the last week to see how they were getting on (32% compared with 45%).

A larger proportion of Muslim young men (30%) than non-Muslim young men (23%) told us that if they had a problem they would have no one to talk to.

### 9.5.5 Applications and complaints

For those individuals who had made a complaint, Muslim young men had poorer perceptions of how they were dealt with than their non-Muslim peers. Twenty-nine per cent of Muslim young men reported that complaints were sorted out fairly compared with 42% of non-Muslim young men and 29% of Muslim young men reported that complaints were sorted out within seven days compared with 45% of non-Muslim young men.

### 9.5.6 Rewards, sanctions and discipline

A lower proportion of Muslim young men told us they were on the top level of the reward scheme (25% compared with 34% of non-Muslim young men) and Muslim young men were less likely to report that they had been treated fairly by the reward scheme (42% compared with 55%).



### 9.5.7 Perceptions of safety and victimisation

Muslim young men were more likely to report that they had felt unsafe in the establishment (35% compared with 28%). Fifteen per cent of Muslim young men reported that they felt unsafe at the time of the survey compared with 9% of non-Muslim young men.

A greater proportion of Muslim young men said that they had been victimised by a member of staff at the establishment (27% compared with 20% of non-Muslim young men) and Muslim young men were more likely to report that staff had threatened, intimidated or victimised them because of their ethnic origin or their religious beliefs.

Muslim young men were also less likely to report that they felt staff would take it seriously if they did report victimisation (25% compared with 33%).

### 9.5.8 Health services

Muslim young men were less likely to say that the overall quality of health service care was good or very good, with 50% of Muslim young men reporting this, compared with 64% of non-Muslim young men.

Of those young men who reported having mental health problems, Muslim young men were less likely than non-Muslim young men to report that they had received help for these in their establishment (51% compared with 71%). Muslim young men were also less likely than non-Muslim young men to report that they had problems with alcohol when they first arrived at their establishment (5% compared with 11%): of these, a smaller proportion of Muslim young men said they had received any help from anyone at the establishment (8% compared with 73%).

Muslim young men were less likely to report that they had a problem with drugs when they arrived at their establishment compared with non-Muslim young men (19% compared with 38%).

### 9.5.9 Activities

Muslim young men were less likely to report taking part in offending behaviour programmes (18% compared with 26% of non-Muslim young men). Of those young men who were taking part in education, a smaller proportion of Muslim young men said that they thought it would help them when they were released from prison (58% compared with 67%).

### 9.5.10 Keeping in touch with family and friends

Muslim young men were less likely than non-Muslim young men to report that it was easy or very easy for family or friends to visit them at the establishment (27% compared with 36%) or that visits started on time (36% compared with 48%).

### 9.5.11 Preparation for release

Muslim young men were less likely to report that they would have a problem finding accommodation than non-Muslim young men (19% compared with 26%) but were more likely to report that they would have problems with getting into school or college (42% compared with 28%), continuing health services (14% compared with 8%) and opening a bank account (22% compared with 14%).

A smaller proportion of Muslim young men reported that they had a training, sentence, or remand plan compared with non-Muslim young men (44% and 56% respectively). Similarly, Muslim young men were less likely than non-Muslim young men to report that they had a say in what will happen to them when they are released (35% compared with 43%).

A smaller proportion of Muslim young men than non-Muslim young men reported that they knew who to ask for help after release, in finding accommodation (22% compared with 29%) and getting a job (27% compared with 36%).

### 9.5.12 Has this comparison changed since the last report?

Patterns in responses from Muslim young men compared with non-Muslim young men were similar to the last report. However, there were some notable differences.

- When asked if staff treated them with respect there was no difference between the responses of Muslim and non-Muslim young men in 2011–12. However, in 2012–13, 58% of Muslim young men felt that staff treated them with respect (compared with 78% of non-Muslim young men).
- In 2011–12, there were similar responses from Muslim and non-Muslim young men with regard to how easy they thought it was to make a complaint (63% compared with 64%). In 2012–13, there was a decline overall, with Muslim young men reporting more negatively than non-Muslim young men (43% compared with 59%).
- In 2011–12, 27% of both Muslim young men and non-Muslim young men reported that they were on the top level of the rewards scheme. In 2012–13, there was a slight reduction in the proportion of Muslim young men and an increase in the proportion of non-Muslim young men who reported this (25% compared with 34%).
- Muslim young men were more likely to report that they had been physically restrained in 2011–12 (44% compared with 36% of non-Muslim young men). In 2012–13, a similar proportion of Muslim young men (30%) and non-Muslim young men (34%) reported that they had been restrained.
- In 2011–12, there was no significant difference between Muslim young men and non-Muslim young men who reported that they had felt unsafe at some point in their establishment (30% compared with 33%). In 2012–13, a larger proportion of Muslim young men and a smaller proportion of non-Muslim young men reported that they had felt unsafe (35% compared with 28%).
- In 2011–12, 19% of Muslim young men reported being victimised by other young people (compared with 26% of non-Muslim young men). In 2012–13 this difference had reduced to the point that it was no longer significant.
- There was some improvement in the take up of activities from 2011–12 when Muslim young men were less likely to report that they were involved in education (75% compared with 81%), a job in the establishment (26% compared with 33%) or vocational and skills training (15% compared with 22%). In 2012–13, there were no significant differences between responses from Muslim young men and non-Muslim young men for these questions.

### 9.5.13 Continuing patterns

In several areas, Muslim young men continued to report more negatively than non-Muslim young men.

- Muslim young men were less likely to report feeling safe on their first night in 2012–13. This pattern has been seen in the last three reporting periods.
- Muslim young men had more negative perceptions of whether the shop/canteen sold a sufficient variety of products.
- Muslim young men continued to have poorer perceptions of the rewards scheme in 2012–13, consistent with 2010–11 and 2011–12.

- Victimization by staff continued to be reported negatively in 2012–13, with higher proportions of Muslim young men than non-Muslim young men reporting that they had been victimised by staff.

## 9.6 The experiences of young men who considered themselves to have a disability

### Background to the analysis

Of the young men surveyed, 16% considered themselves to have a disability. Responses from young men who considered themselves to have a disability and those who did not were tested for significance. Significant differences between these responses illustrate differences in the perceptions and experiences of these two groups.

Appendix E shows the areas that were significantly different between those who considered themselves to have a disability and those who did not. Where there are large differences in percentages that are not highlighted as statistically significant, these are likely to be due to chance. Missing data have been excluded for each question.

## 9.7 Differences between respondents

As shown in Appendix E, the perceptions of young men who considered themselves to have a disability were broadly similar to those who did not consider themselves to have a disability in some areas, but notably poorer in others. The key findings have been highlighted below.

### 9.7.1 Courts, transfers and escorts

Young men who considered themselves to have a disability were less likely to report feeling safe on their most recent journey (72% compared with 84% of young men who did not consider themselves to have a disability).

### 9.7.2 Reception and first few days

A greater proportion of young men who considered themselves to have a disability said they were treated well or very well in reception (75% compared with 68% of young men who did not).

Young men who considered themselves to have a disability were more likely than young men who did not, to report that they had problems when they first arrived (87% compared with 66%).

Seventy-two per cent of young men who considered themselves to have a disability reported that they felt safe on their first night, compared with 84% of young men who did not consider themselves to have a disability.

### 9.7.3 Daily life

Half (50%) of young men who considered themselves to have a disability said that they felt their religious beliefs were respected, compared with 60% of young men who did not. Sixty-four per cent of young men who considered themselves to have a disability reported that they could have a shower every day (compared with 72% of young men who did not consider themselves to have a disability).

### 9.7.4 Relationships with staff

Young men who considered themselves to have a disability were more likely to report that staff had checked on them personally in the last week to see how they were getting on (52% compared with 41%) and a greater proportion said they saw their personal officer at least once a week (70% compared with 58% of young men who did not consider themselves to have a disability).

### 9.7.5 Applications and complaints

Young men who considered themselves to have a disability were more likely to say that they had felt too scared or intimidated to make a complaint (18% compared with 8%).

### 9.7.6 Rewards, sanctions and discipline

A smaller proportion of young men who considered themselves to have a disability said that they were on the top level of the rewards scheme compared with young men who did not (23% compared with 34%). A larger proportion of young men who considered themselves to have a disability said that they had had a minor report in their establishment (62% compared with 50%).

### 9.7.7 Safety

Forty-two per cent of young men who considered themselves to have a disability said that they had felt unsafe in their establishment at some point. This compared with less than a third (28%) of young men who did not consider themselves to have a disability.

A greater proportion of young men who considered themselves to have a disability compared with young men who did not reported that they had been victimised by other young people (35% compared with 20%). Young men who considered themselves to have a disability were more likely than those who did not, to report victimisation of nearly all types we asked about.

Young men who considered themselves to have a disability were more likely than young men who did not to report that they had been hit, kicked or assaulted by staff (7% compared with 3%).

### 9.7.8 Health services

Young men who considered themselves to have a disability were more likely than young men who did not to say that the overall quality of health services was good or very good (68% compared with 59%).

Young men who considered themselves to have a disability were more likely than young men who did not, to report being allowed to keep some or all of their medication in their cell (31% compared with 57%).

Over half (56%) of young men who considered themselves to have a disability reported that they had emotional or mental health problems compared with just 12% of young men who did not consider themselves to have a disability.

A greater proportion of young men who considered themselves to have a disability reported that they had problems with alcohol (17% compared with 9% who did not) or problems with drugs (46% compared with 32%) when they first arrived.

### 9.7.9 Activities

A greater proportion of young men who considered themselves to have a disability (24%) reported that they were currently taking part in vocational or skills training compared with young men who did not consider themselves to have a disability (17%).

### 9.7.10 Keeping touch with family and friends

A smaller proportion of young men who considered themselves to have a disability reported that they could use the telephone every day (58% compared with 72%) or that they usually had one or more visits per week (25% compared with 40%).

### 9.7.11 Preparation for release

Young men who considered themselves to have a disability were more likely than young men who did not to report that they would have problems with finding accommodation (36% compared with 22%), money or finances (46% compared with 36%), claiming

benefits (30% compared with 21%), continuing health services (19% compared with 7%) and avoiding bad relationships (25% compared with 16%).

Sixty-two per cent of young men who considered themselves to have a disability said they felt they had done something at the establishment that made them less likely to offend in the future. This was higher than the 48% of young men who did not consider themselves to have a disability.

#### **9.7.12 Has this comparison changed since last report**

The patterns of responses to the survey questions in 2012–13 were largely similar to the 2011–12 report with some key differences listed below.

- There was no significant difference between young men who considered themselves to have a disability and those that did not who reported they were on the top level of the rewards scheme in 2011–12 (22% and 28% respectively). The results in 2012–13 were significantly worse for young men who considered themselves to have a disability as there was an increase in the proportion of young men who did not consider themselves to have a disability reporting that they were on the top level of the scheme (23% compared with 34%).
- In 2011–12, a significantly higher proportion of young men who considered themselves to have a disability said they were victimised by staff (32% compared with 22% of young men who did not). In 2012–13, the proportion reporting victimisation by staff had reduced meaning there was no longer a significant difference between the groups (25% compared with 21%).
- In 2011–12, young men who considered themselves to have a disability were less likely to report having a job in their establishment (23% compared with 32%). There was no difference in the proportion of young men who considered themselves to have a disability and young men who did not in 2012–13 (28%).
- In 2011–12, there was no significant difference between young men who considered themselves to have a disability and young men who did not reporting the ability to use the telephone every day (73% compared with 66%). In 2012–13, however, the perceptions of young men who considered themselves to have a disability were more negative while the perceptions of those who did not consider themselves to have a disability had improved slightly (58% compared with 72%).

#### **9.7.13 Continuing patterns**

In 2012–13, there were some differences between young men who considered themselves to have a disability and young men who did not, that were consistent with findings in 2011–12.

- Young men who considered themselves to have a disability continued to be more likely to report that they felt unsafe on their first night.
- There was a consistent pattern in 2011–12 and 2012–13 of young men who considered themselves to have a disability being less likely to report they were able to have a shower every day, compared with young men who did not.
- A higher proportion of young men who considered themselves to have a disability, reported that they had felt unsafe in the establishment at some point, compared to those who did not.
- Young men who considered themselves to have a disability were more likely than young men who did not, to report that they had been victimised by another young person in both 2011–12 and 2012–13.

## 9.8 The experiences of young men who reported having been in local authority care

### Background to the analysis

Overall, 33% of the young men surveyed told us they had spent time in local authority care. Responses from young men who said they had been in care and those who said they had not been in care were tested for significance. Significant differences between these responses illustrated differences in the perceptions and experiences of these two groups.

Appendix F shows the areas that were significantly different between young men who reported having spent time in local authority care and those who did not. Where there are large differences in percentages that are not highlighted as statistically significant, these are likely to be due to chance. Missing data have been excluded for each question. Key findings are discussed below.

## 9.9 Differences between respondents

Differences were found in most areas of the survey. However, there were none in the transfers, courts and escorts section.

### 9.9.1 Reception and first few days

When asked what help they were offered on arrival, young men who said they had been in care were more likely, compared with young men who had not, to report that they had been offered help with not being able to smoke (66% compared with 49%), loss of property (27% compared with 20%) contacting family (64% compared with 56%), feeling worried, upset or needing someone to talk to (47% compared with 35%) and getting phone numbers (52% compared with 44%).

A higher proportion of young men who said they had been in care told us that they had problems when they arrived (74% compared with 68% who had not been in care).

Of the young men who had been on an induction course, 72% of the young men who also said they had been in care told us it covered everything they needed to know compared with 61% of young men who had not been in care.

### 9.9.3 Daily life

Fifty-seven per cent of young men who reported that they had been in care said they could speak to an advocate, compared with 41% of young men who said they had not been in care.

### 9.9.4 Relationships with staff

Young men who said they had been in care were more likely than young men who had not, to say that staff treated them with respect (78% compared with 72%). They were also more likely to say that they felt their personal officer had tried to help them (77% compared with 70%).

### 9.9.5 Applications and complaints

A greater proportion of young men who said they had been in care than young men who had not, said it was easy to make an application (86% compared with 77%). They were also more likely to report that applications were sorted out fairly (80% compared with 68%) and that applications were sorted out quickly (72% compared with 58%).

Forty-eight per cent of young men who said they had been in care told us they felt that complaints were sorted out quickly. This compares with 38% of young men who had not been in care.

### 9.9.6 Rewards, sanctions and discipline

A smaller proportion of young men who said they had been in care than those who had not, told us they were on the top level of the rewards scheme (28% compared with 35%) though they were more likely to say they had been treated fairly by the rewards scheme (57% compared with 50%).

### 9.9.7 Perceptions of safety and victimisation

Young men who said they had been in care were more likely to report that they had been victimised by young people (28% compared with 20%). A greater proportion of young men who said they had been in care reported that they had experienced insulting remarks (14% compared with 8%), had been hit, kicked or assaulted (13% compared with 9%) or threatened and intimidated (11% compared with 6%).

### 9.9.8 Health services

A quarter (26%) of young men who said they had been in care reported that they had emotional or mental health problems, compared with 16% of young men who had not been in care.

Young men who said they had been in care were more likely than young men who had not to report that on arrival, they had problems with alcohol (13% compared with 8%) or problems with drugs (50% compared with 27%).

### 9.9.9 Activities

Young men who said they had been in care were more likely than those who had not to report that they were 14 or younger when they were last at school (50% compared with 32%) or had skipped school (83% compared with 71%). Nearly all (94%) of the young men who said they had been in care had been excluded from school compared with 82% of young men who had not been in care.

In 2012–13 young men who had been in local authority care were less likely to report attending the gym more than five times a week (5% compared with 11% of young men who had never been in care).

### 9.9.10 Keeping in touch with family and friends

A smaller proportion of young men who said they had been in care said that they usually have one or more visits per week from family or friends compared with young men who had not been in care (28% compared with 42%).

### 9.9.11 Preparation for release

Young men who said they had been in care were more likely than young men who had not, to report that they anticipated problems on their release with finding accommodation (30% compared with 22%), getting a job (61% compared with 53%), money and finances (44% compared with 35%), claiming benefits (27% compared with 20%), continuing health services (15% compared with 6%), opening a bank account (20% compared with 14%) and avoiding bad relationships (23% compared with 15%).

A greater proportion of young men who said they had been in care compared with young men who had not said they knew who to ask for help with finding accommodation (33% compared with 25%) and money or finances (29% compared with 20%).

### 9.9.12 Has this comparison changed since the last report?

A comparison of the 2011–12 and 2012–13 results from young men who said they had been in care shows that there has been a similar pattern, with some improvements over a small number of areas and a smaller number of deteriorations. Some of the key differences are noted below.

- In 2011–12, young men who said they had been in care were more likely to report that they could speak to a member of the IMB (32% compared with 23% of young men who had not been in care). In 2012–13, there was not a significant difference between the two groups as the proportion of young men who did not report being in care who said they could speak to a member of the IMB had increased to 28%, compared with 33% of those who said they had been in care.
- In 2011–12, 69% of young men who said they had been in care compared with 56% of those that had not told us they had had an adjudication. The proportion of young men who said they had been in care who reported that they had had an adjudication decreased in 2012–13 relative to young men who had not been in care, to a point where there was no significant difference (64% and 61% respectively).
- In 2011–12, 43% of young men who said they had been in care had been restrained compared with 35% of young men who said they had not been in care. There was no significant difference in 2012–13 (32% and 30% respectively).
- The proportion of young men who said they had been in care who felt unsafe had decreased from 36% in 2011–12 to 31% in 2012–13. This was no longer significantly different to young men who had never been in care, which remained the same at 30%.
- Young men who said they had been in care were more likely than young men who had not to say they had been victimised by staff in 2011–12 (27% compared with 21%). In 2012–13 there was no significant difference (23% compared with 21%).

### 9.9.13 Continuing patterns

Some findings were consistent with those in 2011–12. Key ones are described below.

- Young men who said they had been in care remained less likely to be on the top level of the rewards scheme.
- Higher proportions of young men who said they had been in care reported that they had been victimised by other young people in both 2011–12 and 2012–13.
- Young men who said they had been in care continued to be more likely to report that they had emotional or mental health problems in 2012–13.



## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>2012–13 SURVEY PERIOD</b>	<b>2011–12 SURVEY PERIOD</b>
	Significantly better than the 2011–12 figure		
	Significantly worse than the 2011–12 figure		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>942</b>	<b>926</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	15%	12%
<b>1.2</b>	Are you a foreign national?	4%	5%
<b>1.3</b>	Do you understand spoken English?	99%	
<b>1.4</b>	Do you understand written English?	98%	
<b>1.5</b>	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other category)	45%	42%
<b>1.6</b>	Are you Muslim?	22%	21%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	5%	5%
<b>1.8</b>	Do you have any children?	11%	12%
<b>1.9</b>	Do you consider yourself to have a disability?	16%	11%
<b>1.10</b>	Have you ever been in local authority care?	33%	30%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	81%	75%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	42%	49%
<b>2.3</b>	Have you been in this establishment for one month or less?	15%	17%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	56%	53%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	82%	81%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	36%	26%
<b>3.3</b>	Did you spend more than four hours in the van?	9%	9%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	15%	14%
<b>3.5</b>	Were you offered anything to eat or drink?	33%	33%
<b>3.6</b>	Were you treated well/very well by the escort staff?	53%	50%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	17%	

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	82%	81%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	83%	
<b>4.3</b>	Were you treated well/very well in reception?	69%	64%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	54%	57%
<b>4.4b</b>	Loss of property?	22%	21%
<b>4.4c</b>	Feeling scared?	30%	
<b>4.4d</b>	Gang problems?	51%	
<b>4.4e</b>	Contacting family?	59%	59%
<b>4.4f</b>	Money worries?	21%	17%
<b>4.4g</b>	Feeling worried/upset/needing someone to talk to?	39%	
<b>4.4h</b>	Health problems?	56%	56%
<b>4.4i</b>	Getting phone numbers?	47%	44%
<b>4.5</b>	Did you have any problems when you first arrived?	70%	74%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	46%	48%
<b>4.5b</b>	Loss of property?	11%	16%
<b>4.5c</b>	Feeling scared?	8%	
<b>4.5d</b>	Gang problems?	10%	
<b>4.5e</b>	Contacting family?	23%	23%
<b>4.5f</b>	Money worries?	16%	19%
<b>4.5g</b>	Feeling worried/upset/needing someone to talk to?	11%	
<b>4.5h</b>	Health problems?	10%	12%
<b>4.5i</b>	Getting phone numbers?	25%	32%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	Toiletries/basic items?	84%	
<b>4.6b</b>	The opportunity to have a shower?	55%	36%
<b>4.6c</b>	Something to eat?	86%	79%
<b>4.6d</b>	A free phone call to friends/family?	82%	73%
<b>4.6e</b>	PIN phone credit?	65%	
<b>4.6f</b>	Information about feeling worried/upset?	37%	
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	A chaplain?	48%	43%
<b>4.7b</b>	A peer mentor?	15%	
<b>4.7c</b>	ChildLine/Samaritans	18%	
<b>4.7d</b>	The prison shop/canteen?	15%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	75%	69%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

4.9	Did you feel safe on your first night here?	82%	78%
4.10	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	63%	64%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
5.1	Can you normally have a shower every day if you want to?	71%	71%
5.2	Is your cell call bell normally answered within five minutes?	41%	37%
5.3	Do you find the food here good/very good?	18%	18%
5.4	Does the shop/canteen sell a wide enough variety of products?	51%	44%
5.5	Is it easy/very easy for you to attend religious services?	62%	56%
5.6	Do you feel your religious beliefs are respected?	59%	57%
<b>Can you speak to:</b>			
5.7	A chaplain of your faith in private?	71%	67%
5.8	A peer mentor?	39%	
5.9	A member of the IMB (Independent Monitoring Board)?	30%	25%
5.10	An advocate (an outside person to help you)?	46%	35%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff treat you with respect?	74%	64%
6.2	If you had a problem, would you have no one to turn to?	25%	
6.3	Have staff checked on you personally in the last week to see how you are getting on?	43%	35%
<b>For those who have met their personal officer:</b>			
6.4	Did you meet your personal (named) officer within the first week?	42%	47%
6.5	Do you see your personal (named) officer at least once a week?	60%	60%
6.6	Do you feel your personal (named) officer tries to help you?	73%	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
7.1	Is it easy to make an application?	79%	77%
<b>For those who have made an application:</b>			
7.2	Do you feel applications are sorted out fairly?	72%	69%
7.3	Do you feel applications are sorted out quickly (within seven days)?	62%	61%
7.4	Is it easy to make a complaint?	55%	63%
<b>For those who have made a complaint:</b>			
7.5	Do you feel complaints are sorted out fairly?	39%	37%
7.6	Do you feel complaints are sorted out quickly (within seven days)?	41%	43%
7.7	Have you ever felt too scared or intimidated to make a complaint?	9%	

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	32%	27%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	52%	46%
<b>8.3</b>	Do the different levels make you change your behaviour?	54%	51%
<b>8.4</b>	Have you had a minor report since you have been here?	52%	
<b>For those who have had a minor report:</b>			
<b>8.5</b>	Was the process explained clearly to you?	79%	
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	62%	60%
<b>For those who have had an adjudication ('nicking'):</b>			
<b>8.7</b>	Was the process explained clearly to you?	87%	84%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	30%	37%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	48%	38%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	30%	32%
<b>9.2</b>	Do you feel unsafe now?	11%	
<b>9.4</b>	Have you ever been victimised by other young people here?	22%	25%
<b>Since you have been here, have other young people:</b>			
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	10%	16%
<b>9.5b</b>	Hit, kicked or assaulted you?	11%	10%
<b>9.5c</b>	Sexually abused you?	1%	1%
<b>9.5d</b>	Threatened or intimidated you?	7%	
<b>9.5e</b>	Taken your canteen/property?	4%	6%
<b>9.5f</b>	Victimised you because of medication?	1%	
<b>9.5g</b>	Victimised you because of debt?	2%	
<b>9.5h</b>	Victimised you because of drugs?	1%	2%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	2%	4%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	2%	3%
<b>9.5k</b>	Victimised you because of your nationality?	2%	
<b>9.5l</b>	Victimised you because you were from a different part of the country?	2%	5%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	1%	
<b>9.5n</b>	Victimised you because of your sexual orientation?	1%	
<b>9.5o</b>	Victimised you because of your age?	1%	
<b>9.5p</b>	Victimised you because you have a disability?	2%	1%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

9.5q	Victimised you because you were new here?	6%	9%
9.5r	Victimised you because of your offence/crime?	2%	3%
9.5s	Victimised you because of gang related issues?	4%	5%
9.7	Have you ever been victimised by a member of staff here?	22%	23%
	<b>Since you have been here, have staff:</b>		
9.8a	Made insulting remarks about you, your family or friends?	12%	13%
9.8b	Hit, kicked or assaulted you?	4%	4%
9.8c	Sexually abused you?	1%	1%
9.8d	Threatened or intimidated you?	7%	
9.8e	Taken your canteen/property?	3%	3%
9.8f	Victimised you because of medication?	1%	
9.8g	Victimised you because of debt?	0%	
9.8h	Victimised you because of drugs?	1%	2%
9.8i	Victimised you because of your race or ethnic origin?	3%	5%
9.8j	Victimised you because of your religion/religious beliefs?	2%	2%
9.8k	Victimised you because of your nationality?	1%	
9.8l	Victimised you because you were from a different part of the country?	2%	3%
9.8m	Victimised you because you are from a Traveller community?	1%	
9.8n	Victimised you because of your sexual orientation?	0%	
9.8o	Victimised you because of your age?	1%	
9.8p	Victimised you because you have a disability?	1%	1%
9.8q	Victimised you because you were new here?	2%	4%
9.8r	Victimised you because of your offence/crime?	2%	3%
9.8s	Victimised you because of gang related issues?	1%	2%
9.8t	Victimised you because you made a complaint?	5%	
9.10	If you were being victimised, would you tell a member of staff?	29%	
9.11	Do you think staff would take it seriously if you told them you had been victimised?	31%	28%
9.12	Is shouting through the windows a problem here?	33%	41%
	<b>SECTION 10: HEALTH SERVICES</b>		
10.1a	Is it easy for you to see the doctor?	63%	53%
10.1b	Is it easy for you to see the nurse?	78%	74%
10.1c	Is it easy for you to see the dentist?	43%	33%
10.2	For those who have been to health services: Do you think the overall quality is good/very good?	60%	62%
10.3	If you are taking medication, are you allowed to keep some/all of it in your cell?	52%	
10.4	Do you have any emotional or mental health problems?	19%	27%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

10.5	If you have emotional or mental health problems, are you being helped by anyone here?	67%	50%
10.6	Did you have any problems with alcohol when you first arrived?	10%	13%
10.7	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	66%	42%
10.8	Did you have any problems with drugs when you first arrived?	34%	36%
10.9	Do you have a problem with drugs now?	7%	9%
10.10	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	67%	58%
10.11	Is it easy/very easy to get illegal drugs here?	18%	18%
<b>SECTION 11: ACTIVITIES</b>			
11.1	Were you 14 or younger when you were last at school?	37%	36%
11.2	Have you ever been excluded from school?	86%	88%
11.3	Did you ever skip school before you came into custody?	74%	
<b>Do you currently take part in any of the following:</b>			
11.4a	Education?	79%	80%
11.4b	A job in this establishment?	28%	31%
11.4c	Vocational or skills training?	18%	20%
11.4d	Offending behaviour programmes?	24%	24%
11.4e	Nothing	10%	11%
<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>			
11.5a	Education?	66%	63%
11.5b	A job in this establishment?	55%	50%
11.5c	Vocational or skills training?	53%	51%
11.5d	Offending behaviour programmes?	52%	47%
11.6	Do you usually have association every day?	76%	72%
11.7	Can you usually go outside for exercise every day?	45%	45%
11.8	Do you go to the gym more than five times each week?	9%	9%
<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
12.1	Are you able to use the telephone every day?	69%	67%
12.2	Have you had any problems with sending or receiving letters or parcels?	37%	43%
12.3	Do you get visits from family and friends?	79%	97%
12.4	Do you usually have one or more visits per week from family and friends?	37%	35%
12.5	Is it easy/very easy for your family and friends to visit you here?	34%	
12.6	Do your visits start on time?	46%	42%

## APPENDIX A: EXPERIENCES OF YOUNG MEN IN 2012–13 COMPARED WITH 2011–12

<b>SECTION 13: PREPARATION FOR RELEASE</b>			
	<b>Do you think you will have a problem with the following, when you are released:</b>		
<b>13.1a</b>	Finding accommodation?	25%	26%
<b>13.1b</b>	Getting into school or college?	31%	30%
<b>13.1c</b>	Getting a job?	55%	49%
<b>13.1d</b>	Money/finances?	37%	42%
<b>13.1e</b>	Claiming benefits?	22%	28%
<b>13.1f</b>	Continuing health services?	9%	12%
<b>13.1g</b>	Opening a bank account?	16%	18%
<b>13.1h</b>	Avoiding bad relationships?	17%	19%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	53%	
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>13.3</b>	Were you involved in the development of your plan?	85%	
<b>13.4</b>	Do you understand the targets set in your plan?	96%	
<b>13.5</b>	Do you have a caseworker here?	82%	
	<b>For those with a caseworker:</b>		
<b>13.6</b>	Has your caseworker helped to prepare you for release?	52%	
	<b>For those with a social worker:</b>		
<b>13.7</b>	Has your social worker been to visit you since you have been here?	63%	
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	41%	39%
	<b>Do you know who to contact for help with the following problems?</b>		
<b>13.9a</b>	Finding accommodation	28%	38%
<b>13.9b</b>	Getting into school or college	27%	44%
<b>13.9c</b>	Getting a job	34%	41%
<b>13.9d</b>	Help with money/finances	23%	33%
<b>13.9e</b>	Help with claiming benefits	20%	28%
<b>13.9f</b>	Continuing health services	15%	21%
<b>13.9g</b>	Opening a bank account	19%	29%
<b>13.9h</b>	Avoiding bad relationships	16%	24%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	90%	89%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	51%	45%

## APPENDIX B: ESTABLISHMENT ANALYSIS – YOUNG MEN, 2012–13

KEY TO TABLES		Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The best score across establishments										
	The worst score across establishments										
<b>Number of completed questionnaires returned</b>		170	97	155	169	38	85	112	83	33	942
<b>SECTION 1: ABOUT YOU</b>											
1.1	Are you 18 years of age?	14%	10%	11%	19%	2%	19%	15%	14%	47%	15%
1.2	Are you a foreign national?	5%	9%	7%	2%	6%	3%	5%	1%	6%	4%
1.3	Do you understand spoken English?	100%	100%	99%	100%	98%	97%	96%	99%	95%	99%
1.4	Do you understand written English?	100%	98%	99%	100%	98%	97%	95%	99%	95%	98%
1.5	Are you from a minority ethnic group? (including all those who did not tick white British, white Irish or white other category)	55%	61%	82%	18%	24%	45%	47%	28%	14%	45%
1.6	Are you Muslim?	24%	27%	44%	8%	15%	22%	19%	16%	3%	22%
1.7	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	6%	3%	4%	2%	12%	6%	5%	3%	5%
1.8	Do you have any children?	9%	14%	11%	9%	8%	16%	14%	8%	16%	11%
1.9	Do you consider yourself to have a disability?	19%	21%	7%	13%	14%	20%	17%	17%	38%	16%
1.10	Have you ever been in local authority care?	33%	28%	27%	33%	38%	37%	26%	39%	40%	33%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>											
2.1	Are you sentenced?	87%	67%	67%	83%	86%	84%	76%	93%	92%	81%
<b>For those who were sentenced:</b>											
2.2	Is your sentence 12 months or less?	41%	46%	52%	49%	53%	36%	47%	34%	9%	42%
2.3	Have you been in this establishment for one month or less?	16%	17%	13%	18%	24%	9%	18%	16%	3%	15%
2.4	Is this your first time in custody in a YOI, secure children's home or secure training centre?	57%	49%	55%	58%	71%	57%	53%	50%	80%	56%



KEY TO TABLES		Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The best score across establishments										
	The worst score across establishments										
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>											
	<b>On your most recent journey here:</b>										
<b>3.1</b>	Did you feel safe?	81%	77%	76%	92%	90%	80%	76%	88%	79%	82%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	36%	24%	51%	35%	52%	24%	39%	33%	34%	36%
<b>3.3</b>	Did you spend more than four hours in the van?	11%	5%	7%	5%	2%	13%	7%	17%	16%	9%
	<b>For those who spent two or more hours in the escort van:</b>										
<b>3.4</b>	Were you offered a toilet break if you needed it?	11%	11%	6%	17%	0%	22%	11%	23%	21%	15%
<b>3.5</b>	Were you offered anything to eat or drink?	35%	31%	21%	36%	20%	38%	30%	35%	43%	33%
<b>3.6</b>	Were you treated well/very well by the escort staff?	50%	43%	49%	55%	50%	53%	49%	63%	66%	53%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	15%	14%	12%	14%	24%	15%	23%	18%	42%	17%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>											
<b>4.1</b>	Were you in reception for less than two hours?	83%	87%	82%	80%	59%	82%	81%	90%	68%	82%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	79%	86%	75%	89%	86%	84%	81%	88%	82%	83%
<b>4.3</b>	Were you treated well/very well in reception?	66%	70%	58%	68%	57%	84%	72%	74%	63%	69%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>										
<b>4.4a</b>	Not being able to smoke?	55%	57%	33%	56%	54%	63%	40%	77%	58%	54%
<b>4.4b</b>	Loss of property?	18%	28%	19%	20%	18%	29%	18%	28%	18%	22%
<b>4.4c</b>	Feeling scared?	27%	44%	24%	26%	16%	31%	32%	35%	40%	30%
<b>4.4d</b>	Gang problems?	58%	70%	62%	49%	18%	58%	50%	32%	18%	51%

<b>KEY TO TABLES</b>											
	The best score across establishments	Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The worst score across establishments										
<b>4.4e</b>	Contacting family?	55%	62%	46%	57%	59%	64%	61%	68%	66%	59%
<b>4.4f</b>	Money worries?	19%	25%	15%	22%	18%	26%	21%	24%	13%	21%
<b>4.4g</b>	Feeling worried/upset/needing someone to talk to?	37%	50%	30%	36%	33%	41%	37%	45%	55%	39%
<b>4.4h</b>	Health problems?	51%	71%	51%	57%	54%	49%	55%	57%	61%	56%
<b>4.4i</b>	Getting phone numbers?	49%	41%	41%	52%	43%	42%	50%	51%	40%	47%
<b>4.5</b>	Did you have any problems when you first arrived?	73%	63%	63%	71%	84%	74%	67%	70%	82%	70%
	<b>When you first arrived, did you have problems with any of the following:</b>										
<b>4.5a</b>	Not being able to smoke?	46%	30%	38%	50%	59%	52%	49%	53%	40%	46%
<b>4.5b</b>	Loss of property?	16%	11%	8%	5%	18%	13%	12%	12%	8%	11%
<b>4.5c</b>	Feeling scared?	12%	11%	4%	5%	7%	7%	8%	7%	34%	8%
<b>4.5d</b>	Gang problems?	13%	15%	15%	9%	7%	10%	13%	4%	0%	10%
<b>4.5e</b>	Contacting family?	21%	24%	21%	19%	24%	27%	28%	25%	37%	23%
<b>4.5f</b>	Money worries?	18%	17%	17%	10%	16%	24%	20%	11%	5%	16%
<b>4.5g</b>	Feeling worried/upset/needing someone to talk to?	9%	17%	3%	12%	2%	13%	16%	9%	34%	11%
<b>4.5h</b>	Health problems?	10%	17%	4%	9%	9%	10%	6%	7%	34%	10%
<b>4.5i</b>	Getting phone numbers?	22%	31%	24%	22%	24%	29%	31%	21%	42%	25%
	<b>When you first arrived, were you given any of the following:</b>										
<b>4.6a</b>	Toiletries/basic items?	80%	89%	75%	88%	85%	87%	81%	86%	95%	84%
<b>4.6b</b>	The opportunity to have a shower?	44%	84%	34%	85%	62%	76%	44%	32%	55%	55%
<b>4.6c</b>	Something to eat?	87%	89%	88%	88%	77%	87%	79%	85%	87%	86%
<b>4.6d</b>	A free phone call to friends/family?	79%	75%	81%	88%	89%	85%	76%	84%	79%	82%
<b>4.6e</b>	PIN phone credit?	58%	77%	57%	80%	47%	64%	58%	69%	61%	65%
<b>4.6f</b>	Information about feeling worried/upset?	32%	53%	25%	45%	33%	43%	35%	36%	45%	37%

