

Report on an unannounced inspection of

# **HMP & YOI Downview**

by HM Chief Inspector of Prisons

**31 July–3 August 2017**

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



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# Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	19
Section 2. Respect	29
Section 3. Purposeful activity	41
Section 4. Resettlement	49
Section 5. Summary of recommendations and good practice	57
Section 6. Appendices	63
Appendix I: Inspection team	63
Appendix II: Prison population profile	65
Appendix III: Summary of prisoner questionnaires and interviews	69

### **Glossary of terms**

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

# Introduction

HMP Downview is a closed female prison in Sutton in Surrey. At the time of the inspection the prison was holding a little over 300 women, most of whom were serving sentences of over four years. The prison was last inspected in 2013. Shortly afterwards it was closed and remained so for two years and eight months. The initial plan was to incorporate the prison into the men's estate but, with the closure of HMP Holloway, it was decided to retain it within the female estate. The prison reopened in May 2016.

This inspection found it had made good progress since opening 15 months earlier. One of its strengths was the high profile the governor and his senior management team maintained across the prison. Many women were positive about how visible, approachable and genuinely interested they were in helping them make positive changes to their lives.

This was a fundamentally safe prison. Many indicators of safety, including the number of violent incidents, the frequency of use of force, the use of segregation and the number of adjudications were all lower than at other women's prisons. Fewer women than at other prisons also told us that they had felt unsafe there at some point. Provision during women's early days at the prison required greater attention and we were concerned that women did not receive a first night safety interview. Nevertheless, women said they felt safe on their first night. This was, possibly, testament to the supportive nature of relationships between staff and prisoners, which many prisoners spoke about throughout our inspection. There had been one self-inflicted death at Downview in recent months, which was still subject to investigation. We were, however, confident that the governor and his staff would take appropriate action once investigations were complete.

The prison had a mix of staff, some of whom had returned to Downview when it reopened. Others had transferred from Holloway prison and some were new to the Prison Service. The prison estimated that by October 2017 approximately 40% of the staff group would be newly trained officers. This presented some real challenges, predominately how to create an effective culture and community. Much work had been undertaken to ensure procedures were in place that would help steer the staff's work and ensure consistency. In many cases this was working. Work with vulnerable women and those at risk of self-harm or suicide was progressing well and the development of distraction packs was excellent. In other areas, procedures were less well developed, for instance in the management of adjudications, but we were confident that progress was heading in the right direction and that managers recognised how to take the work forward.

We were concerned about equalities and diversity work, which had been neglected. More needed to be done to understand those with protected characteristics and to monitor whether the prison's regime was having a different impact on these groups compared with others.

Most women at Downview were serving long sentences. They required access to real employment opportunities and good progress had been made in attempting to bring in a range of options. Provision at the London College of Fashion workshop and in the Max Spielmann photographic workshop was good for those women who participated, but numbers were still low. Overall too many women were not sufficiently occupied. Upwards of a further 60 places were expected to come on stream within the following few months, which would significantly improve the provision.

Resettlement provision was, overall, reasonable, but while the work undertaken by probation offender supervisors was of a good standard, officer offender supervisors' work was far more variable. The range of provision for women approaching release was impressive but too few women were aware of what was available. Resettlement pathway work was, in most cases, well managed. Although work regarding children and families was developing reasonably well, more was required to ensure the needs of all women were met and that provision was similar to what we often see at other women's prisons.

Overall this was a good prison that had made very positive progress in a relatively short space of time since it had reopened. The governor and his team recognised that there was still much that needed to be done. However, much of what had been done to date was of a good standard, which augured well for the future.

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

September 2017

# Fact page

## Task of the establishment

A closed women's prison.

## Prison status (public or private, with name of contractor if private)

Public

## Department

Women's estate

## Number held

311

## Certified normal accommodation

330

## Operational capacity

330

## Date of last full inspection

25 June–5 July 2013

## Brief history

Downview, a closed prison for women based in Sutton, Surrey, had been converted from the former nurses' home of Banstead Hospital. The prison opened in 1989 as a category C men's prison. In September 2001, Downview became a closed prison for adult women and in December 2004 a six-bed juvenile unit opened for young female offenders, aged 15 to 18.

In October 2013, Downview closed for refurbishment and was expected to reopen as a category C men's prison. However, following the decision to close HMP Holloway and an increase in the female prison population, Downview reopened as a women's prison in May 2016.

## Short description of residential units

There were five residential units, including E wing, which was closed. All rooms were single cells with in-cell sanitation.

A wing – reception/induction, single floor with 43 rooms.

B wing – methadone maintenance, single floor with 47 rooms.

C wing – 210 rooms over four floors (North and South)

C wing 1 and 2 North were working towards becoming drug recovery landings.

C wing 1 and 2 South were mainly occupied by workers.

C wing 3 landings North and South were for women on the standard level of the incentive and earned privileges scheme.

C wing 4 landings North and South were for women on the enhanced level of the incentive and earned privileges scheme.

D wing – the resettlement wing comprised of 40 rooms occupied by women on the enhanced level. The segregation unit was adjacent to B wing and had six rooms and one special cell.