<b>KEY TO TABLES</b>		<b>Ashfield 2012</b>	<b>Cookham Wood 2012</b>	<b>Feltham 2013</b>	<b>Hindley 2012</b>	<b>Parc 2012</b>	<b>Warren Hill 2013</b>	<b>Werrington 2012</b>	<b>Wetherby 2013</b>	<b>Keppel Unit 2013</b>	<b>Overall</b>
	The best score across establishments										
	The worst score across establishments										
	<b>Within your first 24 hours, did you have access to the following people or services:</b>										
<b>4.7a</b>	A chaplain?	38%	44%	34%	59%	77%	49%	41%	59%	61%	48%
<b>4.7b</b>	A peer mentor?	12%	17%	10%	20%	9%	27%	10%	12%	21%	15%
<b>4.7c</b>	ChildLine/Samaritans	14%	20%	11%	26%	28%	22%	10%	13%	40%	18%
<b>4.7d</b>	The prison shop/canteen?	28%	9%	11%	11%	11%	23%	7%	15%	18%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	76%	82%	46%	80%	86%	80%	80%	81%	76%	75%
<b>4.9</b>	Did you feel safe on your first night here?	85%	77%	76%	86%	86%	83%	76%	88%	74%	82%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	69%	66%	55%	58%	77%	76%	48%	67%	73%	63%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>											
<b>5.1</b>	Can you normally have a shower every day if you want to?	98%	57%	74%	93%	100%	85%	36%	27%	97%	71%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	51%	29%	47%	43%	65%	44%	26%	29%	53%	41%
<b>5.3</b>	Do you find the food here good/very good?	35%	15%	16%	15%	6%	16%	10%	14%	40%	18%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	70%	50%	40%	45%	62%	47%	45%	49%	61%	51%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	64%	47%	63%	69%	65%	62%	61%	60%	50%	62%
<b>5.6</b>	Do you feel your religious beliefs are respected?	61%	50%	69%	56%		59%	57%	58%	43%	59%
	<b>Can you speak to:</b>										
<b>5.7</b>	A chaplain of your faith in private?	70%	56%	70%	80%	82%	76%	61%	78%	61%	71%
<b>5.8</b>	A peer mentor?	38%	36%	27%	47%	43%	62%	26%	37%	53%	39%
<b>5.9</b>	A member of the IMB (Independent Monitoring Board)?	27%	30%	24%	39%	17%	56%	17%	21%	55%	30%
<b>5.10</b>	An advocate (an outside person to help you)?	66%	37%	29%	43%	49%	41%	41%	52%	68%	46%

<b>KEY TO TABLES</b>											
	The best score across establishments	Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The worst score across establishments										
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>											
6.1	Do most staff treat you with respect?	69%	82%	59%	72%	72%	81%	68%	84%	95%	74%
6.2	If you had a problem, would you have no one to turn to?	20%	23%	31%	24%	16%	24%	29%	27%	9%	25%
6.3	Have staff checked on you personally in the last week to see how you are getting on?	47%	41%	26%	46%	59%	55%	30%	38%	91%	43%
<b>For those who have met their personal officer:</b>											
6.4	Did you meet your personal (named) officer within the first week?	33%	31%	34%	55%	53%	39%	43%	41%	61%	42%
6.5	Do you see your personal (named) officer at least once a week?	54%	49%	57%	70%	75%	68%	52%	53%	86%	60%
6.6	Do you feel your personal (named) officer tries to help you?	70%	72%	66%	81%	82%	85%	54%	70%	94%	73%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>											
7.1	Is it easy to make an application?	79%	73%	59%	91%	86%	87%	80%	82%	92%	79%
<b>For those who have made an application:</b>											
7.2	Do you feel applications are sorted out fairly?	67%	77%	62%	78%	69%	74%	57%	85%	83%	72%
7.3	Do you feel applications are sorted out quickly (within seven days)?	61%	40%	36%	90%	72%	60%	57%	69%	59%	62%
7.4	Is it easy to make a complaint?	48%	60%	42%	54%	69%	66%	47%	63%	82%	55%
<b>For those who have made a complaint:</b>											
7.5	Do you feel complaints are sorted out fairly?	37%	41%	22%	60%	18%	55%	26%	36%	59%	39%
7.6	Do you feel complaints are sorted out quickly (within seven days)?	39%	33%	22%	67%	19%	49%	29%	44%	73%	41%
7.7	Have you ever felt too scared or intimidated to make a complaint?	13%	7%	11%	5%	11%	10%	9%	9%	18%	9%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>											
8.1	Are you on the enhanced (top) level of the reward scheme?	28%	42%	16%	36%	43%	45%	29%	28%	55%	32%
8.2	Have you been treated fairly in your experience of the reward scheme?	45%	51%	41%	57%	57%	59%	46%	58%	78%	52%

<b>KEY TO TABLES</b>		<b>Ashfield 2012</b>	<b>Cookham Wood 2012</b>	<b>Feltham 2013</b>	<b>Hindley 2012</b>	<b>Parc 2012</b>	<b>Warren Hill 2013</b>	<b>Werrington 2012</b>	<b>Wetherby 2013</b>	<b>Keppel Unit 2013</b>	<b>Overall</b>
	The best score across establishments										
	The worst score across establishments										
<b>8.3</b>	Do the different levels make you change your behaviour?	55%	54%	45%	53%	69%	59%	48%	55%	60%	54%
<b>8.4</b>	Have you had a minor report since you have been here?	40%	45%	28%	73%	51%	59%	48%	64%	63%	52%
	<b>For those who have had a minor report:</b>										
<b>8.5</b>	Was the process explained clearly to you?	74%	85%	73%	84%	72%	71%	68%	82%	100%	79%
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	63%	74%	60%	59%	61%	56%	57%	71%	42%	62%
	<b>For those who have had an adjudication ('nicking'):</b>										
<b>8.7</b>	Was the process explained clearly to you?	85%	87%	80%	94%	85%	82%	83%	88%	100%	87%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	36%	31%	38%	24%	23%	33%	21%	34%	5%	30%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	42%	48%	36%	63%	100%	49%	35%	64%	100%	48%
	<b>SECTION 9: SAFETY</b>										
<b>9.1</b>	Have you ever felt unsafe here?	34%	35%	37%	25%	18%	30%	27%	23%	45%	30%
<b>9.2</b>	Do you feel unsafe now?	8%	8%	17%	7%	6%	14%	12%	11%	5%	11%
<b>9.4</b>	Have you ever been victimised by other young people here?	22%	29%	21%	20%	16%	26%	25%	15%	45%	22%
	<b>Since you have been here, have other young people:</b>										
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	10%	15%	7%	8%	0%	9%	12%	10%	26%	10%
<b>9.5b</b>	Hit, kicked or assaulted you?	9%	14%	10%	6%	14%	13%	11%	10%	21%	11%
<b>9.5c</b>	Sexually abused you?	0%	0%	1%	3%	0%	1%	1%	3%	0%	1%
<b>9.5d</b>	Threatened or intimidated you?	7%	12%	5%	7%	2%	7%	10%	6%	21%	7%
<b>9.5e</b>	Taken your canteen/property?	4%	5%	4%	3%	2%	4%	6%	5%	3%	4%
<b>9.5f</b>	Victimised you because of medication?	0%	0%	1%	1%	0%	1%	2%	1%	0%	1%

KEY TO TABLES		Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The best score across establishments										
	The worst score across establishments										
<b>9.5g</b>	Victimised you because of debt?	0%	5%	1%	1%	0%	1%	4%	3%	3%	2%
<b>9.5h</b>	Victimised you because of drugs?	1%	0%	1%	1%	0%	0%	2%	1%	0%	1%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	3%	2%	1%	2%	0%	0%	3%	0%	3%	2%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	1%	2%	2%	3%	0%	0%	3%	1%	3%	2%
<b>9.5k</b>	Victimised you because of your nationality?	1%	4%	1%	3%	0%	0%	4%	0%	0%	2%
<b>9.5l</b>	Victimised you because you were from a different part of the country?	3%	5%	0%	3%	0%	3%	4%	1%	3%	2%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	1%	2%	1%	1%	0%	0%	3%	0%	0%	1%
<b>9.5n</b>	Victimised you because of your sexual orientation?	1%	0%	0%	1%	0%	0%	1%	0%	8%	1%
<b>9.5o</b>	Victimised you because of your age?	1%	0%	1%	1%	0%	1%	2%	0%	0%	1%
<b>9.5p</b>	Victimised you because you have a disability?	1%	1%	2%	1%	0%	1%	3%	1%	3%	2%
<b>9.5q</b>	Victimised you because you were new here?	6%	8%	5%	3%	0%	10%	10%	3%	13%	6%
<b>9.5r</b>	Victimised you because of your offence/crime?	1%	0%	2%	3%	0%	3%	1%	4%	16%	2%
<b>9.5s</b>	Victimised you because of gang related issues?	4%	6%	7%	3%	0%	4%	5%	1%	0%	4%
<b>9.7</b>	Have you ever been victimised by a member of staff here?	20%	15%	31%	25%	31%	22%	23%	14%	16%	22%
	<b>Since you have been here, have staff:</b>										
<b>9.8a</b>	Made insulting remarks about you, your family or friends?	9%	8%	20%	15%	17%	12%	11%	11%	8%	12%
<b>9.8b</b>	Hit, kicked or assaulted you?	3%	5%	4%	3%	6%	7%	3%	4%	5%	4%
<b>9.8c</b>	Sexually abused you?	0%	0%	1%	2%	0%	0%	2%	0%	0%	1%
<b>9.8d</b>	Threatened or intimidated you?	9%	6%	12%	5%	11%	3%	4%	5%	8%	7%
<b>9.8e</b>	Taken your canteen/property?	4%	1%	3%	5%	8%	1%	4%	0%	0%	3%
<b>9.8f</b>	Victimised you because of medication?	0%	0%	2%	2%	0%	0%	2%	0%	0%	1%
<b>9.8g</b>	Victimised you because of debt?	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%
<b>9.8h</b>	Victimised you because of drugs?	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%

KEY TO TABLES											
	The best score across establishments	Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The worst score across establishments	Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
9.8i	Victimised you because of your race or ethnic origin?	6%	2%	5%	3%	0%	4%	3%	0%	0%	3%
9.8j	Victimised you because of your religion/religious beliefs?	3%	0%	7%	3%	0%	0%	2%	0%	0%	2%
9.8k	Victimised you because of your nationality?	1%	1%	4%	1%	0%	1%	2%	0%	0%	1%
9.8l	Victimised you because you were from a different part of the country?	1%	0%	3%	5%	2%	1%	2%	0%	0%	2%
9.8m	Victimised you because you are from a Traveller community?	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%
9.8n	Victimised you because of your sexual orientation?	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%
9.8o	Victimised you because of your age?	0%	1%	2%	2%	0%	0%	1%	0%	0%	1%
9.8p	Victimised you because you have a disability?	1%	0%	1%	1%	0%	1%	2%	1%	0%	1%
9.8q	Victimised you because you were new here?	3%	1%	4%	3%	0%	3%	2%	1%	3%	2%
9.8r	Victimised you because of your offence/crime?	1%	1%	4%	1%	8%	0%	3%	1%	8%	2%
9.8s	Victimised you because of gang related issues?	1%	1%	3%	1%	0%	1%	0%	0%	0%	1%
9.8t	Victimised you because you made a complaint?	4%	2%	7%	5%	11%	4%	7%	1%	0%	5%
9.10	If you were being victimised, would you tell a member of staff?	30%	37%	20%	32%	50%	29%	17%	26%	61%	29%
9.11	Do you think staff would take it seriously if you told them you had been victimised?	29%	32%	20%	36%	43%	40%	30%	30%	45%	31%
9.12	Is shouting through the windows a problem here?	35%	30%	24%	33%	49%	29%	40%	33%	57%	33%
<b>SECTION 10: HEALTH SERVICES</b>											
10.1a	Is it easy for you to see the doctor?	69%	59%	40%	76%	63%	63%	70%	61%	76%	63%
10.1b	Is it easy for you to see the nurse?	84%	69%	59%	91%	84%	72%	88%	75%	95%	78%
10.1c	Is it easy for you to see the dentist?	55%	34%	17%	68%	46%	55%	36%	37%	33%	43%
10.2	For those who have been to health services: Do you think the overall quality is good/very good?	69%	65%	32%	70%	47%	63%	67%	56%	86%	60%

<b>KEY TO TABLES</b>		<b>Ashfield 2012</b>	<b>Cookham Wood 2012</b>	<b>Feltham 2013</b>	<b>Hindley 2012</b>	<b>Parc 2012</b>	<b>Warren Hill 2013</b>	<b>Werrington 2012</b>	<b>Wetherby 2013</b>	<b>Keppel Unit 2013</b>	<b>Overall</b>
	The best score across establishments										
	The worst score across establishments										
<b>10.3</b>	If you are taking medication, are you allowed to keep some/all of it in your cell?	49%	48%	44%	52%	13%	68%	63%	55%	62%	52%
<b>10.4</b>	Do you have any emotional or mental health problems?	16%	23%	16%	21%	9%	22%	18%	20%	34%	19%
<b>10.5</b>	If you have emotional or mental health problems, are you being helped by anyone here?	75%	55%	41%	95%	75%	68%	35%	76%	92%	67%
<b>10.6</b>	Did you have any problems with alcohol when you first arrived?	13%	6%	5%	9%	11%	11%	10%	10%	26%	10%
<b>10.7</b>	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	74%	33%	0%	67%	80%	77%	67%	63%	90%	66%
<b>10.8</b>	Did you have any problems with drugs when you first arrived?	35%	27%	18%	40%	44%	36%	32%	41%	34%	34%
<b>10.9</b>	Do you have a problem with drugs now?	10%	4%	7%	5%	7%	17%	6%	8%	0%	7%
<b>10.10</b>	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	73%	52%	17%	52%	79%	85%	62%	85%	92%	67%
<b>10.11</b>	Is it easy/very easy to get illegal drugs here?	23%	13%	13%	20%	23%	14%	15%	22%	3%	18%
<b>SECTION 11: ACTIVITIES</b>											
<b>11.1</b>	Were you 14 or younger when you were last at school?	38%	36%	25%	44%	36%	38%	35%	47%	21%	37%
<b>11.2</b>	Have you ever been excluded from school?	87%	85%	83%	87%	89%	86%	87%	91%	61%	86%
<b>11.3</b>	Did you ever skip school before you came into custody?	70%	66%	60%	80%	83%	81%	71%	88%	66%	74%
<b>Do you currently take part in any of the following:</b>											
<b>11.4a</b>	Education?	87%	81%	68%	79%	89%	83%	62%	84%	95%	79%
<b>11.4b</b>	A job in this establishment?	16%	22%	13%	35%	0%	20%	26%	61%	34%	28%
<b>11.4c</b>	Vocational or skills training?	23%	27%	9%	16%	17%	12%	16%	19%	24%	18%
<b>11.4d</b>	Offending behaviour programmes?	29%	33%	8%	24%	25%	20%	22%	30%	40%	24%
<b>11.4e</b>	Nothing	7%	8%	19%	10%	6%	8%	12%	5%	5%	9%



KEY TO TABLES		Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The best score across establishments										
	The worst score across establishments										
	<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>										
<b>11.5a</b>	Education?	72%	64%	35%	68%	79%	81%	61%	72%	81%	66%
<b>11.5b</b>	A job in this establishment?	53%	50%	42%	61%	71%	65%	52%	59%	60%	55%
<b>11.5c</b>	Vocational or skills training?	58%	62%	40%	51%	76%	67%	42%	48%	59%	53%
<b>11.5d</b>	Offending behaviour programmes?	58%	58%	25%	52%	72%	63%	55%	51%	56%	52%
<b>11.6</b>	Do you usually have association every day?	86%	72%	84%	87%	94%	94%	69%	34%	97%	76%
<b>11.7</b>	Can you usually go outside for exercise every day?	72%	87%	42%	35%	94%	35%	5%	28%	32%	45%
<b>11.8</b>	Do you go to the gym more than five times each week?	6%	18%	5%	20%	2%	12%	1%	8%	3%	9%
<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>											
<b>12.1</b>	Are you able to use the telephone every day?	77%	58%	75%	90%	98%	90%	46%	33%	97%	69%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	46%	43%	42%	36%	23%	42%	37%	25%	40%	37%
<b>12.3</b>	Do you get visits from your family and friends?	76%	88%	81%	83%	100%	73%	69%	79%	62%	79%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	27%	46%	38%	50%	65%	31%	29%	35%	22%	37%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	19%	36%	37%	47%	47%	22%	32%	34%	41%	34%
<b>12.6</b>	Do your visits start on time?	52%	38%	26%	68%	75%	39%	36%	43%	41%	46%

KEY TO TABLES		Ashfield 2012	Cookham Wood 2012	Feltham 2013	Hindley 2012	Parc 2012	Warren Hill 2013	Werrington 2012	Wetherby 2013	Keppel Unit 2013	Overall
	The best score across establishments										
	The worst score across establishments										
<b>SECTION 13: PREPARATION FOR RELEASE</b>											
	<b>Do you think you will have a problem with the following, when you are released:</b>										
<b>13.1a</b>	Finding accommodation?	27%	24%	27%	20%	11%	32%	23%	24%	24%	25%
<b>13.1b</b>	Getting into school or college?	32%	36%	46%	16%	17%	36%	29%	25%	46%	31%
<b>13.1c</b>	Getting a job?	62%	54%	61%	45%	61%	59%	56%	50%	57%	55%
<b>13.1d</b>	Money/finances?	42%	41%	42%	29%	26%	46%	40%	29%	50%	37%
<b>13.1e</b>	Claiming benefits?	23%	19%	25%	13%	15%	23%	21%	29%	24%	22%
<b>13.1f</b>	Continuing health services?	7%	11%	13%	8%	0%	6%	12%	9%	8%	9%
<b>13.1g</b>	Opening a bank account?	15%	16%	18%	12%	9%	14%	13%	21%	28%	16%
<b>13.1h</b>	Avoiding bad relationships?	18%	19%	20%	11%	9%	23%	19%	16%	19%	17%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	58%	45%	30%	59%	64%	52%	47%	64%	76%	53%
	<b>For those with a training plan, sentence plan or remand plan:</b>										
<b>13.3</b>	Were you involved in the development of your plan?	75%	87%	82%	84%	100%	92%	84%	87%	100%	85%
<b>13.4</b>	Do you understand the targets set in your plan?	95%	100%	86%	95%	100%	92%	96%	100%	100%	96%
<b>13.5</b>	Do you have a caseworker here?	81%	95%	78%	61%	82%	79%	90%	93%	97%	82%
	<b>For those with a caseworker:</b>										
<b>13.6</b>	Has your caseworker helped to prepare you for release?	47%	59%	36%	61%	89%	45%	48%	51%	81%	52%
	<b>For those with a social worker:</b>										
<b>13.7</b>	Has your social worker been to visit you since you have been here?	60%	70%	62%	64%	65%	58%	57%	65%	67%	63%