## Name of governor

Robin Eldridge

## Escort contractor

GEOAmey

**Health service provider**

Central and North West London NHS Foundation Trust

**Learning and skills providers**

Novus

**Independent Monitoring Board chair**

Tony Houghton

**Community rehabilitation company (CRC)**

London CRC



# About this inspection and report

- A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.
- A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.
- A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:
- |                            |   |
|----------------------------|---|
| <b>Safety</b>              | women, particularly the most vulnerable, are held safely  |
| <b>Respect</b>             | women are treated with respect for their human dignity  |
| <b>Purposeful activity</b> | women are able, and expected, to engage in activity that is likely to benefit them                                      |
| <b>Resettlement</b>        | women are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending. |
- A4 The 2010 'Bangkok Rules'<sup>1</sup> sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.
- A5 Under each test, we make an assessment of outcomes for women and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).
- **outcomes for women are good.**  
There is no evidence that outcomes for women are being adversely affected in any significant areas.
  - **outcomes for women are reasonably good.**  
There is evidence of adverse outcomes for women in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

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<sup>1</sup> United Nations Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders.

- **outcomes for women are not sufficiently good.**  
There is evidence that outcomes for women are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of women. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **outcomes for women are poor.**  
There is evidence that the outcomes for women are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for women. Immediate remedial action is required.

A6 Our assessments might result in one of the following:

- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for women.

A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with women; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

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

A9 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## This report

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

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

A12 Findings from the survey of women and a detailed description of the survey methodology can be found in Appendix III of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.<sup>2</sup>

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<sup>2</sup> The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

# Summary

## Safety

**S1** *Journeys to the prison were managed reasonably well. However, reception, first night and induction arrangements were underdeveloped. More women than at comparable prisons said they felt safe on their first night at Downview. The number of violent incidents was relatively low and tensions and conflict were reasonably well managed. Rates of self-harm were lower than expected, although serious incidents were not properly investigated. Support for those subject to assessment, care in custody and teamwork (ACCT) case management arrangements for prisoners at risk of suicide or self-harm were generally good. Staff were not sufficiently aware of or knowledgeable about safeguarding. Security measures were proportionate but aspects of the adjudication procedure required overhauling. Force and segregation were used infrequently, although better quality assurance was required. Support for women with substance misuse issues was progressing.*  
**Outcomes for women were reasonably good against this healthy prison test.**

- S2** Most journeys to the prison took less than two hours and 43% of women in our survey said they had received information in advance about going to Downview.
- S3** Women were treated well in reception. In our survey, nearly a quarter of respondents said they had felt depressed or suicidal when they arrived at Downview. Prison staff did not carry out a confidential screening interview with new arrivals. While healthcare staff did undertake interviews, information was not systematically shared between the healthcare unit and the first night department. Despite delays in property arriving, it was well managed when it was received. Women arriving in the prison with only one set of clothes were provided with second-hand clothing free of charge.
- S4** First night cells were reasonable, but some did not contain all the essential items. Some first night processes, such free reception phone calls for prisoners, were not routinely offered. However, it was good that in our survey 83% of women told us they felt safe on their first night, more than the comparator. The induction programme was not systematically coordinated or tracked. The peer-led induction session was engaging but did not have a standard format and no induction material was provided. Women did not have enough information about what to expect and new receptions spent too much time locked up during their first few days.
- S5** In our survey, fewer women than at comparator prisons said they had felt unsafe at some point at Downview. Tensions and conflict on wings were reasonably well managed. Allegations of bullying were taken seriously and investigated promptly. Investigations were thorough and information was shared effectively with other departments. More formal mediation and conflict resolution initiatives could have enhanced the work. Levels of physical violence were low and very few incidents were serious.
- S6** In our survey, fewer than half of respondents felt the incentives and earned privileges (IEP) scheme was fair and too few felt it encouraged a change in behaviour. Women on the enhanced level who were not on D wing did not have sufficient incentives. Decisions to place women on the basic level were fair and considered any mitigating personal circumstances. The number of women on the basic regime was low. The IEP policy was under review.
- S7** There had been one death in custody since the prison had reopened. Investigations were ongoing. Rates of self-harm were low for a women's prison and there had been 115 incidents

in the previous six months. However, we were concerned that not all serious incidents were investigated thoroughly enough. The ACCT case management process for prisoners at risk of suicide or self-harm was well managed. Initial assessments were detailed and identified triggers well. Care maps were good and action was followed up effectively. Reviews were supportive and multidisciplinary. Many women spoke highly of the support they had received from staff in times of crisis. The safer custody team had developed some innovative ways of helping women stay occupied. There were currently too few Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) but they were well supported and motivated. Women appreciated the safer custody orderlies who provided good practical support.