<b>KEY TO TABLES</b>		<b>Ashfield 2012</b>	<b>Cookham Wood 2012</b>	<b>Feltham 2013</b>	<b>Hindley 2012</b>	<b>Parc 2012</b>	<b>Warren Hill 2013</b>	<b>Werrington 2012</b>	<b>Wetherby 2013</b>	<b>Keppel Unit 2013</b>	<b>Overall</b>
	The best score across establishments										
	The worst score across establishments										
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	41%	42%	31%	35%	56%	44%	35%	50%	68%	41%
	<b>Do you know who to contact for help with the following problems?</b>										
<b>13.9a</b>	Finding accommodation	32%	41%	9%	35%	39%	28%	19%	25%	28%	28%
<b>13.9b</b>	Getting into school or college	32%	36%	17%	29%	42%	30%	21%	15%	43%	27%
<b>13.9c</b>	Getting a job	37%	40%	17%	41%	49%	34%	26%	31%	50%	34%
<b>13.9d</b>	Help with money/finances	24%	31%	9%	31%	37%	25%	17%	13%	41%	23%
<b>13.9e</b>	Help with claiming benefits	26%	23%	6%	28%	27%	17%	9%	20%	35%	20%
<b>13.9f</b>	Continuing health services	14%	20%	3%	26%	22%	14%	12%	5%	24%	15%
<b>13.9g</b>	Opening a bank account	20%	22%	4%	29%	37%	16%	13%	18%	28%	19%
<b>13.9h</b>	Avoiding bad relationships	20%	19%	3%	21%	27%	16%	13%	7%	28%	15%
	<b>For those who were sentenced:</b>										
<b>13.11</b>	Do you want to stop offending?	97%	87%	83%	86%	87%	92%	88%	93%	100%	90%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	55%	62%	44%	43%	54%	48%	52%	49%	66%	51%

## APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN, COMPARED WITH WHITE YOUNG MEN, 2012–13

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>BLACK AND MINORITY ETHNIC YOUNG MEN</b>	<b>WHITE YOUNG MEN</b>
	Significantly better for black and minority ethnic young men		
	Significantly worse for black and minority ethnic young men		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>428</b>	<b>494</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	12%	18%
<b>1.2</b>	Are you a foreign national?	8%	1%
<b>1.3</b>	Do you understand spoken English?	98%	99%
<b>1.5</b>	Do you understand written English?	98%	99%
<b>1.6</b>	Are you Muslim?	45%	2%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	1%	9%
<b>1.8</b>	Do you have any children?	9%	12%
<b>1.9</b>	Do you consider yourself to have a disability?	10%	22%
<b>1.10</b>	Have you ever been in local authority care?	24%	40%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	76%	85%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	35%	48%
<b>2.3</b>	Have you been in this establishment for one month or less?	14%	16%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	58%	54%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	77%	87%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	36%	37%
<b>3.3</b>	Did you spend more than four hours in the van?	12%	7%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	15%	15%
<b>3.5</b>	Were you offered anything to eat or drink?	34%	32%
<b>3.6</b>	Were you treated well/very well by the escort staff?	48%	57%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	12%	20%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	81%	84%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	78%	87%
<b>4.3</b>	Were you treated well/very well in reception?	66%	72%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	43%	63%
<b>4.4b</b>	Loss of property?	21%	22%
<b>4.4c</b>	Feeling scared?	28%	32%
<b>4.4d</b>	Gang problems?	61%	42%
<b>4.4e</b>	Contacting family?	57%	60%
<b>4.4f</b>	Money worries?	21%	21%
<b>4.4g</b>	Feeling worried/upset/needing someone to talk to?	37%	41%
<b>4.4h</b>	Health problems?	56%	56%
<b>4.4i</b>	Getting phone numbers?	44%	49%
<b>4.5</b>	Did you have any problems when you first arrived?	66%	74%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	35%	56%
<b>4.5b</b>	Loss of property?	12%	11%
<b>4.5c</b>	Feeling scared?	5%	11%
<b>4.5d</b>	Gang problems?	14%	8%
<b>4.5e</b>	Contacting family?	23%	25%
<b>4.5f</b>	Money worries?	16%	15%
<b>4.5g</b>	Feeling worried/upset/needing someone to talk to?	8%	14%
<b>4.5h</b>	Health problems?	7%	12%
<b>4.5i</b>	Getting phone numbers?	25%	26%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	Toiletries/basic items?	80%	87%
<b>4.6b</b>	The opportunity to have a shower?	53%	57%
<b>4.6c</b>	Something to eat?	84%	87%
<b>4.6d</b>	A free phone call to friends/family?	78%	84%
<b>4.6e</b>	PIN phone credit?	57%	71%
<b>4.6f</b>	Information about feeling worried/upset?	32%	42%
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	A chaplain?	39%	56%
<b>4.7b</b>	A peer mentor?	13%	17%
<b>4.7c</b>	ChildLine/Samaritans	13%	21%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>4.7d</b>	The prison shop/canteen?	15%	14%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	69%	80%
<b>4.9</b>	Did you feel safe on your first night here?	79%	85%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	59%	67%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	68%	72%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	39%	43%
<b>5.3</b>	Do you find the food here good/very good?	16%	20%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	44%	57%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	66%	59%
<b>5.6</b>	Do you feel your religious beliefs are respected?	73%	48%
<b>Can you speak to:</b>			
<b>5.7</b>	A chaplain of your faith in private?	73%	71%
<b>5.8</b>	A peer mentor?	34%	43%
<b>5.9</b>	A member of the IMB (Independent Monitoring Board)?	26%	33%
<b>5.10</b>	An advocate (an outside person to help you)?	40%	51%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff treat you with respect?	65%	81%
<b>6.2</b>	If you had a problem, would you have no-one to turn to?	27%	22%
<b>6.3</b>	Have staff checked on you personally in the last week to see how you are getting on?	34%	49%
<b>For those who have met their personal officer:</b>			
<b>6.4</b>	Did you meet your personal (named) officer within the first week?	35%	46%
<b>6.5</b>	Do you see your personal (named) officer at least once a week?	55%	63%
<b>6.6</b>	Do you feel your personal (named) officer tries to help you?	64%	78%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Is it easy to make an application?	70%	87%
<b>For those who have made an application:</b>			
<b>7.2</b>	Do you feel applications are sorted out fairly?	62%	80%
<b>7.3</b>	Do you feel applications are sorted out quickly (within seven days)?	46%	74%
<b>7.4</b>	Is it easy to make a complaint?	51%	59%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

	<b>For those who have made a complaint:</b>		
<b>7.5</b>	Do you feel complaints are sorted out fairly?	29%	48%
<b>7.6</b>	Do you feel complaints are sorted out quickly (within seven days)?	29%	53%
<b>7.7</b>	Have you ever felt too scared or intimidated to make a complaint?	11%	9%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	27%	36%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	44%	58%
<b>8.3</b>	Do the different levels make you change your behaviour?	47%	59%
<b>8.4</b>	Have you had a minor report since you have been here?	44%	58%
	<b>For those who have had a minor report:</b>		
<b>8.5</b>	Was the process explained clearly to you?	77%	81%
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	65%	59%
	<b>For those who have had an adjudication ('nicking'):</b>		
<b>8.7</b>	Was the process explained clearly to you?	85%	88%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	36%	25%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	42%	55%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	33%	28%
<b>9.2</b>	Do you feel unsafe now?	13%	9%
<b>9.4</b>	Have you ever been victimised by other young people here?	21%	24%
	<b>Since you have been here, have other young people:</b>		
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	7%	13%
<b>9.5b</b>	Hit, kicked or assaulted you?	9%	12%
<b>9.5c</b>	Sexually abused you?	0%	2%
<b>9.5d</b>	Threatened or intimidated you?	5%	9%
<b>9.5e</b>	Taken your canteen/property?	4%	5%
<b>9.5f</b>	Victimised you because of medication?	0%	2%
<b>9.5g</b>	Victimised you because of debt?	1%	2%
<b>9.5h</b>	Victimised you because of drugs?	1%	1%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	2%	1%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	2%	1%
<b>9.5k</b>	Victimised you because of your nationality?	1%	2%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>9.5l</b>	Victimised you because you were from a different part of the country?	1%	4%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	0%	2%
<b>9.5n</b>	Victimised you because of your sexual orientation?	0%	1%
<b>9.5o</b>	Victimised you because of your age?	1%	1%
<b>9.5p</b>	Victimised you because you have a disability?	1%	2%
<b>9.5q</b>	Victimised you because you were new here?	5%	7%
<b>9.5r</b>	Victimised you because of your offence/crime?	2%	3%
<b>9.5s</b>	Victimised you because of gang related issues?	5%	3%
<b>9.7</b>	Have you ever been victimised by a member of staff here?	24%	20%
<b>Since you have been here, have staff:</b>			
<b>9.8a</b>	Made insulting remarks about you, your family or friends?	12%	13%
<b>9.8b</b>	Hit, kicked or assaulted you?	4%	4%
<b>9.8c</b>	Sexually abused you?	1%	1%
<b>9.8d</b>	Threatened or intimidated you?	7%	6%
<b>9.8e</b>	Taken your canteen/property?	3%	3%
<b>9.8f</b>	Victimised you because of medication?	0%	1%
<b>9.8g</b>	Victimised you because of debt?	0%	0%
<b>9.8h</b>	Victimised you because of drugs?	1%	0%
<b>9.8i</b>	Victimised you because of your race or ethnic origin?	6%	1%
<b>9.8j</b>	Victimised you because of your religion/religious beliefs?	4%	1%
<b>9.8k</b>	Victimised you because of your nationality?	3%	1%
<b>9.8l</b>	Victimised you because you were from a different part of the country?	2%	2%
<b>9.8m</b>	Victimised you because you are from a Traveller community?	0%	1%
<b>9.8n</b>	Victimised you because of your sexual orientation?	0%	0%
<b>9.8o</b>	Victimised you because of your age?	1%	1%
<b>9.8p</b>	Victimised you because you have a disability?	0%	1%
<b>9.8q</b>	Victimised you because you were new here?	3%	2%
<b>9.8r</b>	Victimised you because of your offence/crime?	2%	3%
<b>9.8s</b>	Victimised you because of gang related issues?	2%	0%
<b>9.8t</b>	Victimised you because you made a complaint?	6%	4%
<b>9.10</b>	If you were being victimised, would you tell a member of staff?	21%	35%
<b>9.11</b>	Do you think staff would take it seriously if you told them you had been victimised?	24%	37%
<b>9.12</b>	Is shouting through the windows a problem here?	26%	40%



**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>SECTION 10: HEALTH SERVICES</b>			
<b>10.1a</b>	Is it easy for you to see the doctor?	55%	69%
<b>10.1b</b>	Is it easy for you to see the nurse?	73%	82%
<b>10.1c</b>	Is it easy for you to see the dentist?	36%	48%
<b>10.2</b>	For those who have been to health services: Do you think the overall quality is good/very good?	53%	66%
<b>10.3</b>	If you are taking medication, are you allowed to keep some/all of it in your cell?	55%	49%
<b>10.4</b>	Do you have any emotional or mental health problems?	14%	24%
<b>10.5</b>	If you have emotional or mental health problems, are you being helped by anyone here?	48%	75%
<b>10.6</b>	Did you have any problems with alcohol when you first arrived?	6%	13%
<b>10.7</b>	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	44%	74%
<b>10.8</b>	Did you have any problems with drugs when you first arrived?	17%	47%
<b>10.9</b>	Do you have a problem with drugs now?	5%	9%
<b>10.10</b>	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	60%	69%
<b>10.11</b>	Is it easy/very easy to get illegal drugs here?	14%	20%
<b>SECTION 11: ACTIVITIES</b>			
<b>11.1</b>	Were you 14 or younger when you were last at school?	30%	42%
<b>11.2</b>	Have you ever been excluded from school?	82%	90%
<b>11.3</b>	Did you ever skip school before you came into custody?	62%	84%
	<b>Do you currently take part in any of the following:</b>		
<b>11.4a</b>	Education?	80%	78%
<b>11.4b</b>	A job in this establishment?	23%	32%
<b>11.4c</b>	Vocational or skills training?	13%	22%
<b>11.4d</b>	Offending behaviour programmes?	20%	27%
<b>11.4e</b>	Nothing	9%	10%
	<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>		
<b>11.5a</b>	Education?	59%	71%
<b>11.5b</b>	A job in this establishment?	51%	59%
<b>11.5c</b>	Vocational or skills training?	48%	57%
<b>11.5d</b>	Offending behaviour programmes?	48%	55%
<b>11.6</b>	Do you usually have association every day?	76%	75%
<b>11.7</b>	Can you usually go outside for exercise every day?	46%	43%
<b>11.8</b>	Do you go to the gym more than five times each week?	9%	9%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>12.1</b>	Are you able to use the telephone every day?	69%	70%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	43%	32%
<b>12.3</b>	Do you get visits from family and friends?	79%	79%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	37%	39%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	29%	37%
<b>12.6</b>	Do your visits start on time?	36%	53%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
<b>Do you think you will have a problem with the following, when you are released:</b>			
<b>13.1a</b>	Finding accommodation?	24%	25%
<b>13.1b</b>	Getting into school or college?	39%	23%
<b>13.1c</b>	Getting a job?	56%	54%
<b>13.1d</b>	Money/finances?	38%	37%
<b>13.1e</b>	Claiming benefits?	20%	24%
<b>13.1f</b>	Continuing health services?	9%	9%
<b>13.1g</b>	Opening a bank account?	16%	16%
<b>13.1h</b>	Avoiding bad relationships?	18%	16%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	44%	59%
<b>For those with a training plan, sentence plan or remand plan:</b>			
<b>13.3</b>	Were you involved in the development of your plan?	82%	88%
<b>13.4</b>	Do you understand the targets set in your plan?	94%	97%
<b>13.5</b>	Do you have a caseworker here?	85%	81%
<b>For those with a caseworker:</b>			
<b>13.6</b>	Has your caseworker helped to prepare you for release?	42%	60%
<b>For those with a social worker:</b>			
<b>13.7</b>	Has your social worker been to visit you since you have been here?	59%	66%
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	35%	46%
<b>Do you know who to contact for help with the following problems?</b>			
<b>13.9a</b>	Finding accommodation	22%	32%
<b>13.9b</b>	Getting into school or college	27%	26%
<b>13.9c</b>	Getting a job	28%	39%

**APPENDIX C: EXPERIENCES OF BLACK AND MINORITY ETHNIC YOUNG MEN,  
COMPARED WITH WHITE YOUNG MEN, 2012–13**

<b>13.9d</b>	Help with money/finances	18%	27%
<b>13.9e</b>	Help with claiming benefits	14%	24%
<b>13.9f</b>	Continuing health services	12%	17%
<b>13.9g</b>	Opening a bank account	15%	22%
<b>13.9h</b>	Avoiding bad relationships	12%	18%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	91%	90%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	54%	49%

## APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>MUSLIM YOUNG MEN</b>	<b>NON-MUSLIM YOUNG MEN</b>
	Significantly better for Muslim young men		
	Significantly worse for Muslim young men		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>201</b>	<b>706</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	13%	16%
<b>1.2</b>	Are you a foreign national?	8%	3%
<b>1.3</b>	Do you understand spoken English?	99%	99%
<b>1.4</b>	Do you understand written English?	98%	98%
<b>1.5</b>	Are you from a minority ethnic group? (including all those who did not tick white British, white Irish or white other category)	94%	32%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	6%
<b>1.8</b>	Do you have any children?	10%	11%
<b>1.9</b>	Do you consider yourself to have a disability?	11%	18%
<b>1.10</b>	Have you ever been in local authority care?	29%	34%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	79%	81%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	38%	44%
<b>2.3</b>	Have you been in this establishment for one month or less?	12%	16%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	53%	57%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	76%	84%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	37%	36%
<b>3.3</b>	Did you spend more than four hours in the van?	11%	8%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	17%	14%
<b>3.5</b>	Were you offered anything to eat or drink?	32%	35%
<b>3.6</b>	Were you treated well/very well by the escort staff?	45%	55%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	11%	18%

**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	80%	83%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	80%	85%
<b>4.3</b>	Were you treated well/very well in reception?	67%	70%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
<b>4.4a</b>	Not being able to smoke?	45%	57%
<b>4.4b</b>	Loss of property?	22%	22%
<b>4.4c</b>	Feeling scared?	23%	32%
<b>4.4d</b>	Gang problems?	54%	50%
<b>4.4e</b>	Contacting family?	51%	61%
<b>4.4f</b>	Money worries?	17%	22%
<b>4.4g</b>	Feeling worried/upset/need someone to talk to?	30%	42%
<b>4.4h</b>	Health problems?	51%	57%
<b>4.4i</b>	Getting phone numbers?	39%	49%
<b>4.5</b>	Did you have any problems when you first arrived?	66%	71%
	<b>When you first arrived, did you have problems with any of the following:</b>		
<b>4.5a</b>	Not being able to smoke?	41%	48%
<b>4.5b</b>	Loss of property?	11%	11%
<b>4.5c</b>	Feeling scared?	6%	9%
<b>4.5d</b>	Gang problems?	13%	9%
<b>4.5e</b>	Contacting family?	21%	23%
<b>4.5f</b>	Money worries?	18%	15%
<b>4.5g</b>	Feeling worried/upset/need someone to talk to?	9%	11%
<b>4.5h</b>	Health problems?	7%	10%
<b>4.5i</b>	Getting phone numbers?	25%	25%
	<b>When you first arrived, were you given any of the following:</b>		
<b>4.6a</b>	Toiletries/basic items?	79%	86%
<b>4.6b</b>	The opportunity to have a shower?	51%	57%
<b>4.6c</b>	Something to eat?	85%	87%
<b>4.6d</b>	A free phone call to friends/family?	80%	83%
<b>4.6e</b>	PIN phone credit?	62%	67%
<b>4.6f</b>	Information about feeling worried/upset?	29%	40%
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	A chaplain?	38%	52%
<b>4.7b</b>	A peer mentor?	11%	17%
<b>4.7c</b>	Childline/Samaritans	13%	19%
<b>4.7d</b>	The prison shop/canteen?	19%	14%

**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	67%	77%
<b>4.9</b>	Did you feel safe on your first night here?	76%	84%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	65%	64%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	66%	72%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	37%	42%
<b>5.3</b>	Do you find the food here good/very good?	12%	20%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	43%	53%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	71%	60%
<b>5.6</b>	Do you feel your religious beliefs are respected?	80%	54%
<b>Can you speak to:</b>			
<b>5.7</b>	A chaplain of your faith in private?	76%	70%
<b>5.8</b>	A peer mentor?	29%	41%
<b>5.9</b>	A member of the IMB (Independent Monitoring Board)?	28%	31%
<b>5.10</b>	An advocate (an outside person to help you)?	37%	49%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff treat you with respect?	58%	78%
<b>6.2</b>	If you had a problem, would you have no-one to turn to?	30%	23%
<b>6.3</b>	Have staff checked on you personally in the last week to see how you are getting on?	32%	45%
<b>For those who have met their personal officer:</b>			
<b>6.4</b>	Did you meet your personal (named) officer within the first week?	40%	42%
<b>6.5</b>	Do you see your personal (named) officer at least once a week?	56%	62%
<b>6.6</b>	Do you feel your personal (named) officer tries to help you?	63%	75%
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Is it easy to make an application?	71%	82%
<b>For those who have made an application:</b>			
<b>7.2</b>	Do you feel applications are sorted out fairly?	67%	74%
<b>7.3</b>	Do you feel applications are sorted out quickly (within seven days)?	46%	67%
<b>7.4</b>	Is it easy to make a complaint?	43%	59%

**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

	<b>For those who have made a complaint:</b>		
<b>7.5</b>	Do you feel complaints are sorted out fairly?	29%	42%
<b>7.6</b>	Do you feel complaints are sorted out quickly (within seven days)?	29%	45%
<b>7.7</b>	Have you ever felt too scared or intimidated to make a complaint?	13%	9%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	25%	34%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	42%	55%
<b>8.3</b>	Do the different levels make you change your behaviour?	45%	56%
<b>8.4</b>	Have you had a minor report since you have been here?	47%	54%
	<b>For those who have had a minor report:</b>		
<b>8.5</b>	Was the process explained clearly to you?	73%	81%
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	65%	62%
	<b>For those who have had an adjudication ('nicking'):</b>		
<b>8.7</b>	Was the process explained clearly to you?	84%	88%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	34%	30%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	36%	52%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	35%	28%
<b>9.2</b>	Do you feel unsafe now?	15%	9%
<b>9.4</b>	Have you ever been victimised by other young people here?	20%	23%
	<b>Since you have been here, have other young people:</b>		
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	7%	11%
<b>9.5b</b>	Hit, kicked or assaulted you?	8%	12%
<b>9.5c</b>	Sexually abused you?	0%	2%
<b>9.5d</b>	Threatened or intimidated you?	5%	8%
<b>9.5e</b>	Taken your canteen/property?	3%	4%
<b>9.5f</b>	Victimised you because of medication?	0%	1%
<b>9.5g</b>	Victimised you because of debt?	0%	2%
<b>9.5h</b>	Victimised you because of drugs?	0%	1%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	3%	1%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	3%	1%

**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

<b>9.5k</b>	Victimised you because of your nationality?	0%	2%
<b>9.5l</b>	Victimised you because you were from a different part of the country?	0%	3%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	0%	1%
<b>9.5n</b>	Victimised you because of your sexual orientation?	0%	1%
<b>9.5o</b>	Victimised you because of your age?	0%	1%
<b>9.5p</b>	Victimised you because you have a disability?	0%	2%
<b>9.5q</b>	Victimised you because you were new here?	4%	6%
<b>9.5r</b>	Victimised you because of your offence/crime?	1%	3%
<b>9.5s</b>	Victimised you because of gang related issues?	4%	4%
<b>9.7</b>	Have you ever been victimised by a member of staff here?	27%	20%
	<b>Since you have been here, have staff:</b>		
<b>9.8a</b>	Made insulting remarks about you, your family or friends?	14%	12%
<b>9.8b</b>	Hit, kicked or assaulted you?	6%	3%
<b>9.8c</b>	Sexually abused you?	0%	1%
<b>9.8d</b>	Threatened or intimidated you?	10%	6%
<b>9.8e</b>	Taken your canteen/property?	3%	3%
<b>9.8f</b>	Victimised you because of medication?	0%	1%
<b>9.8g</b>	Victimised you because of debt?	0%	1%
<b>9.8h</b>	Victimised you because of drugs?	1%	1%
<b>9.8i</b>	Victimised you because of your race or ethnic origin?	6%	2%
<b>9.8j</b>	Victimised you because of your religion/religious beliefs?	5%	1%
<b>9.8k</b>	Victimised you because of your nationality?	2%	1%
<b>9.8l</b>	Victimised you because you were from a different part of the country?	2%	2%
<b>9.8m</b>	Victimised you because you are from a Traveller community?	0%	1%
<b>9.8n</b>	Victimised you because of your sexual orientation?	0%	1%
<b>9.8o</b>	Victimised you because of your age?	0%	1%
<b>9.8p</b>	Victimised you because you have a disability?	0%	1%
<b>9.8q</b>	Victimised you because you were new here?	2%	2%
<b>9.8r</b>	Victimised you because of your offence/crime?	2%	2%
<b>9.8s</b>	Victimised you because of gang related issues?	2%	1%
<b>9.8t</b>	Victimised you because you made a complaint?	4%	4%
<b>9.10</b>	If you were being victimised, would you tell a member of staff?	22%	31%
<b>9.11</b>	Do you think staff would take it seriously if you told them you had been victimised?	25%	33%
<b>9.12</b>	Is shouting through the windows a problem here?	26%	35%



**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

<b>SECTION 10: HEALTH SERVICES</b>			
<b>10.1a</b>	Is it easy for you to see the doctor?	56%	66%
<b>10.1b</b>	Is it easy for you to see the nurse?	74%	79%
<b>10.1c</b>	Is it easy for you to see the dentist?	33%	46%
<b>10.2</b>	For those who have been to health services: Do you think the overall quality is good/very good?	50%	64%
<b>10.3</b>	If you are taking medication, are you allowed to keep some/all of it in your cell?	59%	50%
<b>10.4</b>	Do you have any emotional or mental health problems?	17%	20%
<b>10.5</b>	If you have emotional or mental health problems, are you being helped by anyone here?	51%	71%
<b>10.6</b>	Did you have any problems with alcohol when you first arrived?	5%	11%
<b>10.7</b>	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	8%	73%
<b>10.8</b>	Did you have any problems with drugs when you first arrived?	19%	38%
<b>10.9</b>	Do you have a problem with drugs now?	6%	7%
<b>10.10</b>	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	59%	67%
<b>10.11</b>	Is it easy/very easy to get illegal drugs here?	13%	18%
<b>SECTION 11: ACTIVITIES</b>			
<b>11.1</b>	Were you 14 or younger when you were last at school?	35%	38%
<b>11.2</b>	Have you ever been excluded from school?	85%	86%
<b>11.3</b>	Did you ever skip school before you came into custody?	67%	76%
	<b>Do you currently take part in any of the following:</b>		
<b>11.4a</b>	Education?	79%	79%
<b>11.4b</b>	A job in this establishment?	27%	29%
<b>11.4c</b>	Vocational or skills training?	15%	19%
<b>11.4d</b>	Offending behaviour programmes?	18%	26%
<b>11.4e</b>	Nothing	9%	10%
	<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>		
<b>11.5a</b>	Education?	58%	67%
<b>11.5b</b>	A job in this establishment?	51%	56%
<b>11.5c</b>	Vocational or skills training?	49%	54%
<b>11.5d</b>	Offending behaviour programmes?	48%	53%
<b>11.6</b>	Do you usually have association every day?	73%	76%
<b>11.7</b>	Can you usually go outside for exercise every day?	45%	44%
<b>11.8</b>	Do you go to the gym more than five times each week?	7%	10%

**APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13**

<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>12.1</b>	Are you able to use the telephone every day?	66%	71%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	41%	36%
<b>12.3</b>	Do you get visits from family and friends?	77%	79%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	34%	39%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	27%	36%
<b>12.6</b>	Do your visits start on time?	36%	48%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
<b>Do you think you will have a problem with the following, when you are released:</b>			
<b>13.1a</b>	Finding accommodation?	19%	26%
<b>13.1b</b>	Getting into school or college?	42%	28%
<b>13.1c</b>	Getting a job?	58%	54%
<b>13.1d</b>	Money/finances?	37%	38%
<b>13.1e</b>	Claiming benefits?	23%	22%
<b>13.1f</b>	Continuing health services?	14%	8%
<b>13.1g</b>	Opening a bank account?	22%	14%
<b>13.1h</b>	Avoiding bad relationships?	19%	17%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	44%	56%
<b>For those with a training plan, sentence plan or remand plan:</b>			
<b>13.3</b>	Were you involved in the development of your plan?	86%	86%
<b>13.4</b>	Do you understand the targets set in your plan?	97%	96%
<b>13.5</b>	Do you have a caseworker here?	86%	81%
<b>For those with a caseworker:</b>			
<b>13.6</b>	Has your caseworker helped to prepare you for release?	46%	53%
<b>For those with a social worker:</b>			
<b>13.7</b>	Has your social worker been to visit you since you have been here?	63%	64%
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	35%	43%
<b>Do you know who to contact for help with the following problems?</b>			
<b>13.9a</b>	Finding accommodation	22%	29%
<b>13.9b</b>	Getting into school or college	27%	27%
<b>13.9c</b>	Getting a job	27%	36%

### APPENDIX D: EXPERIENCES OF MUSLIM YOUNG MEN COMPARED WITH NON-MUSLIM YOUNG MEN, 2012–13

<b>13.9d</b>	Help with money/finances	20%	24%
<b>13.9e</b>	Help with claiming benefits	15%	21%
<b>13.9f</b>	Continuing health services	13%	15%
<b>13.9g</b>	Opening a bank account	16%	19%
<b>13.9h</b>	Avoiding bad relationships	12%	16%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	93%	90%
<b>13.12</b>	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%	50%

## APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>CONSIDER THEMSELVES TO HAVE A DISABILITY</b>	<b>DID NOT CONSIDER THEMSELVES TO HAVE A DISABILITY</b>
	Significantly better for those who consider themselves to have a disability		
	Significantly worse for those who consider themselves to have a disability		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>149</b>	<b>767</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	13%	15%
<b>1.2</b>	Are you a foreign national?	0%	5%
<b>1.3</b>	Do you understand spoken English?	100%	98%
<b>1.4</b>	Do you understand written English?	99%	98%
<b>1.5</b>	Are you from a minority ethnic group? (including all those who did not tick white British, white Irish or white other category)	27%	49%
<b>1.6</b>	Are you Muslim?	14%	23%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/ Traveller?	13%	4%
<b>1.8</b>	Do you have any children?	20%	9%
<b>1.10</b>	Have you ever been in local authority care?	46%	30%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	78%	82%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	41%	42%
<b>2.3</b>	Have you been in this establishment for one month or less?	17%	15%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	47%	58%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	72%	84%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	35%	37%
<b>3.3</b>	Did you spend more than four hours in the van?	8%	9%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	14%	15%
<b>3.5</b>	Were you offered anything to eat or drink?	31%	34%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

<b>3.6</b>	Were you treated well/very well by the escort staff?	52%	53%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	20%	15%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	82%	82%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	80%	84%
<b>4.3</b>	Were you treated well/very well in reception?	75%	68%
<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>			
<b>4.4a</b>	Not being able to smoke?	61%	53%
<b>4.4b</b>	Loss of property?	29%	21%
<b>4.4c</b>	Feeling scared?	32%	29%
<b>4.4d</b>	Gang problems?	46%	51%
<b>4.4e</b>	Contacting family?	58%	59%
<b>4.4f</b>	Money worries?	20%	21%
<b>4.4g</b>	Feeling worried/upset/needing someone to talk to?	40%	39%
<b>4.4h</b>	Health problems?	49%	57%
<b>4.4i</b>	Getting phone numbers?	45%	47%
<b>4.5</b>	Did you have any problems when you first arrived?	87%	66%
<b>When you first arrived, did you have problems with any of the following:</b>			
<b>4.5a</b>	Not being able to smoke?	61%	43%
<b>4.5b</b>	Loss of property?	21%	9%
<b>4.5c</b>	Feeling scared?	18%	6%
<b>4.5d</b>	Gang problems?	16%	9%
<b>4.5e</b>	Contacting family?	35%	21%
<b>4.5f</b>	Money worries?	21%	14%
<b>4.5g</b>	Feeling worried/upset/needing someone to talk to?	25%	8%
<b>4.5h</b>	Health problems?	23%	7%
<b>4.5i</b>	Getting phone numbers?	24%	25%
<b>When you first arrived, were you given any of the following:</b>			
<b>4.6a</b>	Toiletries/basic items?	84%	84%
<b>4.6b</b>	The opportunity to have a shower?	50%	56%
<b>4.6c</b>	Something to eat?	84%	87%
<b>4.6d</b>	A free phone call to friends/family?	77%	83%
<b>4.6e</b>	PIN phone credit?	68%	65%
<b>4.6f</b>	Information about feeling worried/upset?	38%	38%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	A chaplain?	53%	47%
<b>4.7b</b>	A peer mentor?	15%	15%
<b>4.7c</b>	ChildLine/Samaritans	16%	18%
<b>4.7c</b>	The prison shop/canteen?	14%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	74%	75%
<b>4.9</b>	Did you feel safe on your first night here?	72%	84%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	66%	63%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	64%	72%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	42%	41%
<b>5.3</b>	Do you find the food here good/very good?	18%	18%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	50%	51%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	57%	62%
<b>5.6</b>	Do you feel your religious beliefs are respected?	50%	60%
<b>Can you speak to:</b>			
<b>5.7</b>	A chaplain of your faith in private?	71%	71%
<b>5.8</b>	A peer mentor?	40%	38%
<b>5.9</b>	A member of the IMB (Independent Monitoring Board)?	34%	29%
<b>5.10</b>	An advocate (an outside person to help you)?	52%	46%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff treat you with respect?	77%	73%
<b>6.2</b>	If you had a problem, would you have no-one to turn to?	19%	25%
<b>6.3</b>	Have staff checked on you personally in the last week to see how you are getting on?	52%	41%
<b>For those who have met their personal officer:</b>			
<b>6.4</b>	Did you meet your personal (named) officer within the first week?	42%	41%
<b>6.5</b>	Do you see your personal (named) officer at least once a week?	70%	58%
<b>6.6</b>	Do you feel your personal (named) officer tries to help you?	79%	71%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Is it easy to make an application?	83%	79%
<b>For those who have made an application:</b>			
<b>7.2</b>	Do you feel applications are sorted out fairly?	78%	71%
<b>7.3</b>	Do you feel applications are sorted out quickly (within seven days)?	65%	61%
<b>7.4</b>	Is it easy to make a complaint?	60%	55%
<b>For those who have made a complaint:</b>			
<b>7.5</b>	Do you feel complaints are sorted out fairly?	43%	38%
<b>7.6</b>	Do you feel complaints are sorted out quickly (within seven days)?	46%	40%
<b>7.7</b>	Have you ever felt too scared or intimidated to make a complaint?	18%	8%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	23%	34%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	54%	52%
<b>8.3</b>	Do the different levels make you change your behaviour?	54%	53%
<b>8.4</b>	Have you had a minor report since you have been here?	62%	50%
<b>For those who have had a minor report:</b>			
<b>8.5</b>	Was the process explained clearly to you?	78%	79%
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	63%	62%
<b>For those who have had an adjudication ('nicking'):</b>			
<b>8.7</b>	Was the process explained clearly to you?	81%	87%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	29%	31%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	51%	46%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	42%	28%
<b>9.2</b>	Do you feel unsafe now?	12%	10%
<b>9.4</b>	Have you ever been victimised by other young people here?	35%	20%
<b>Since you have been here, have other young people:</b>			
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	20%	8%
<b>9.5b</b>	Hit, kicked or assaulted you?	18%	9%
<b>9.5c</b>	Sexually abused you?	2%	1%
<b>9.5d</b>	Threatened or intimidated you?	15%	6%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

<b>9.5e</b>	Taken your canteen/property?	7%	4%
<b>9.5f</b>	Victimised you because of medication?	4%	0%
<b>9.5g</b>	Victimised you because of debt?	6%	1%
<b>9.5h</b>	Victimised you because of drugs?	3%	1%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	4%	1%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	3%	2%
<b>9.5k</b>	Victimised you because of your nationality?	4%	1%
<b>9.5l</b>	Victimised you because you were from a different part of the country?	8%	1%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	4%	0%
<b>9.5n</b>	Victimised you because of your sexual orientation?	3%	0%
<b>9.5o</b>	Victimised you because of your age?	3%	0%
<b>9.5p</b>	Victimised you because you have a disability?	7%	1%
<b>9.5q</b>	Victimised you because you were new here?	14%	4%
<b>9.5r</b>	Victimised you because of your offence/crime?	5%	2%
<b>9.5s</b>	Victimised you because of gang related issues?	8%	3%
<b>9.7</b>	Have you ever been victimised by a member of staff here?	25%	21%
	<b>Since you have been here, have staff:</b>		
<b>9.8a</b>	Made insulting remarks about you, your family or friends?	13%	12%
<b>9.8b</b>	Hit, kicked or assaulted you?	7%	3%
<b>9.8c</b>	Sexually abused you?	1%	1%
<b>9.8d</b>	Threatened or intimidated you?	6%	7%
<b>9.8e</b>	Taken your canteen/property?	2%	3%
<b>9.8f</b>	Victimised you because of medication?	3%	1%
<b>9.8g</b>	Victimised you because of debt?	1%	0%
<b>9.8h</b>	Victimised you because of drugs?	1%	1%
<b>9.8i</b>	Victimised you because of your race or ethnic origin?	2%	3%
<b>9.8j</b>	Victimised you because of your religion/religious beliefs?	2%	2%
<b>9.8k</b>	Victimised you because of your nationality?	1%	1%
<b>9.8l</b>	Victimised you because you were from a different part of the country?	3%	2%
<b>9.8m</b>	Victimised you because you are from a Traveller community?	2%	0%
<b>9.8n</b>	Victimised you because of your sexual orientation?	0%	0%
<b>9.8o</b>	Victimised you because of your age?	1%	1%
<b>9.8p</b>	Victimised you because you have a disability?	3%	0%
<b>9.8q</b>	Victimised you because you were new here?	3%	2%
<b>9.8r</b>	Victimised you because of your offence/crime?	5%	2%