- S8 Prison staff's awareness of their safeguarding responsibilities was underdeveloped. However, an onsite social worker worked closely with the head of safer custody. The weekly complex needs meeting was multidisciplinary and shared information effectively. Nevertheless, clearer care planning would have enhanced the process.
- S9 Security measures were proportionate and women could move freely around the site at key times and those who were particularly vulnerable could be escorted. Women's access to activities was not restricted by security risk assessments. A good amount of security information was analysed well and clear objectives were set according to the risks and threats posed by the population. Strip-searching was intelligence-led. The random mandatory drug testing positive rate was low but only 60% of requested suspicion tests were completed. A supply reduction strategy was being developed but was not yet in place.
- S10 The number of adjudications was low. Records generally showed a full investigation took place into what had happened and we observed women being encouraged to participate fully in hearings. However, in too many cases, women had been inappropriately charged or charged with more than one offence when a single charge would be sufficient. Force was used infrequently, although monitoring and analysis were poor and quality assurance checks did not always pick up inaccuracies in incident reports. Documents we reviewed showed women were restrained as a last resort and force was used proportionately. Special accommodation was not used.
- S11 The segregation unit and cells were clean but the yard was caged and the whole environment was too austere. The unit was used much less frequently than expected. Very few women remained in there for more than 10 days and reintegration planning was good for those who stayed longer. Most women returned to the normal prison location. Staff showed a good understanding of the needs of the women in the unit. The regime was rudimentary for some but better for those who had reintegration plans.
- S12 Psychosocial drug treatment was developing. However, there was insufficient provision for women with alcohol problems. The drug recovery wing was a welcome initiative, but the daily regime did not meet women's needs. Clinical treatment was generally good, although greater clarity was required regarding the prescribing of buprenorphine.

## Respect

**S13** *Accommodation and communal areas across the prison were generally good, although washing machines broke down often and caused considerable frustration. Most women were positive about their interactions with staff and said there was a member of staff they could turn to if they had a problem. A minority was less positive. Equality and diversity work was poor. The chaplaincy's work was reasonable. Responses to complaints were good, but too many were late. Healthcare provision was generally very good, although waiting times for dental care were a concern. The food was reasonable overall and many women were positive about the onsite shop. **Outcomes for women were reasonably good against this healthy prison test.***

- S14** The accommodation and communal areas were generally clean and in good decorative order. All cells were single occupancy. Women had good access to showers and baths, which were clean. Washing machines and tumble dryers broke down often on most wings and women had to wash clothes and bedding by hand, but we were told the problem was likely to be resolved soon. Stored property was well managed.
- S15** In our survey, 84% of women said staff treated them with respect, although some complained that several staff treated them inconsistently and unfairly. Most women said they had a member of staff to turn to if they had a problem and many staff we spoke to knew the circumstances of women in their care and the issues affecting them. Notes on P-Nomis (the Prison Service IT system) were positive and encouraging.
- S16** The leadership and oversight of equality work was very poor. There was no equality meeting, strategy or action plan. The prison did not investigate adverse data emerging from the application of the equalities monitoring tool and women with protected characteristics were not consulted sufficiently. The quality of the few discrimination incident reporting forms that were submitted was mixed. Some replies did not address all the issues raised and suggested a lack of familiarity with the process.
- S17** In our survey, fewer black and minority ethnic and Muslim women than white prisoners said staff treated them with respect and more felt they had been victimised, threatened and intimidated by staff than their white counterparts. The lack of consultation with these groups left the prison poorly placed to explain the negative responses. Access to representation for many foreign national women was poor. Home Office staff attendance at the prison had been reduced, but the charity Hibiscus provided some good welfare support. Although support for women with obvious disabilities was good, wing staff did not recognise women's less obvious needs. Personal emergency and evacuation plans were inadequate. There was little dedicated provision for older women and young adults.
- S18** Despite the managing chaplain vacancy, in most key respects faith provision was reasonable and 63% of women said their religious beliefs were respected. The department had insufficient links with community faith groups.
- S19** Most complaint responses we sampled were polite and addressed the issues raised. However, some complainants had not been interviewed when they should have been. Many responses were late and the failure to log and retain copies of confidential access complaints (which are about staff or are particularly sensitive or personal) was a significant flaw in governance.
- S20** The Prisoners' Advice Service provided useful legal support to women, but legal visits did not take place in a confidential setting.

- S21 The healthcare department had developed a positive and collaborative working relationship with the prison and there was evidence of excellent leadership. Women were screened effectively on arrival and the range of primary care services was very good and medicines management was generally good. Dental waiting times were too long. The multi-skilled mental health team provided excellent one-to-one and group support. The Options programme provided women with the most complex needs with an appropriate blend of therapeutic work. Where it was needed, social care was provided to a high standard.
- S22 Overall the food was reasonable, portion sizes were good and the menu was varied. Women were consulted well through general prisoner consultation meetings. Many women were positive about an onsite shop, which encouraged them to develop life skills, such as budgeting.

## Purposeful activity

**S23** *Fully employed women had a reasonable amount of time out of their cells, but those who were not working spent too much time locked up. An appropriate range of learning and skills provision was offered but quality assurance was underdeveloped. There were not enough activities for the population and work allocations required more attention. Teaching and learning was too variable, although outcomes overall were good. Women attending some high profile workshops had good experiences. The National Careers Service (NCS) was inadequate. The library and gym were good. **Outcomes for women were not sufficiently good against this healthy prison test.***

- S24 Women who were employed full time could expect to have over nine hours' time out of cell on weekdays, which was reasonable. It was lower for others and unemployed women on the basic level of the IEP scheme had little over an hour. In our roll checks, 15% of women were locked up during the core part of the day.
- S25 Ofsted's overall judgement for learning and skills and work activities was that it required improvement. Clear, focused strategic planning had already provided some good training and work at the prison and plans to deliver more provision were underway. Effective community links provided some release on temporary licence (ROTL) opportunities and employment on release. Prison managers monitored some aspects of performance and attendance data effectively, but quality assurance was underdeveloped. A quality improvement group was not yet operational. The process for allocating women to work and training was still developing.
- S26 There were not enough activity places for all women, although plans were underway to increase them. Not enough women had access to level 3 qualifications. Pay for work and training was fair and bonuses encouraged women to take up education.
- S27 Education and training environments were calm and conducive to learning. However, teaching, learning and assessment were too variable and too many learners undertook mundane sessions. Tutors did not use individual learning plans effectively to plan or demonstrate learners' progress and more capable learners were not always given work appropriate for their level of understanding. Feedback to learners was poor. Women did not improve their understanding of the relevance of maths and English skills in everyday work. Peer mentors were used effectively to support other learners in vocational training but in classroom sessions their role was not sufficiently well planned. Non-teaching staff interrupted classes too frequently.
- S28 Learners were motivated and behaved well. Most arrived at sessions on time and valued the learning and skills they developed. Displays on walls produced by learners were of a high

quality and promoted positive body images. Many women made good progress and produced some very good work. Education and training outcomes were good. Learners in vocational training and work developed good purposeful skills that would have supported future employment. This was particularly true for women attending some high profile workshops, such as the London College of Fashion workshop and Max Spielmann photographic project. Women in work around the prison had a good appreciation of health and safety.

S29 The library had an appropriate stock of books, including fiction and non-fiction at a range of levels, as well as a selection of publications for foreign national prisoners.

S30 Induction to the gymnasium was adequate but did not focus enough on healthy living or improving lifestyles. Gym staff did not liaise well enough with healthcare staff so they could identify anyone who should not have been participating in sport. Women could have at least two recreational training sessions each week. The range of activities, including sessions for over 50s, met women's needs. However, no accredited training was offered.

## Resettlement

**S31** *Relationships across departments delivering resettlement support were good. Work on a strategic approach was still being developed, but the overall vision was appropriate. There was a good range of services but they were not co-ordinated well enough. ROTL was well managed but the numbers accessing it were disappointing, especially for a women's prison. Survey responses on offender management were negative and, while we found probation offender supervisors' work to be good, officers' work was more variable. Public protection arrangements were appropriate as was work with indeterminate sentence prisoners. Reintegration planning was reasonably well managed and resettlement plans were generally good. Most pathway provision was reasonable, but more employment support was required. **Outcomes for women were reasonably good against this healthy prison test.***

S32 Working relationships between staff in the different departments involved with resettlement were positive, but systematic information-sharing and collaboration required attention. In our survey, fewer women than at other prisons said they had done something at Downview that would make them less likely to offend. The reducing reoffending strategy was still being written and the needs analysis had not yet been incorporated into the strategy. However, much thought had gone into an appropriate strategic vision that met women's needs. The sequencing pilot was useful and aimed to deliver coordinated services. The range of services available to women coming up to release was impressive, but women did not know what was available. The use of ROTL to support resettlement was insufficient overall, but it was evolving appropriately.

S33 In our survey, women's awareness of offender supervisors and sentence plans was relatively low. The work of probation offender supervisors was good and was reflected in clear assessments and consistent work organised around sentence plans. Prison offender supervisors' work was hampered by redeployment, lack of training, supervision and support. Despite some good individual work, casework was inconsistent and in several cases, there was very little contact with women. Home detention curfew applications were managed thoroughly and delays were usually minimal.

S34 The inter-departmental risk management team meeting discussed appropriate cases and prison assessments for multi-agency public protection arrangement reviews were thorough. There was evidence of women progressing to other prisons, but some eligible for open

- conditions were moved to D wing, which promoted independent living. Probation offender supervisors managed indeterminate sentence women well.
- S35 Community rehabilitation company staff were responsive and usually completed resettlement plans and referrals promptly.
- S36 Overall family work was underdeveloped. There was no clear strategy and it lacked coordination. Despite some development work to ensure women maintained or renewed contact with their families, women in our survey were more negative than the comparator about receiving support to stay in touch with family and friends. The visitors' centre was welcoming and had information on a range of support services, but the searching area was stark and unsuitable, especially for children. Some visitors had their visits cut short by 30 minutes, despite having arrived early at the prison. Women could not take care of their children during visits as they had to remain seated at all times. They also had to wear sashes, which was unnecessary. Almost one in six women had not received a visit since arriving at the prison and there was no prison visitors scheme.
- S37 Women who had experienced domestic violence received a reasonable level of support before their release. However, there were some significant gaps, especially for those who required support during earlier stages of their sentence, such as sex workers or bereaved women.
- S38 Housing support provided by St Mungo's was good. However, 16% of women released in the previous six months did not have sustainable accommodation.
- S39 There was an appropriate range of courses to support women resettling in the community, but support from the NCS was inadequate. Although computers and cabling were in place, the virtual campus (internet access for prisoners to community education, training and employment opportunities) was not connected.
- S40 Pre-release healthcare care for women was good and those with complex mental health problems were appropriately linked with community mental health teams. The Forward substance misuse team had good links with local community drug support agencies and access to a national recovery support network.
- S41 Demand for help with finance, benefit and debt issues was high. Our survey suggested that too many women were unaware of what support was available although a good range of services and interventions were achieving good outcomes for the women who were seen. Women also received help to open bank accounts on release.
- S42 There were no accredited offending behaviour programmes and some of women's needs were not met. The thinking skills programme, which was being established, would only partially help to address these needs. A victim awareness course was available.