**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

<b>9.8s</b>	Victimised you because of gang related issues?	0%	1%
<b>9.8t</b>	Victimised you because you made a complaint?	6%	5%
<b>9.10</b>	If you were being victimised, would you tell a member of staff?	34%	28%
<b>9.11</b>	Do you think staff would take it seriously if you told them you had been victimised?	34%	31%
<b>9.12</b>	Is shouting through the windows a problem here?	51%	30%
<b>SECTION 10: HEALTH SERVICES</b>			
<b>10.1a</b>	Is it easy for you to see the doctor?	62%	63%
<b>10.1b</b>	Is it easy for you to see the nurse?	83%	77%
<b>10.1c</b>	Is it easy for you to see the dentist?	48%	42%
<b>10.2</b>	For those who have been to health services: Do you think the overall quality is good/very good?	68%	59%
<b>10.3</b>	If you are taking medication, are you allowed to keep some/all of it in your cell?	31%	57%
<b>10.4</b>	Do you have any emotional or mental health problems?	56%	12%
<b>10.5</b>	If you have emotional or mental health problems, are you being helped by anyone here?	69%	64%
<b>10.6</b>	Did you have any problems with alcohol when you first arrived?	17%	9%
<b>10.7</b>	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	63%	67%
<b>10.8</b>	Did you have any problems with drugs when you first arrived?	46%	32%
<b>10.9</b>	Do you have a problem with drugs now?	10%	7%
<b>10.10</b>	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	70%	66%
<b>10.11</b>	Is it easy/very easy to get illegal drugs here?	16%	18%
<b>SECTION 11: ACTIVITIES</b>			
<b>11.1</b>	Were you 14 or younger when you were last at school?	48%	35%
<b>11.2</b>	Have you ever been excluded from school?	87%	86%
<b>11.3</b>	Did you ever skip school before you came into custody?	78%	74%
<b>Do you currently take part in any of the following:</b>			
<b>11.4a</b>	Education?	77%	80%
<b>11.4b</b>	A job in this establishment?	28%	28%
<b>11.4c</b>	Vocational or skills training?	24%	17%
<b>11.4d</b>	Offending behaviour programmes?	22%	25%
<b>11.4e</b>	Nothing	8%	9%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

	<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>		
<b>11.5a</b>	Education?	73%	64%
<b>11.5b</b>	A job in this establishment?	55%	55%
<b>11.5c</b>	Vocational or skills training?	58%	52%
<b>11.5d</b>	Offending behaviour programmes?	47%	53%
<b>11.6</b>	Do you usually have association every day?	70%	77%
<b>11.7</b>	Can you usually go outside for exercise every day?	43%	45%
<b>11.8</b>	Do you go to the gym more than five times each week?	9%	9%
<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>12.1</b>	Are you able to use the telephone every day?	58%	72%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	42%	37%
<b>12.3</b>	Do you get visits from family and friends?	71%	80%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	25%	40%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	30%	34%
<b>12.6</b>	Do your visits start on time?	37%	47%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
	<b>Do you think you will have a problem with the following, when you are released:</b>		
<b>13.1a</b>	Finding accommodation?	36%	22%
<b>13.1b</b>	Getting into school or college?	36%	30%
<b>13.1c</b>	Getting a job?	59%	55%
<b>13.1d</b>	Money/finances?	46%	36%
<b>13.1e</b>	Claiming benefits?	30%	21%
<b>13.1f</b>	Continuing health services?	19%	7%
<b>13.1g</b>	Opening a bank account?	20%	15%
<b>13.1h</b>	Avoiding bad relationships?	25%	16%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	51%	54%
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>13.3</b>	Were you involved in the development of your plan?	87%	85%
<b>13.4</b>	Do you understand the targets set in your plan?	99%	95%
<b>13.5</b>	Do you have a caseworker here?	87%	82%

**APPENDIX E: COMPARISON BETWEEN YOUNG MEN WHO CONSIDERED THEMSELVES TO HAVE A DISABILITY AND THOSE WHO DID NOT, 2012–13**

	<b>For those with a caseworker:</b>		
<b>13.6</b>	Has your caseworker helped to prepare you for release?	56%	51%
	<b>For those with a social worker:</b>		
<b>13.7</b>	Has your social worker been to visit you since you have been here?	58%	64%
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	40%	42%
	<b>Do you know who to contact for help with the following problems?</b>		
<b>13.9a</b>	Finding accommodation	28%	28%
<b>13.9b</b>	Getting into school or college	28%	27%
<b>13.9c</b>	Getting a job	35%	34%
<b>13.9d</b>	Help with money/finances	27%	22%
<b>13.9e</b>	Help with claiming benefits	21%	20%
<b>13.9f</b>	Continuing health services	15%	14%
<b>13.9g</b>	Opening a bank account	20%	19%
<b>13.9h</b>	Avoiding bad relationships	20%	15%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	89%	90%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	62%	48%

## APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>HAVE BEEN IN LOCAL AUTHORITY CARE</b>	<b>HAVE NOT BEEN IN LOCAL AUTHORITY CARE</b>
	Significantly better for those who have been in local authority care		
	Significantly worse for those who have been in local authority care		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>289</b>	<b>613</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	14%	15%
<b>1.2</b>	Are you a foreign national?	3%	4%
<b>1.3</b>	Do you understand spoken English?	100%	99%
<b>1.4</b>	Do you understand written English?	99%	99%
<b>1.5</b>	Are you from a minority ethnic group? (including all those who did not tick white British, white Irish or white other category)	33%	51%
<b>1.6</b>	Are you Muslim?	19%	23%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	5%
<b>1.8</b>	Do you have any children?	13%	10%
<b>1.9</b>	Do you consider yourself to have a disability?	23%	13%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	85%	80%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	49%	38%
<b>2.3</b>	Have you been in this establishment for one month or less?	17%	14%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	39%	64%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	82%	83%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	39%	36%
<b>3.3</b>	Did you spend more than four hours in the van?	9%	10%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	14%	15%
<b>3.5</b>	Were you offered anything to eat or drink?	33%	34%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

<b>3.6</b>	Were you treated well/very well by the escort staff?	54%	52%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	17%	16%
<b>SECTION 4: YOUR FIRST FEW DAYS HERE</b>			
<b>4.1</b>	Were you in reception for less than two hours?	87%	82%
<b>4.2</b>	When you were searched, was this carried out in a respectful way?	90%	80%
<b>4.3</b>	Were you treated well/very well in reception?	71%	68%
<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>			
<b>4.4a</b>	Not being able to smoke?	66%	49%
<b>4.4b</b>	Loss of property?	27%	20%
<b>4.4c</b>	Feeling scared?	33%	28%
<b>4.4d</b>	Gang problems?	48%	52%
<b>4.4e</b>	Contacting family?	64%	56%
<b>4.4f</b>	Money worries?	23%	20%
<b>4.4g</b>	Feeling worried/upset/needing someone to talk to?	47%	35%
<b>4.4h</b>	Health problems?	58%	54%
<b>4.4i</b>	Getting phone numbers?	52%	44%
<b>4.5</b>	Did you have any problems when you first arrived?	74%	68%
<b>When you first arrived, did you have problems with any of the following:</b>			
<b>4.5a</b>	Not being able to smoke?	57%	41%
<b>4.5b</b>	Loss of property?	10%	12%
<b>4.5c</b>	Feeling scared?	8%	9%
<b>4.5d</b>	Gang problems?	10%	10%
<b>4.5e</b>	Contacting family?	26%	22%
<b>4.5f</b>	Money worries?	18%	14%
<b>4.5g</b>	Feeling worried/upset/needing someone to talk to?	13%	10%
<b>4.5h</b>	Health problems?	11%	8%
<b>4.5i</b>	Getting phone numbers?	24%	26%
<b>When you first arrived, were you given any of the following:</b>			
<b>4.6a</b>	Toiletries/basic items?	89%	81%
<b>4.6b</b>	The opportunity to have a shower?	59%	53%
<b>4.6c</b>	Something to eat?	91%	84%
<b>4.6d</b>	A free phone call to friends/family?	83%	81%
<b>4.6e</b>	PIN phone credit?	70%	63%
<b>4.6f</b>	Information about feeling worried/upset?	41%	36%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
<b>4.7a</b>	A chaplain?	57%	44%
<b>4.7b</b>	A peer mentor?	16%	14%
<b>4.7c</b>	ChildLine/Samaritans	20%	17%
<b>4.7d</b>	The prison shop/canteen?	15%	15%
<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	78%	74%
<b>4.9</b>	Did you feel safe on your first night here?	84%	82%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	72%	61%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	68%	71%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	43%	40%
<b>5.3</b>	Do you find the food here good/very good?	16%	19%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	60%	46%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	63%	61%
<b>5.6</b>	Do you feel your religious beliefs are respected?	62%	58%
	<b>Can you speak to:</b>		
<b>5.5</b>	A chaplain of your faith in private?	78%	69%
<b>5.6</b>	A peer mentor?	41%	38%
<b>5.7</b>	A member of the IMB (Independent Monitoring Board)?	33%	28%
<b>5.8</b>	An advocate (an outside person to help you)?	57%	41%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff treat you with respect?	78%	72%
<b>6.2</b>	If you had a problem, would you have no-one to turn to?	20%	26%
<b>6.3</b>	Have staff checked on you personally in the last week to see how you are getting on?	43%	41%
	<b>For those who have met their personal officer:</b>		
<b>6.4</b>	Did you meet your personal (named) officer within the first week?	38%	42%
<b>6.5</b>	Do you see your personal (named) officer at least once a week?	59%	60%
<b>6.6</b>	Do you feel your personal (named) officer tries to help you?	77%	70%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Is it easy to make an application?	86%	77%
<b>For those who have made an application:</b>			
<b>7.2</b>	Do you feel applications are sorted out fairly?	80%	68%
<b>7.3</b>	Do you feel applications are sorted out quickly (within seven days)?	72%	58%
<b>7.4</b>	Is it easy to make a complaint?	59%	54%
<b>For those who have made a complaint:</b>			
<b>7.5</b>	Do you feel complaints are sorted out fairly?	43%	36%
<b>7.6</b>	Do you feel complaints are sorted out quickly (within seven days)?	48%	38%
<b>7.7</b>	Have you ever felt too scared or intimidated to make a complaint?	10%	9%
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	28%	35%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	57%	50%
<b>8.3</b>	Do the different levels make you change your behaviour?	56%	53%
<b>8.4</b>	Have you had a minor report since you have been here?	55%	51%
<b>For those who have had a minor report:</b>			
<b>8.5</b>	Was the process explained clearly to you?	81%	77%
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	64%	61%
<b>For those who have had an adjudication ('nicking'):</b>			
<b>8.7</b>	Was the process explained clearly to you?	89%	85%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	32%	30%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	52%	45%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	31%	30%
<b>9.2</b>	Do you feel unsafe now?	9%	11%
<b>9.4</b>	Have you ever been victimised by other young people here?	28%	20%
<b>Since you have been here, have other young people:</b>			
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	14%	8%
<b>9.5b</b>	Hit, kicked or assaulted you?	13%	9%
<b>9.5c</b>	Sexually abused you?	1%	1%
<b>9.5d</b>	Threatened or intimidated you?	11%	6%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

<b>9.5e</b>	Taken your canteen/property?	5%	4%
<b>9.5f</b>	Victimised you because of medication?	1%	1%
<b>9.5g</b>	Victimised you because of debt?	3%	1%
<b>9.5h</b>	Victimised you because of drugs?	1%	1%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	2%	2%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	1%	2%
<b>9.5k</b>	Victimised you because of your nationality?	2%	2%
<b>9.5l</b>	Victimised you because you were from a different part of the country?	3%	2%
<b>9.5m</b>	Victimised you because you are from a Traveller community?	1%	1%
<b>9.5n</b>	Victimised you because of your sexual orientation?	1%	1%
<b>9.5o</b>	Victimised you because of your age?	1%	1%
<b>9.5p</b>	Victimised you because you have a disability?	2%	1%
<b>9.5q</b>	Victimised you because you were new here?	7%	5%
<b>9.5r</b>	Victimised you because of your offence/crime?	3%	2%
<b>9.5s</b>	Victimised you because of gang related issues?	5%	3%
<b>9.7</b>	Have you ever been victimised by a member of staff here?	23%	21%
	<b>Since you have been here, have staff:</b>		
<b>9.8a</b>	Made insulting remarks about you, your family or friends?	14%	12%
<b>9.8b</b>	Hit, kicked or assaulted you?	5%	4%
<b>9.8c</b>	Sexually abused you?	1%	1%
<b>9.8d</b>	Threatened or intimidated you?	7%	6%
<b>9.8e</b>	Taken your canteen/property?	3%	3%
<b>9.8f</b>	Victimised you because of medication?	1%	1%
<b>9.8g</b>	Victimised you because of debt?	0%	0%
<b>9.8h</b>	Victimised you because of drugs?	0%	1%
<b>9.8i</b>	Victimised you because of your race or ethnic origin?	2%	3%
<b>9.8j</b>	Victimised you because of your religion/religious beliefs?	3%	2%
<b>9.8k</b>	Victimised you because of your nationality?	2%	1%
<b>9.8l</b>	Victimised you because you were from a different part of the country?	2%	2%
<b>9.8m</b>	Victimised you because you are from a Traveller community?	1%	0%
<b>9.8n</b>	Victimised you because of your sexual orientation?	1%	0%
<b>9.8o</b>	Victimised you because of your age?	1%	1%
<b>9.8p</b>	Victimised you because you have a disability?	2%	0%
<b>9.8q</b>	Victimised you because you were new here?	3%	2%



**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

<b>9.8r</b>	Victimised you because of your offence/crime?	3%	2%
<b>9.8s</b>	Victimised you because of gang related issues?	1%	1%
<b>9.8t</b>	Victimised you because you made a complaint?	4%	5%
<b>9.10</b>	If you were being victimised, would you tell a member of staff?	30%	28%
<b>9.11</b>	Do you think staff would take it seriously if you told them you had been victimised?	36%	30%
<b>9.12</b>	Is shouting through the windows a problem here?	38%	32%
<b>SECTION 10: HEALTH SERVICES</b>			
<b>10.1a</b>	Is it easy for you to see the doctor?	66%	61%
<b>10.1b</b>	Is it easy for you to see the nurse?	80%	77%
<b>10.1c</b>	Is it easy for you to see the dentist?	44%	43%
<b>10.2</b>	For those who have been to health services: Do you think the overall quality is good/very good?	64%	59%
<b>10.3</b>	If you are taking medication, are you allowed to keep some/all of it in your cell?	50%	52%
<b>10.4</b>	Do you have any emotional or mental health problems?	26%	16%
<b>10.5</b>	If you have emotional or mental health problems, are you being helped by anyone here?	76%	58%
<b>10.6</b>	Did you have any problems with alcohol when you first arrived?	13%	8%
<b>10.7</b>	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	71%	63%
<b>10.8</b>	Did you have any problems with drugs when you first arrived?	50%	27%
<b>10.9</b>	Do you have a problem with drugs now?	9%	6%
<b>10.10</b>	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	74%	61%
<b>10.11</b>	Is it easy/very easy to get illegal drugs here?	21%	16%
<b>SECTION 11: ACTIVITIES</b>			
<b>11.1</b>	Were you 14 or younger when you were last at school?	50%	32%
<b>11.2</b>	Have you ever been excluded from school?	94%	82%
<b>11.3</b>	Did you ever skip school before you came into custody?	83%	71%
<b>Do you currently take part in any of the following:</b>			
<b>11.4a</b>	Education?	79%	80%
<b>11.4b</b>	A job in this establishment?	31%	27%
<b>11.4c</b>	Vocational or skills training?	22%	16%
<b>11.4d</b>	Offending behaviour programmes?	25%	25%
<b>11.4e</b>	Nothing	10%	9%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

	<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>		
<b>11.5a</b>	Education?	69%	63%
<b>11.5b</b>	A job in this establishment?	54%	56%
<b>11.5c</b>	Vocational or skills training?	57%	51%
<b>11.5d</b>	Offending behaviour programmes?	53%	53%
<b>11.6</b>	Do you usually have association every day?	74%	76%
<b>11.7</b>	Can you usually go outside for exercise every day?	45%	44%
<b>11.8</b>	Do you go to the gym more than five times each week?	5%	11%
<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
	<b>For those who have met their personal officer:</b>		
<b>12.1</b>	Are you able to use the telephone every day?	66%	70%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	35%	39%
<b>12.3</b>	Do you get visits from family and friends?	71%	83%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	28%	42%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	30%	35%
<b>12.6</b>	Do your visits start on time?	43%	47%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
	<b>Do you think you will have a problem with the following, when you are released:</b>		
<b>13.1a</b>	Finding accommodation?	30%	22%
<b>13.1b</b>	Getting into school or college?	31%	31%
<b>13.1c</b>	Getting a job?	61%	53%
<b>13.1d</b>	Money/finances?	44%	35%
<b>13.1e</b>	Claiming benefits?	27%	20%
<b>13.1f</b>	Continuing health services?	15%	6%
<b>13.1g</b>	Opening a bank account?	20%	14%
<b>13.1h</b>	Avoiding bad relationships?	23%	15%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	57%	52%
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>13.3</b>	Were you involved in the development of your plan?	85%	86%
<b>13.4</b>	Do you understand the targets set in your plan?	97%	96%
<b>13.5</b>	Do you have a caseworker here?	82%	83%

**APPENDIX F: COMPARISON OF YOUNG MEN WHO SAID THEY HAD BEEN IN LOCAL AUTHORITY CARE COMPARED WITH THOSE WHO DID NOT, 2012–13**

	<b>For those with a caseworker:</b>		
<b>13.6</b>	Has your caseworker helped to prepare you for release?	54%	51%
	<b>For those with a social worker:</b>		
<b>13.7</b>	Has your social worker been to visit you since you have been here?	63%	62%
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	45%	40%
	<b>Do you know who to contact for help with the following problems?</b>		
<b>13.9a</b>	Finding accommodation	33%	25%
<b>13.9b</b>	Getting into school or college	30%	26%
<b>13.9c</b>	Getting a job	37%	33%
<b>13.9d</b>	Help with money/finances	29%	20%
<b>13.9e</b>	Help with claiming benefits	23%	19%
<b>13.9f</b>	Continuing health services	18%	13%
<b>13.9g</b>	Opening a bank account	20%	18%
<b>13.9h</b>	Avoiding bad relationships	18%	14%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	88%	92%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	51%	52%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12**

**Survey responses** (missing data have been excluded for each question).

Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

<b>KEY TO TABLES</b>		<b>2012–13 SURVEY PERIOD</b>	<b>2011–12 SURVEY PERIOD</b>
	Significantly better than the 2011–12 figure		
	Significantly worse than the 2011–12 figure		
	A significant difference in background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>16</b>	<b>25</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.1</b>	Are you 18 years of age?	8%	0%
<b>1.2</b>	Are you a foreign national?	0%	0%
<b>1.3</b>	Do you understand spoken English?	100%	
<b>1.4</b>	Do you understand written English?	100%	
<b>1.5</b>	Are you from a minority ethnic group? (including all those who did not tick white British, white Irish or white other category)	35%	31%
<b>1.6</b>	Are you Muslim?	12%	12%
<b>1.7</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	6%	20%
<b>1.8</b>	Do you have any children?	11%	15%
<b>1.9</b>	Do you consider yourself to have a disability?	17%	7%
<b>1.10</b>	Have you ever been in local authority care?	59%	44%
<b>SECTION 2: ABOUT YOUR SENTENCE</b>			
<b>2.1</b>	Are you sentenced?	56%	63%
<b>For those who were sentenced:</b>			
<b>2.2</b>	Is your sentence 12 months or less?	60%	59%
<b>2.3</b>	Have you been in this establishment for one month or less?	39%	31%
<b>2.4</b>	Is this your first time in custody in a YOI, secure children's home or secure training centre?	61%	52%
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>			
<b>On your most recent journey here:</b>			
<b>3.1</b>	Did you feel safe?	100%	67%
<b>3.2</b>	Did you travel with any adults (over 18) or a mix of males and females?	72%	56%
<b>3.3</b>	Did you spend more than four hours in the van?	0%	22%
<b>For those who spent two or more hours in the escort van:</b>			
<b>3.4</b>	Were you offered a toilet break if you needed it?	0%	25%
<b>3.5</b>	Were you offered anything to eat or drink?	100%	50%
<b>3.6</b>	Were you treated well/very well by the escort staff?	67%	59%
<b>3.7</b>	Before you arrived, did you receive any helpful information to help you prepare for coming here?	28%	

## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12

SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than two hours?	94%	70%
4.2	When you were searched, was this carried out in a respectful way?	89%	
4.3	Were you treated well/very well in reception?	89%	70%
	<b>When you first arrived, did staff ask if you needed help or support with any of the following:</b>		
4.4a	Not being able to smoke?	79%	42%
4.4b	Loss of property?	27%	15%
4.4c	Feeling scared?	53%	
4.4d	Gang problems?	40%	
4.4e	Contacting family?	87%	50%
4.4f	Money worries?	40%	8%
4.4g	Feeling worried/upset/needing someone to talk to?	80%	
4.4h	Health problems?	47%	65%
4.4i	Getting phone numbers?	47%	54%
4.5	Did you have any problems when you first arrived?	94%	79%
	<b>When you first arrived, did you have problems with any of the following:</b>		
4.5a	Not being able to smoke?	81%	52%
4.5b	Loss of property?	0%	4%
4.5c	Feeling scared?	13%	
4.5d	Gang problems?	6%	
4.5e	Contacting family?	65%	20%
4.5f	Money worries?	13%	17%
4.5g	Feeling worried/upset/needing someone to talk to?	19%	
4.5h	Health problems?	19%	13%
4.5i	Getting phone numbers?	47%	44%
	<b>When you first arrived, were you given any of the following:</b>		
4.6a	Toiletries/basic items?	94%	
4.6b	The opportunity to have a shower?	89%	65%
4.6c	Something to eat?	83%	73%
4.6d	A free phone call to friends/family?	94%	58%
4.6e	PIN phone credit?	67%	
4.6f	Information about feeling worried/upset?	22%	
	<b>Within your first 24 hours, did you have access to the following people or services:</b>		
4.7a	A chaplain?	41%	58%
4.7b	A peer mentor?	29%	
4.7c	ChildLine/Samaritans	35%	
4.7d	The prison shop/canteen?	18%	12%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12**

<b>4.8</b>	Before you were locked up on your first night, were you seen by a doctor or nurse?	63%	89%
<b>4.9</b>	Did you feel safe on your first night here?	89%	69%
<b>4.10</b>	For those who have been on an induction course: did it cover everything you needed to know about the establishment?	63%	52%
<b>SECTION 5: DAILY LIFE AND RESPECT</b>			
<b>5.1</b>	Can you normally have a shower every day if you want to?	100%	100%
<b>5.2</b>	Is your cell call bell normally answered within five minutes?	72%	50%
<b>5.3</b>	Do you find the food here good/very good?	22%	19%
<b>5.4</b>	Does the shop/canteen sell a wide enough variety of products?	72%	59%
<b>5.5</b>	Is it easy/very easy for you to attend religious services?	77%	63%
<b>5.6</b>	Do you feel your religious beliefs are respected?	53%	70%
<b>Can you speak to:</b>			
<b>5.7</b>	A chaplain of your faith in private?	78%	74%
<b>5.8</b>	A peer mentor?	50%	
<b>5.9</b>	A member of the IMB (Independent Monitoring Board)?	71%	26%
<b>5.10</b>	An advocate (an outside person to help you)?	82%	62%
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff treat you with respect?	78%	50%
<b>6.2</b>	If you had a problem, would you have no-one to turn to?	17%	
<b>6.3</b>	Have staff checked on you personally in the last week to see how you are getting on?	72%	67%
<b>For those who have met their personal officer:</b>			
<b>6.4</b>	Did you meet your personal (named) officer within the first week?	56%	59%
<b>6.5</b>	Do you see your personal (named) officer at least once a week?	77%	72%
<b>6.6</b>	Do you feel your personal (named) officer tries to help you?	93%	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>			
<b>7.1</b>	Is it easy to make an application?	78%	81%
<b>For those who have made an application:</b>			
<b>7.2</b>	Do you feel applications are sorted out fairly?	50%	60%
<b>7.3</b>	Do you feel applications are sorted out quickly (within seven days)?	38%	52%
<b>7.4</b>	Is it easy to make a complaint?	56%	85%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12**

	<b>For those who have made a complaint:</b>		
<b>7.5</b>	Do you feel complaints are sorted out fairly?	27%	53%
<b>7.6</b>	Do you feel complaints are sorted out quickly (within seven days)?	46%	53%
<b>7.7</b>	Have you ever felt too scared or intimidated to make a complaint?	16%	
<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>			
<b>8.1</b>	Are you on the enhanced (top) level of the reward scheme?	22%	22%
<b>8.2</b>	Have you been treated fairly in your experience of the reward scheme?	68%	41%
<b>8.3</b>	Do the different levels make you change your behaviour?	58%	46%
<b>8.4</b>	Have you had a minor report since you have been here?	39%	
	<b>For those who have had a minor report:</b>		
<b>8.5</b>	Was the process explained clearly to you?	86%	
<b>8.6</b>	Have you had an adjudication ('nicking') since you have been here?	56%	37%
	<b>For those who have had an adjudication ('nicking'):</b>		
<b>8.7</b>	Was the process explained clearly to you?	90%	67%
<b>8.8</b>	Have you been physically restrained (C and R) since you have been here?	13%	15%
<b>8.9</b>	For those who had spent a night in the care and separation unit: did the staff treat you well/very well?	50%	0%
<b>SECTION 9: SAFETY</b>			
<b>9.1</b>	Have you ever felt unsafe here?	17%	22%
<b>9.2</b>	Do you feel unsafe now?	0%	0%
<b>9.4</b>	Have you ever been victimised by other young people here?	17%	30%
	<b>Since you have been here, have other young people:</b>		
<b>9.5a</b>	Made insulting remarks about you, your family or friends?	6%	26%
<b>9.5b</b>	Hit, kicked or assaulted you?	0%	4%
<b>9.5c</b>	Sexually abused you?	0%	0%
<b>9.5d</b>	Threatened or intimidated you?	11%	
<b>9.5e</b>	Taken your canteen/property?	0%	0%
<b>9.5f</b>	Victimised you because of medication?	0%	
<b>9.5g</b>	Victimised you because of debt?	0%	
<b>9.5h</b>	Victimised you because of drugs?	0%	0%
<b>9.5i</b>	Victimised you because of your race or ethnic origin?	0%	0%
<b>9.5j</b>	Victimised you because of your religion/religious beliefs?	0%	0%
<b>9.5k</b>	Victimised you because of your nationality?	6%	

## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12

9.5l	Victimised you because you were from a different part of the country?	0%	4%
9.5m	Victimised you because you are from a Traveller community?	0%	
9.5n	Victimised you because of your sexual orientation?	0%	
9.5o	Victimised you because of your age?	0%	
9.5p	Victimised you because you have a disability?	6%	0%
9.5q	Victimised you because you were new here?	11%	4%
9.5r	Victimised you because of your offence/crime?	11%	15%
9.5s	Victimised you because of gang related issues?	6%	0%
9.7	Have you ever been victimised by a member of staff here?	22%	36%
	<b>Since you have been here, have staff:</b>		
9.8a	Made insulting remarks about you, your family or friends?	11%	24%
9.8b	Hit, kicked or assaulted you?	0%	0%
9.8c	Sexually abused you?	0%	0%
9.8d	Threatened or intimidated you?	0%	
9.8e	Taken your canteen/property?	0%	0%
9.8f	Victimised you because of medication?	0%	
9.8g	Victimised you because of debt?	0%	
9.8h	Victimised you because of drugs?	0%	0%
9.8i	Victimised you because of your race or ethnic origin?	6%	0%
9.8j	Victimised you because of your religion/religious beliefs?	6%	0%
9.8k	Victimised you because of your nationality?	0%	
9.8l	Victimised you because you were from a different part of the country?	0%	0%
9.8m	Victimised you because you are from a Traveller community?	0%	
9.8n	Victimised you because of your sexual orientation?	6%	
9.8o	Victimised you because of your age?	0%	
9.8p	Victimised you because you have a disability?	6%	0%
9.8q	Victimised you because you were new here?	0%	4%
9.8r	Victimised you because of your offence/crime?	11%	16%
9.8s	Victimised you because of gang related issues?	6%	4%
9.8t	Victimised you because you made a complaint?	6%	
9.10	If you were being victimised, would you tell a member of staff?	44%	
9.11	Do you think staff would take it seriously if you told them you had been victimised?	56%	35%
9.12	Is shouting through the windows a problem here?	26%	33%



## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12

SECTION 10: HEALTH SERVICES			
10.1a	Is it easy for you to see the doctor?	58%	33%
10.1b	Is it easy for you to see the nurse?	68%	59%
10.1c	Is it easy for you to see the dentist?	33%	19%
10.2	For those who have been to health services: Do you think the overall quality is good/very good?	77%	63%
10.3	If you are taking medication, are you allowed to keep some/all of it in your cell?	56%	
10.4	Do you have any emotional or mental health problems?	28%	39%
10.5	If you have emotional or mental health problems, are you being helped by anyone here?	100%	80%
10.6	Did you have any problems with alcohol when you first arrived?	12%	19%
10.7	If you had alcohol problems on arrival, have you received any help with alcohol problems here?	50%	80%
10.8	Did you have any problems with drugs when you first arrived?	41%	19%
10.9	Do you have a problem with drugs now?	6%	7%
10.10	If you had drug problems on arrival, or have drug problems now, have you received any help with drug problems here?	57%	60%
10.11	Is it easy/very easy to get illegal drugs here?	0%	8%
SECTION 11: ACTIVITIES			
11.1	Were you 14 or younger when you were last at school?	65%	41%
11.2	Have you ever been excluded from school?	100%	74%
11.3	Did you ever skip school before you came into custody?	82%	
<b>Do you currently take part in any of the following:</b>			
11.4a	Education?	100%	92%
11.4b	A job in this establishment?	18%	31%
11.4c	Vocational or skills training?	0%	19%
11.4d	Offending behaviour programmes?	39%	46%
11.4e	Nothing	0%	4%
<b>For those who have taken part in the following activities while in this establishment, do you think that they will help you when you leave prison:</b>			
11.5a	Education?	71%	56%
11.5b	A job in this establishment?	11%	36%
11.5c	Vocational or skills training?	0%	63%
11.5d	Offending behaviour programmes?	44%	54%
11.6	Do you usually have association every day?	94%	92%
11.7	Can you usually go outside for exercise every day?	71%	64%
11.8	Do you go to the gym more than five times each week?	53%	18%

## APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12

<b>SECTION 12: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
<b>12.1</b>	Are you able to use the telephone every day?	89%	81%
<b>12.2</b>	Have you had any problems with sending or receiving letters or parcels?	33%	42%
<b>12.3</b>	Do you get visits from family and friends?	78%	62%
<b>12.4</b>	Do you usually have one or more visits per week from family and friends?	44%	12%
<b>12.5</b>	Is it easy/very easy for your family and friends to visit you here?	44%	
<b>12.6</b>	Do your visits start on time?	17%	12%
<b>SECTION 13: PREPARATION FOR RELEASE</b>			
	<b>Do you think you will have a problem with the following, when you are released:</b>		
<b>13.1a</b>	Finding accommodation?	39%	48%
<b>13.1b</b>	Getting into school or college?	22%	16%
<b>13.1c</b>	Getting a job?	56%	44%
<b>13.1d</b>	Money/finances?	33%	56%
<b>13.1e</b>	Claiming benefits?	11%	36%
<b>13.1f</b>	Continuing health services?	6%	8%
<b>13.1g</b>	Opening a bank account?	17%	40%
<b>13.1h</b>	Avoiding bad relationships?	11%	16%
<b>13.2</b>	Do you have a training plan, sentence plan or remand plan?	44%	
	<b>For those with a training plan, sentence plan or remand plan:</b>		
<b>13.3</b>	Were you involved in the development of your plan?	88%	
<b>13.4</b>	Do you understand the targets set in your plan?	100%	
<b>13.5</b>	Do you have a caseworker here?	56%	
	<b>For those with a caseworker:</b>		
<b>13.6</b>	Has your caseworker helped to prepare you for release?	30%	
	<b>For those with a social worker:</b>		
<b>13.7</b>	Has your social worker been to visit you since you have been here?	50%	
<b>13.8</b>	Have you had a say in what will happen to you when you are released?	24%	46%
	<b>Do you know who to contact for help with the following problems?</b>		
<b>13.9a</b>	Finding accommodation	40%	35%
<b>13.9b</b>	Getting into school or college	40%	39%
<b>13.9c</b>	Getting a job	47%	30%
<b>13.9d</b>	Help with money/finances	40%	26%

**APPENDIX G: EXPERIENCES OF YOUNG WOMEN IN 2012–13 COMPARED WITH 2011–12**

<b>13.9e</b>	Help with claiming benefits	27%	14%
<b>13.9f</b>	Continuing health services	27%	18%
<b>13.9g</b>	Opening a bank account	40%	22%
<b>13.9h</b>	Avoiding bad relationships	27%	27%
	<b>For those who were sentenced:</b>		
<b>13.11</b>	Do you want to stop offending?	75%	100%
<b>13.12</b>	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	38%	53%

## APPENDIX H: HM INSPECTORATE OF PRISONS CHILDREN AND YOUNG PEOPLE SURVEY

<b>SECTION 1: ABOUT YOU</b>		
<b>Q1</b>	<b>HOW OLD ARE YOU?</b>	
	15	<input type="checkbox"/>
	16	<input type="checkbox"/>
	17	<input type="checkbox"/>
	18	<input type="checkbox"/>
<b>Q2</b>	<b>ARE YOU A BRITISH CITIZEN?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q3</b>	<b>DO YOU UNDERSTAND SPOKEN ENGLISH?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU UNDERSTAND WRITTEN ENGLISH?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q5</b>	<b>WHAT IS YOUR ETHNIC ORIGIN?</b>	
	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 – Chinese	
	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"/>
	Arab	<input type="checkbox"/>
	Other ethnic group	<input type="checkbox"/>
	If other, please specify	
<b>Q6</b>	<b>WHAT IS YOUR RELIGION?</b>	
	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	
<b>Q7</b>	<b>DO YOU CONSIDER YOURSELF TO BE GYPSY/ROMANY/TRAVELLER?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU HAVE ANY CHILDREN?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q9</b>	<b>DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY? (i.e. do you need help with any long-term physical, mental or learning needs)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q10</b>	<b>HAVE YOU EVER BEEN IN LOCAL AUTHORITY CARE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>SECTION 2: ABOUT YOUR SENTENCE</b>		
<b>Q1</b>	<b>ARE YOU SENTENCED?</b>	
	Yes	<input type="checkbox"/>
	No – unsentenced/on remand	<input type="checkbox"/>
<b>Q2</b>	<b>HOW LONG IS YOUR SENTENCE (THE FULL DTO SENTENCE)?</b>	
	<b><i>Not sentenced</i></b>	<input type="checkbox"/>
	Less than 6 months	<input type="checkbox"/>
	6 to 12 months	<input type="checkbox"/>
	More than 12 months, up to 2 years	<input type="checkbox"/>
	More than 2 years	<input type="checkbox"/>
	Indeterminate sentence for public protection (IPP)	<input type="checkbox"/>
<b>Q3</b>	<b>HOW LONG HAVE YOU BEEN IN THIS ESTABLISHMENT?</b>	
	Less than 1 month	<input type="checkbox"/>
	1 to 6 months	<input type="checkbox"/>
	More than 6 months, but less than 12 months	<input type="checkbox"/>
	Twelve months to 2 years	<input type="checkbox"/>
	More than 2 years	<input type="checkbox"/>

<b>Q4</b>	<b>IS THIS YOUR FIRST TIME IN CUSTODY IN A YOI, SECURE CHILDREN'S HOME OR SECURE TRAINING CENTRE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>SECTION 3: COURTS, TRANSFERS AND ESCORTS</b>		
<b>Q1</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, DID YOU FEEL SAFE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q2</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE THERE ANY ADULTS (OVER 18) OR A MIX OF MALES AND FEMALES TRAVELLING WITH YOU?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q3</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, HOW LONG DID YOU SPEND IN THE VAN?</b>	
	Less than 2 hours	<input type="checkbox"/>
	2 to 4 hours	<input type="checkbox"/>
	More than 4 hours	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q4</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED A TOILET BREAK?</b>	
	<i>My journey was less than 2 hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q5</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, WERE YOU OFFERED ANYTHING TO EAT OR DRINK?</b>	
	<i>My journey was less than 2 hours</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q6</b>	<b>ON YOUR MOST RECENT JOURNEY HERE, HOW DID YOU FEEL YOU WERE TREATED BY THE ESCORT STAFF?</b>	
	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"/>
<b>Q7</b>	<b>BEFORE YOU ARRIVED HERE, DID YOU RECEIVE ANY INFORMATION TO HELP YOU PREPARE FOR COMING HERE?</b>	
	Yes – and it was helpful	<input type="checkbox"/>
	Yes – but it was not helpful	<input type="checkbox"/>
	No – I received no information	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>

<b>Q8</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT COURTS, TRANSFERS AND ESCORTS?</b>	
<b>SECTION 4: FIRST DAYS</b>		
<b>Q1</b>	<b>HOW LONG WERE YOU IN RECEPTION?</b>	
	Less than 2 hours	<input type="checkbox"/>
	2 hours or longer	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q2</b>	<b>WHEN YOU WERE SEARCHED, WAS THIS CARRIED OUT IN A RESPECTFUL WAY?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember/Not applicable	<input type="checkbox"/>
<b>Q3</b>	<b>HOW WELL DID YOU FEEL YOU WERE TREATED IN RECEPTION?</b>	
	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"/>
<b>Q4</b>	<b>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.)</b>	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Feeling scared	<input type="checkbox"/>
	Gang problems	<input type="checkbox"/>
	Contacting family	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling worried/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>
	Getting phone numbers	<input type="checkbox"/>
	<b>Staff did not ask me about any of these</b>	<input type="checkbox"/>
	Other (please specify)	
<b>Q5</b>	<b>WHEN YOU FIRST ARRIVED HERE, DID YOU HAVE ANY OF THE FOLLOWING PROBLEMS? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	Not being able to smoke	<input type="checkbox"/>
	Loss of property	<input type="checkbox"/>
	Feeling scared	<input type="checkbox"/>
	Gang problems	<input type="checkbox"/>
	Contacting family	<input type="checkbox"/>
	Money worries	<input type="checkbox"/>
	Feeling worried/upset/needing someone to talk to	<input type="checkbox"/>
	Health problems	<input type="checkbox"/>