## Main concerns and recommendations

S43 Concern: The leadership and oversight of equality was very poor. There was no local equality strategy or action plan. The prison did not organise a meeting to provide oversight and had not been examining data emerging from the application of the equalities monitoring tool. Women with protected characteristics were not consulted well enough and diversity was not promoted properly.

**Recommendation: The prison should develop a clear, coordinated approach to promoting equality and diversity. The distinct needs of women in each protected characteristic group should be recognised and addressed.**

S44 Concern: There were not enough activities for women. Although there were some good workshops, they were not used to full capacity and some that would have offered women excellent training facilities were yet to start.

**Recommendation: Prison managers should make sure there are sufficient activity, work and training places for all women and that they are used to their full capacity.**

S45 Concern: The prison had no reducing reoffending strategy and the needs analysis was based exclusively on a prisoner survey. Despite a developing focus on rehabilitation and progression, services were not yet sufficiently coordinated to reflect this. The range of provision to support women being released was impressive but women's awareness of it was low.

**Recommendation: The reducing reoffending strategy should outline how the prison will meet women's resettlement needs and help them desist from offending. It should also show how it will build a culture of rehabilitation.**

S46 Concern: Services to support family work were underdeveloped. There was no clear strategy and the provision lacked coordination. Women were relatively negative about the support they received from the prison. Visits were too often delayed. Too many women did not receive visits but there was no prison visitors scheme.

**Recommendation: The prison should develop a clear strategy to support family work, which should be coordinated to ensure the women's needs are met.**



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

**Women transferring to and from the prison are treated safely, decently and efficiently.**

- I.1 Most journeys were less than two hours long, but some could be considerably longer owing to movements of women from Eastwood Park prison. Women were not routinely offered toilet breaks but they did receive food and drinks. Some women told us the vans were not clean. However, in our survey and in conversations we had, women said escort staff treated them respectfully. Most women felt safe in the van and we did not find any women who had been transported with men, which was good. The reception was open over lunchtime, so women were not held outside the prison. They were not handcuffed when they left the van.
- I.2 Most women we spoke to had not received much notice of their transfer and in our survey, over half said they had not been told they were going to Downview, more than the comparator. However, in our survey, 43%, more than the comparator (24%) told us they had received written information about going to Downview before their arrival.
- I.3 Video links were not used for court, because many of the hearings were about family matters and it was important for women to attend in person.

## Early days in custody

### Expected outcomes:

**Women are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Women's individual needs are identified and addressed, and they feel supported on their first night. During a woman's induction she is made aware of the prison routines, how to access available services and how to cope with imprisonment.**

- I.4 The handover of information from escort staff to reception staff was appropriate. The prison also had good links with sending prisons, which meant concerns could be shared before the women arrived. Women received a rub-down search unless there was intelligence to suggest a strip-search was necessary.
- I.5 The reception environment was reasonable and holding rooms were attractive and contained useful, up-to-date information. A reception orderly offered tea and food at mealtimes and filled in canteen and meal selection forms with new arrivals. Safer custody orderlies also attended reception to provide women with practical support, including distraction packs (see paragraph I.35).
- I.6 Reception staff treated women courteously. They checked their documentation and went through public protection questions. Women were also asked to complete an equality questionnaire. No information was available in other languages and prison staff or prisoners would translate for women with little English, which was not confidential.
- I.7 In our survey, nearly a quarter of respondents said they had felt depressed or suicidal when they arrived at Downview. Prison staff did not always carry out a specific confidential screening of new receptions to check on their emotional well-being. Healthcare staff interviewed women, but the information was not always systematically shared with first night

staff. Nevertheless, in our survey, 83% of women said they felt safe on their first night, more than the comparator.

- I.8** Property received by the prison was well managed and carefully recorded. Downview staff proactively chased up any items that had not arrived from sending prisons. Women who arrived with only one set of clothing could have additional second-hand clothing free of charge.
- I.9** First night cells were reasonably clean but did not always contain all the essential items. There were no curtains and women received additional sheets so they could cover the windows. Women could have a shower, but we were concerned that they were not routinely offered a free phone call.
- I.10** In our survey, 88% of women said they had been on an induction course, fewer than the comparator (96%). Less than half of those attending the course said it covered everything they needed to know. The induction timetable was poorly coordinated and only some sessions were tracked to ensure women had completed them. The peer-led session was engaging, but it did not have a standard format. Women were asked to sign compacts (agreements between the prisoner and the prison) on prison regulations. Some were poorly photocopied and illegible. There was no induction booklet and no information was available in other languages.
- I.11** In our survey, women were more negative than the comparator about access to information and support when they first arrived at the prison. Women did not have enough information about what to expect in their first few days at Downview and spent too much time locked up. Although many women were moved from A wing, the reception and induction unit, promptly, some had been there up to three weeks, as spaces on other wings were limited.

## Recommendations

- I.12** **Prison staff should interview new arrivals in private to ensure emotional well-being issues are identified and addressed.**
- I.13** **The induction programme should be better coordinated and supported with appropriate material.**

## Safe and supportive relationships

### Expected outcomes:

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

- I.14** A new strategy covered all aspects of safer custody. It was thorough and comprehensive but not yet embedded. The monthly safer custody meeting was well attended and multidisciplinary, but it considered incidents from the previous month rather than taking a long-term strategic view. Women told us they felt safe and in our survey, fewer women (27%) than the comparator (47%) said they had felt unsafe at some point at Downview.
- I.15** Tension and conflict on the wings were reasonably well managed. Allegations were investigated promptly, generally within 48 hours and immediately if they were serious.

Investigations carried out by the senior officers were thorough. They talked to all the women involved and checked information with staff, wing observations books and records on P-Nomis (the Prison Service IT system). Most incidents were connected to friendship breakdowns and the challenges of communal living, but some consisted of offence-related bullying.

- I.16** Issues were generally resolved promptly and ongoing monitoring was rarely necessary. Information about bullying concerns was shared effectively with other departments. Follow-up work was excellent. After an investigation, the safer custody team quality assured the investigation, offered ongoing support to the victim and ensured that information about the incident was disseminated across departments. Behaviour compacts were rarely used and none had been opened in the six months before the inspection.
- I.17** In our survey, levels of reported victimisation by other prisoners were low as were levels of reported victimisation by staff. However, more women said they were victimised by staff because of their race or ethnicity than the comparator (see paragraph 2.21).
- I.18** Some women told us that antisocial behaviour was not consistently challenged. Staff carried out informal mediation on wings. More formal mediation and conflict resolution training would have helped staff deal with issues more effectively.
- I.19** Levels of physical violence were low. In the six months prior to the inspection there had been 12 prisoner assaults on other prisoners, six prisoner assaults on staff, and two fights. Very few incidents were serious and only one had been referred to the police.
- I.20** Safer custody staff were developing a 'Timeline' process, which had been used effectively at Holloway prison and involved identifying and collating information taken from wing observation books to build up a pattern of incidents.
- I.21** In our survey, less than half of respondents felt the incentives and earned privileges (IEP) scheme was fair and too few felt it encouraged a change in behaviour. Around 45% of the population was on the enhanced level. Women on the enhanced level, who were on D wing had basic self-catering facilities and spent time out of their rooms in the evening. However, there were insufficient incentives for those on the enhanced level in other parts of the prison.
- I.22** The prison had a system of final written warnings, which women received after two negative IEP entries on P-Nomis. A third negative entry would lead to a demotion to the basic level. Women we spoke to understood the system, but paperwork was not routinely handed out.
- I.23** The decision to place women on the basic level took account of any mitigating factors. Prison staff were aware of the risk factors associated with women on the basic regime and those on it received a review every week. The number of women on the regime was low – between seven and 11 during the inspection. Women understood why they were on the basic level but did not have written targets to help them progress back to the standard level.
- I.24** The number of entries on P-Nomis identifying positive behaviour was impressive and demonstrated a supportive staff culture (see section on staff-prisoner relationships). The prison was developing a new IEP scheme and behaviour compact.

## Recommendations

- I.25** Staff should receive formal training in conflict resolution and mediation.
- I.26** The safer custody meeting should use 'Timeline' information to inform the department's strategic approach to preventing incidents.
- I.27** The IEP system should be reviewed to ensure women have sufficient incentives to progress.

## Self-harm and suicide prevention

### Expected outcomes:

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

- I.28** There had been one self-inflicted death in custody since the prison had reopened. The prison had addressed immediate concerns. However, some serious issues remained outstanding and were subject to external investigation.
- I.29** The number of self-harm incidents was low for a women's prison. There had been 115 incidents in the six months prior to the inspection, 46 of them involving three women. Overall, 33 women had self-harmed and 134 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had been opened. A small number of women had required hospital treatment and one had spent the night in an accident and emergency department awaiting treatment. Incidents of self-harm, particularly more serious cases, were not investigated fully enough to ensure that lessons were learnt.
- I.30** Strip-clothing had not been used at all since the prison had reopened and a woman had required constant supervision on six occasions, which had been managed sensitively. A good rolling programme of training in ACCT case management took place and 25 staff were trained. Forty-nine staff were also trained in suicide and self-harm prevention. However, not all staff had had up-to-date first aid training.
- I.31** The ACCT process was well managed. Women at risk were identified promptly and immediate action was taken. Initial interviews were detailed and identified triggers well but next of kin details were not always complete. Women completed a self-assessment form on the impact of the forthcoming smoking ban so that support could be offered if it caused them distress.
- I.32** Care maps were very good as were follow-ups. Having a case manager overseeing the ACCT ensured consistency. Most ACCTs showed that interactions were meaningful, but observation times were predictable. Reviews were supportive and multidisciplinary and health care staff attended regularly. Women told us that they felt staff listened to them and that they could have an input at the meeting.
- I.33** Staff understood the importance of keeping women safe and knew the circumstances of the women with open ACCTs. Many women spoke highly of the care they had received when they were in crisis. However, some women were harder to engage and needed more proactive support. The quality assurance process was effective and information was shared well between the wing, security and safer custody teams.