	Getting phone numbers	<input type="checkbox"/>
	<b><i>I did not have any problems</i></b>	<input type="checkbox"/>
	Other (please specify)	
<b>Q6</b>	<b>WHEN YOU FIRST ARRIVED HERE, WERE YOU GIVEN ANY OF THE FOLLOWING? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	Toiletries/basic items	<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"/>
	PIN phone credit	<input type="checkbox"/>
	Information about feeling worried/upset	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<b><i>I was not given any of these</i></b>	<input type="checkbox"/>
<b>Q7</b>	<b>WITHIN YOUR FIRST 24 HOURS HERE, DID YOU HAVE ACCESS TO THE FOLLOWING PEOPLE OR SERVICES? (PLEASE TICK ALL THAT APPLY.)</b>	
	Chaplain	<input type="checkbox"/>
	Peer mentor	<input type="checkbox"/>
	Childline/Samaritans	<input type="checkbox"/>
	The prison shop/canteen	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
	<b><i>I did not have access to any of these</i></b>	<input type="checkbox"/>
<b>Q8</b>	<b>BEFORE YOU WERE LOCKED UP ON YOUR FIRST NIGHT, WERE YOU SEEN BY A DOCTOR OR NURSE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q9</b>	<b>DID YOU FEEL SAFE ON YOUR FIRST NIGHT HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q10</b>	<b>DID THE INDUCTION COURSE COVER EVERYTHING YOU NEEDED TO KNOW ABOUT THE ESTABLISHMENT?</b>	
	<b><i>I have not been on an induction course</i></b>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't remember	<input type="checkbox"/>
<b>Q11</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR FIRST FEW DAYS HERE?</b>	



<b>SECTION 5: DAILY LIFE AND RESPECT</b>		
<b>Q1</b>	<b>CAN YOU NORMALLY HAVE A SHOWER EVERY DAY IF YOU WANT TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q2</b>	<b>IS YOUR CELL CALL BELL NORMALLY ANSWERED WITHIN FIVE MINUTES?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q3</b>	<b>WHAT IS THE FOOD LIKE HERE?</b>	
	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Neither	<input type="checkbox"/>
	Bad	<input type="checkbox"/>
	Very bad	<input type="checkbox"/>
<b>Q4</b>	<b>DOES THE SHOP/CANTEEN SELL A WIDE ENOUGH VARIETY OF PRODUCTS?</b>	
	<i>I have not bought anything yet/Don't know</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q5</b>	<b>HOW EASY IS IT FOR YOU TO ATTEND RELIGIOUS SERVICES?</b>	
	<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"/>
<b>Q6</b>	<b>ARE YOUR RELIGIOUS BELIEFS RESPECTED?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know/Not applicable	<input type="checkbox"/>
<b>Q7</b>	<b>CAN YOU SPEAK TO A CHAPLAIN OF YOUR FAITH IN PRIVATE IF YOU WANT TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know/Not applicable	<input type="checkbox"/>
<b>Q8</b>	<b>CAN YOU SPEAK TO A PEER MENTOR WHEN YOU NEED TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q9</b>	<b>CAN YOU SPEAK TO A MEMBER OF THE IMB (INDEPENDENT MONITORING BOARD) WHEN YOU NEED TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

<b>Q10</b>	<b>CAN YOU SPEAK TO AN ADVOCATE (AN OUTSIDE PERSON TO HELP YOU) WHEN YOU NEED TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q11</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT DAILY LIFE AND RESPECT?</b>	
<b>SECTION 6: RELATIONSHIPS WITH STAFF</b>		
<b>Q1</b>	<b>DO MOST STAFF TREAT YOU WITH RESPECT?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q2</b>	<b>IF YOU HAD A PROBLEM, WHO WOULD YOU TURN TO? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	No-one	<input type="checkbox"/>
	Personal officer	<input type="checkbox"/>
	Wing officer	<input type="checkbox"/>
	Teacher/education staff	<input type="checkbox"/>
	Gym staff	<input type="checkbox"/>
	Chaplain	<input type="checkbox"/>
	Independent Monitoring Board (IMB)	<input type="checkbox"/>
	YOT worker	<input type="checkbox"/>
	Social worker	<input type="checkbox"/>
	Health services staff	<input type="checkbox"/>
	Peer mentor	<input type="checkbox"/>
	Another young person here	<input type="checkbox"/>
	Case worker	<input type="checkbox"/>
	Advocate	<input type="checkbox"/>
	Family/friends	<input type="checkbox"/>
	ChildLine/Samaritans	<input type="checkbox"/>
	Other (please specify)	
<b>Q3</b>	<b>HAVE STAFF CHECKED ON YOU PERSONALLY IN THE LAST WEEK TO SEE HOW YOU ARE GETTING ON?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q4</b>	<b>WHEN DID YOU FIRST MEET YOUR PERSONAL (NAMED) OFFICER?</b>	
	<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"/>
<b>Q5</b>	<b>HOW OFTEN DO YOU SEE YOUR PERSONAL (NAMED) OFFICER?</b>	
	<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"/>

<b>Q6</b>	<b>DO YOU FEEL YOUR PERSONAL (NAMED) OFFICER TRIES TO HELP YOU?</b>	
	<i>I still have not met him/her</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q7</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT RELATIONSHIPS WITH STAFF?</b>	
<b>SECTION 7: APPLICATIONS AND COMPLAINTS</b>		
<b>Q1</b>	<b>IS IT EASY TO MAKE AN APPLICATION?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q2</b>	<b>ARE APPLICATIONS SORTED OUT FAIRLY?</b>	
	<i>I have not made an application</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q3</b>	<b>ARE APPLICATIONS SORTED OUT QUICKLY (WITHIN 7 DAYS)?</b>	
	<i>I have not made an application</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU KNOW HOW TO MAKE A COMPLAINT?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q5</b>	<b>ARE COMPLAINTS SORTED OUT FAIRLY?</b>	
	<i>I have not made a complaint</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q6</b>	<b>ARE COMPLAINTS SORTED OUT QUICKLY (WITHIN 7 DAYS)?</b>	
	<i>I have not made a complaint</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q7</b>	<b>HAVE YOU EVER FELT TOO SCARED OR INTIMIDATED TO MAKE A COMPLAINT?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Never needed to make a complaint	<input type="checkbox"/>
<b>Q8</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT APPLICATIONS AND COMPLAINTS?</b>	

<b>SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE</b>		
<b>Q1</b>	<b>WHAT LEVEL OF THE REWARDS AND SANCTIONS SCHEME ARE YOU ON?</b>	
	<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"/>
<b>Q2</b>	<b>HAVE YOU BEEN TREATED FAIRLY IN YOUR EXPERIENCE OF THE REWARDS AND SANCTIONS SCHEME?</b>	
	<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"/>
<b>Q3</b>	<b>DO THE DIFFERENT LEVELS OF THE REWARDS AND SANCTIONS SCHEME ENCOURAGE YOU TO CHANGE YOUR BEHAVIOUR?</b>	
	<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"/>
<b>Q4</b>	<b>HAVE YOU HAD A MINOR REPORT SINCE YOU HAVE BEEN HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q5</b>	<b>IF YOU HAVE HAD A MINOR REPORT, WAS THE PROCESS EXPLAINED CLEARLY TO YOU?</b>	
	<i>I have not had a minor report</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q6</b>	<b>HAVE YOU HAD AN ADJUDICATION ('NICKING') SINCE YOU HAVE BEEN HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q7</b>	<b>IF YOU HAVE HAD AN ADJUDICATION ('NICKING'), WAS THE PROCESS EXPLAINED CLEARLY TO YOU?</b>	
	<i>I have not had an adjudication</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q8</b>	<b>HAVE YOU BEEN PHYSICALLY RESTRAINED (C AND R) SINCE YOU HAVE BEEN HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

<b>Q9</b>	<b>IF YOU HAVE SPENT A NIGHT IN THE CARE AND SEPARATION UNIT (CSU), HOW WERE YOU TREATED BY STAFF?</b>	
	<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"/>
<b>Q10</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT THE REWARDS AND SANCTIONS SCHEME, OR DISCIPLINE?</b>	
<b>SECTION 9: SAFETY</b>		
<b>Q1</b>	<b>HAVE YOU EVER FELT UNSAFE HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q2</b>	<b>DO YOU FEEL UNSAFE NOW?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q3</b>	<b>IN WHICH AREAS HAVE YOU FELT UNSAFE? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	<b><i>Never felt unsafe</i></b>	<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 religious services	<input type="checkbox"/>
	At meal times	<input type="checkbox"/>
	At healthcare	<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"/>
	During movement	<input type="checkbox"/>
	In your cell	<input type="checkbox"/>
	Other, please specify	

<b>Q4</b>	<b>HAVE YOU EVER BEEN VICTIMISED BY ANOTHER YOUNG PERSON/GROUP OF YOUNG PEOPLE HERE? (E.G. INSULTED OR ASSAULTED)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q5</b>	<b>IF YES, WHAT DID THE INCIDENT(S) INVOLVE/WHAT WAS IT ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	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"/>
	Feeling threatened or intimidated	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Medication	<input type="checkbox"/>
	Debt	<input type="checkbox"/>
	Drugs	<input type="checkbox"/>
	Your race or ethnic origin	<input type="checkbox"/>
	Your religion/religious beliefs	<input type="checkbox"/>
	Your nationality	<input type="checkbox"/>
	You are from a different part of the country to others	<input type="checkbox"/>
	You are from a Traveller community	<input type="checkbox"/>
	Your sexuality	<input type="checkbox"/>
	Your age	<input type="checkbox"/>
	You having a disability	<input type="checkbox"/>
	You were new here	<input type="checkbox"/>
	Your offence/crime	<input type="checkbox"/>
	Gang related issues	<input type="checkbox"/>
<b>Q6</b>	<b>IF YOU HAVE TICKED ANY OF THE ABOVE, PLEASE GIVE DETAILS:</b>	
<b>Q7</b>	<b>HAVE YOU EVER BEEN VICTIMISED BY STAFF HERE? (E.G. INSULTED OR ASSAULTED)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q8</b>	<b>IF YES, WHAT DID THE INCIDENT(S) INVOLVE/WHAT WAS IT ABOUT? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	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"/>
	Feeling threatened or intimidated	<input type="checkbox"/>
	Having your canteen/property taken	<input type="checkbox"/>
	Medication	<input type="checkbox"/>

	Debt	<input type="checkbox"/>
	Drugs	<input type="checkbox"/>
	Your race or ethnic origin	<input type="checkbox"/>
	Your religion/religious beliefs	<input type="checkbox"/>
	Your nationality	<input type="checkbox"/>
	You are from a different part of the country to others	<input type="checkbox"/>
	You are from a Traveller community	<input type="checkbox"/>
	Your sexuality	<input type="checkbox"/>
	Your age	<input type="checkbox"/>
	You having a disability	<input type="checkbox"/>
	You were new here	<input type="checkbox"/>
	Your offence/crime	<input type="checkbox"/>
	Gang related issues	<input type="checkbox"/>
	Because you made a complaint	<input type="checkbox"/>
<b>Q9</b>	<b>IF YOU HAVE TICKED ANY OF THE ABOVE PLEASE GIVE DETAILS:</b>	
<b>Q10</b>	<b>IF YOU WERE BEING VICTIMISED, WOULD YOU TELL A MEMBER OF STAFF?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q11</b>	<b>DO YOU THINK STAFF WOULD TAKE IT SERIOUSLY IF YOU TOLD THEM YOU HAD BEEN VICTIMISED?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q12</b>	<b>IS SHOUTING THROUGH THE WINDOWS A PROBLEM HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q13</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT SAFETY HERE?</b>	

<b>SECTION 10: HEALTH SERVICES</b>				
<b>Q1</b>	<b>IS IT EASY TO SEE THE FOLLOWING PEOPLE IF YOU NEED TO?</b>			
		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"/>
<b>Q2</b>	<b>WHAT DO YOU THINK OF THE OVERALL QUALITY OF THE HEALTH SERVICES HERE?</b>			
	<i>I have not been</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"/>
<b>Q3</b>	<b>IF YOU ARE TAKING MEDICATION, ARE YOU ALLOWED TO KEEP SOME/ALL OF IT IN YOUR ROOM?</b>			
	<i>I am not taking any medication</i>			<input type="checkbox"/>
	Yes, all of my meds			<input type="checkbox"/>
	Yes, some of my meds			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU HAVE ANY EMOTIONAL OR MENTAL HEALTH PROBLEMS?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q5</b>	<b>ARE YOU BEING HELPED BY ANYONE HERE WITH YOUR EMOTIONAL OR MENTAL HEALTH PROBLEMS? (e.g. a psychologist, doctor, counsellor, personal officer or another member of staff)</b>			
	<i>I do not have any emotional or mental health problems</i>			<input type="checkbox"/>
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q6</b>	<b>DID YOU HAVE PROBLEMS WITH ALCOHOL WHEN YOU FIRST ARRIVED HERE?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q7</b>	<b>HAVE YOU RECEIVED ANY HELP WITH ALCOHOL PROBLEMS HERE?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q8</b>	<b>DID YOU HAVE PROBLEMS WITH DRUGS WHEN YOU FIRST ARRIVED HERE?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q9</b>	<b>DO YOU HAVE PROBLEMS WITH DRUGS NOW?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>
<b>Q10</b>	<b>HAVE YOU RECEIVED ANY HELP WITH DRUGS PROBLEMS HERE?</b>			
	Yes			<input type="checkbox"/>
	No			<input type="checkbox"/>



<b>Q11</b>	<b>HOW EASY OR DIFFICULT IS IT TO GET ILLEGAL DRUGS HERE?</b>				
	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"/>
<b>Q12</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT YOUR EXPERIENCES OF THE HEALTH SERVICES?</b>				
<b>SECTION 11: ACTIVITIES</b>					
<b>Q1</b>	<b>HOW OLD WERE YOU WHEN YOU WERE LAST AT SCHOOL?</b>				
	14 or under				<input type="checkbox"/>
	15 or over				<input type="checkbox"/>
<b>Q2</b>	<b>HAVE YOU EVER BEEN EXCLUDED FROM SCHOOL?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Not applicable				<input type="checkbox"/>
<b>Q3</b>	<b>DID YOU EVER SKIP SCHOOL BEFORE YOU CAME INTO CUSTODY?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>
	Not applicable				<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU CURRENTLY TAKE PART IN ANY OF THE FOLLOWING ACTIVITIES? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>				
	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"/>
<b>Q5</b>	<b>IF YOU HAVE BEEN INVOLVED IN ANY OF THE FOLLOWING ACTIVITIES HERE, DO YOU THINK THEY WILL HELP YOU WHEN YOU LEAVE PRISON?</b>				
		<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"/>
<b>Q6</b>	<b>DO YOU USUALLY HAVE ASSOCIATION EVERY DAY?</b>				
	Yes				<input type="checkbox"/>
	No				<input type="checkbox"/>

<b>Q7</b>	<b>CAN YOU USUALLY GO OUTSIDE FOR EXERCISE EVERY DAY?</b>	
	<i>Don't want to go</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q8</b>	<b>HOW MANY TIMES DO YOU USUALLY GO TO THE GYM EACH WEEK?</b>	
	<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"/>
<b>Q9</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT ACTIVITIES HERE?</b>	
<b>SECTION 12: FAMILY AND FRIENDS</b>		
<b>Q1</b>	<b>ARE YOU ABLE TO USE THE TELEPHONE EVERY DAY, IF YOU WANT TO?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q2</b>	<b>HAVE YOU HAD ANY PROBLEMS WITH SENDING OR RECEIVING MAIL (LETTERS OR PARCELS)?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q3</b>	<b>HOW MANY VISITS DO YOU USUALLY HAVE EACH WEEK, FROM FAMILY OR FRIENDS?</b>	
	<i>I don't get visits</i>	<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"/>
<b>Q4</b>	<b>HOW EASY IS IT FOR YOUR FAMILY AND FRIENDS TO VISIT YOU HERE?</b>	
	<i>I don't get visits</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"/>

<b>Q5</b>	<b>DO YOUR VISITS USUALLY START ON TIME?</b>	
	<i>I don't get visits</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q6</b>	<b>DO YOU HAVE ANY COMMENTS ABOUT KEEPING IN TOUCH WITH FAMILY AND FRIENDS?</b>	
<b>SECTION 13: PREPARATION FOR RELEASE</b>		
<b>Q1</b>	<b>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.)</b>	
	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"/>
<b>Q2</b>	<b>DO YOU HAVE A TRAINING PLAN, SENTENCE PLAN OR REMAND PLAN? (i.e. a plan that is discussed in your DTO/planning meetings, which sets out your targets)</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q3</b>	<b>WERE YOU INVOLVED IN THE DEVELOPMENT OF YOUR PLAN?</b>	
	<i>I don't have a plan/don't know if I have a plan</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q4</b>	<b>DO YOU UNDERSTAND THE TARGETS THAT HAVE BEEN SET IN YOUR PLAN?</b>	
	<i>I don't have a plan/don't know if I have a plan</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q5</b>	<b>DO YOU HAVE A CASEWORKER HERE?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q6</b>	<b>HAS YOUR CASEWORKER HELPED TO PREPARE YOU FOR RELEASE?</b>	
	<i>I don't have a caseworker</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

<b>Q7</b>	<b>HAS YOUR SOCIAL WORKER BEEN TO VISIT YOU SINCE YOU HAVE BEEN HERE?</b>	
	<i>I don't have a social worker</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>Q8</b>	<b>HAVE YOU HAD A SAY IN WHAT WILL HAPPEN TO YOU WHEN YOU ARE RELEASED?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>
<b>Q9</b>	<b>DO YOU KNOW WHO TO CONTACT FOR HELP WITH ANY OF THE FOLLOWING PROBLEMS, BEFORE YOUR RELEASE? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	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>I don't know who to contact</i>	<input type="checkbox"/>
<b>Q10</b>	<b>WHAT IS MOST LIKELY TO STOP YOU OFFENDING IN THE FUTURE? (PLEASE TICK ALL THAT APPLY TO YOU.)</b>	
	<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"/>
<b>Q11</b>	<b>DO YOU WANT TO STOP OFFENDING?</b>	
	<i>Not sentenced</i>	<input type="checkbox"/>
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>





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