- I.34** Some women told us they found it difficult to deal with the lack of activity and being far from home. However, good staff-prisoner relationships meant women were supported. Many interventions were also available, including a hearing voices group, an anxiety group and dialectical behaviour therapy (see paragraph 2.89).
- I.35** The safer custody team had developed some innovative ways of helping women stay occupied. All new receptions received distraction packs, containing activities, writing material, information about support and sleeping aids. In addition, the team produced a weekly activities and information sheet to keep women occupied when they were locked up at weekends. Women could also apply for puzzles or material for hobbies and crafts, which they could complete in their cells. The initiatives were popular and supported women's emotional well-being.
- I.36** A small group of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) was well supported and motivated. The Listeners could not provide round the clock cover because there were not enough of them, and in our survey, only two thirds of women said they could speak to a Listener at any time. However, during the inspection the local Samaritans group and the prison were interviewing women who had applied to be Listeners.
- I.37** The safer custody team had two orderlies, who could offer additional emotional and practical support, process applications for activity packs and provide women with information about the services available. Their work was integrated with the safer custody team and valued by the staff and women.

## Recommendation

- I.38** **Serious incidents of self-harm should be thoroughly investigated to help the prison learn lessons and build a better understanding of women at risk of self-harm and suicide.**

## Good practice

- I.39** *Distraction packs and craft material available supported women's emotional well-being.*

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

### Expected outcomes:

**The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>3</sup>**

- I.40** The prison did not have a safeguarding policy and had no strategic links with the local adult safeguarding board. There had been no referrals to the local council. Prison staff lacked an awareness of their safeguarding responsibilities and no training had taken place.
- I.41** However, an onsite social worker liaised with the head of safer custody. We were told that emerging issues were identified and the social worker advised prison staff on how to manage them so they did not escalate. We were assured that the needs of obviously vulnerable women were identified. However, we were concerned that women with less overt needs, such as learning disabilities (see paragraph 2.27) might have been overlooked and a whole prison approach to safeguarding still needed to be embedded.
- I.42** The weekly well-attended, multidisciplinary complex needs meeting was chaired by the head of safer custody. A range of staff, including nurses and safer custody and social work staff, discussed the management and care of women identified as having the greatest needs. This meant information was shared effectively. More systematic minutes and care planning would have enhanced the process. Women had named mental health workers and personal officers.
- I.43** There was no specialist therapeutic unit for women who had been diagnosed with a personality disorder or who had complex needs. Plans for a distinct specialist unit were being developed. Women with complex needs were located in residential units or exceptionally, if their behaviour could not be safely managed on a wing, in the segregation unit (see paragraph I.63). Staff had been trained in trauma-informed work, which helped them respond to the behaviour that might arise as a result of trauma. During the inspection one woman was being managed through a national monthly complex cases meeting, which oversees support for women who cannot not be managed within the usual prison regime and offers advice and guidance to prison staff working with them.

### Recommendations

- I.44** **The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes.**
- I.45** **The prison should ensure that staff understand how to identify and refer prisoners with safeguarding needs.**
- I.46** **The complex needs meeting should formalise action and care planning.**

<sup>3</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).



## Security

### Expected outcomes:

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

- I.47** Security arrangements were proportionate and women's access to activities was not restricted by security risk assessments. Security was well managed and focused on keeping women safe. Women could move freely to activities under supervision and filled in slips so they could move around the prison at other times. Women who posed a risk or were at risk from others were escorted to activities.
- I.48** A good amount of security information was received from all areas of the prison. Intelligence was collated and analysed well and requests for searches were acted on promptly. Security objectives were set to reflect threats around drugs and bullying and risks posed by individual women. The police provided good support and shared intelligence well. Monthly security meetings were well attended by staff from all departments and communication between security and other departments, particularly safer custody, was good.
- I.49** Strip-searching was intelligence-led and appropriately authorised. None of the women were subject to closed visits during our inspection. Women subject to closed visits received a monthly review and restrictions were removed when the risks had been reduced. Two visitors had been banned because of issues related to visits.
- I.50** Women we spoke to said illicitly brewed alcohol and alcohol-based hand sanitizer were regularly misused. The average positive random mandatory drug testing (MDT) rate for the six months to the end of June was relatively low at 3%. While there had been one month in that period when the rate rose to 13%, in the three months prior to the inspection the rate was 0%. Intelligence was effectively analysed, but only 60% of requested suspicion tests were completed. Of those, 20% were positive, which suggested women were using drugs not detected by the tests. Finds and other intelligence suggested prescription medication was being misused.
- I.51** The establishment was working towards a supply reduction strategy that would include ways of addressing substance use treatment and supply reduction. A substance use steering committee had been established to drive that part of the strategy forward, but only one meeting had been held and strategy documents and action plans were still being developed.

### Recommendation

- I.52** **The establishment should complete and implement the substance use strategies without delay and ensure all associated action plans are monitored and updated regularly.**

## Disciplinary procedures

### Expected outcomes:

**Disciplinary procedures are applied fairly and for good reason. Women understand why they are being disciplined and can appeal against any sanctions imposed on them.**

### Disciplinary procedures

- I.53** There had been 214 adjudications in the previous six months, which was low. Hearings were carried out in the segregation unit. Our observations and prison records showed that women could have their say and contact legal advisers or call on additional support or witnesses.
- I.54** We found too many instances in which women had been either inappropriately charged with offences or charged with more than one offence when only one charge was necessary. For example, one woman was found guilty of two very similar charges relating to a single incident, when one of the charges should have been dismissed. Multiple charges could disproportionately impact a woman applying for release on temporary licence (ROTL) at a later point in her sentence.
- I.55** Adjudications for only the most serious offences were referred to the independent adjudicator who attended when required. Punishments were proportionate to the offence committed and in line with the published tariff.
- I.56** Two adjudication standardisation meetings had taken place in the previous six months. A limited range of data was considered and a sample of adjudications was reviewed by adjudicating governors at the meetings. However, they had not identified the issues we discovered.

### Recommendations

- I.57** **Charges for offences against prison rules should reflect the circumstances of poor behaviour. Multiple charges arising from one incident should only be laid when necessary and should not be duplicated.**
- I.58** **Managers should monitor and analyse adjudications more frequently to determine if there are any trends or issues.**

### The use of force

- I.59** Use of force was low and 20 incidents had taken place in the previous six months. The one planned intervention had not been video recorded.
- I.60** We examined all documents relating to incidents involving force in the previous six months and found they were justified, force was used only as a last resort and incidents were generally managed well. De-escalation was evident and staff made every effort to release restraints as soon as it was safe to do so. Special accommodation was not used.
- I.61** The prison's monitoring and analysis of the use of force was poor. Quality assurance checks were carried out but had not identified that several incident reports were inaccurate.

## Recommendation

- I.62 The prison should monitor and analyse use of force regularly and address any trends or issues.**

## Segregation

- I.63** The environment in the segregation unit and the cells were clean. The exercise yard, however, was cage-like and stark and the atmosphere was austere.
- I.64** Segregation was used infrequently and sometimes for a few women with very complex needs, including challenging behaviour. Fifty-three women had been segregated in the previous six months, only one of whom was there for her own protection. Twenty-one women who were subject to ACCT monitoring procedures had been held in the unit in the previous six months and we found detailed and justifiable explanations as to why segregation was the best option for them. Only six women had remained in the unit for more than 10 days and only one for more than 20 days in the previous six months. There were no women in the segregation unit during the inspection.
- I.65** Staff knew the prisoners in their care and we saw women receiving good support tailored to their individual needs. Reviews took place at regular intervals and staff from relevant departments attended when necessary.
- I.66** Records showed that women received daily visits from the duty manager, chaplain and health care staff and could shower, make phone calls and exercise every day. The regime was poor for those who did not have reintegration plans or who stayed for short periods. Women who were segregated for longer could use the gym and all women could apply to attend religious services. Women whose behaviour was appropriate could have TVs.
- I.67** Some good reintegration work was undertaken so women could return to the normal prison location. Only one segregation monitoring meeting had taken place over the previous six months. It undertook a detailed analysis of the use of segregation.

## Recommendation

- I.68 The segregation monitoring meeting should be held more frequently and action should be taken to address any trends or issues identified.**

## Substance misuse

### Expected outcomes:

**Women with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.**

- I.69** Psychosocial and clinical services were delivered by Forward (an external organisation formerly known as the Rehabilitation of Addicted Prisoners Trust) (see paragraph 4.48). A clearly defined treatment pathway was in place.
- I.70** One hundred and twenty-seven women (40% of the population) were on the case management psychosocial caseload. Staff shortages meant group work was limited. In our survey, 83% of women said they had received help for a drug problem, while only 56% against a comparator of 89% said they had received help with their alcohol problems.

- I.71** C wing housed the drug recovery wing (DRW) which had 37 beds. During the inspection, the DRW was in the early stages of development and the intensive intervention programme had not started because of staff shortages. An overemphasis on the long-term goal of introducing the intensive 12-step programme had resulted in a lack of a strategic plan for the short- and medium-term.
- I.72** Women on the DRW received more support than in other units, but they had too few recovery-focused activities built into the daily regime. Uniformed staff supported the aims and ethos of the DRW and some were trained in substance use treatment. However, many women in the unit had nothing to do as there were too few activities and too little input from staff. This affected their motivation to stay drug free. Approximately one third of the women in the unit were not there specifically for substance misuse recovery purposes, which undermined the wing's therapeutic ethos.
- I.73** Thirty-eight women (12% of the population) were receiving opioid substitution treatment (OST) of whom 21 were on maintenance doses and 17 reducing doses. Two of the 38 were receiving buprenorphine, while the rest were on methadone. The administration of controlled drugs on B wing was very well supervised and Forward's clinical staff were well-informed and caring. Most of the women we spoke to did not understand the service's approach to buprenorphine prescribing and many on methadone were not sure of the criteria that could qualify them for a move on to buprenorphine as they neared release.

## Recommendations

- I.74** **The aims and objectives of the DRW should be set out in a strategy agreed between Forward and the prison. The strategy should be disseminated among staff and prisoners.**
- I.75** **Action plans for the short- and medium-term should be established. They should include details of a more activity-focused daily regime to optimise the existing skills and experience of staff and motivate the women in the unit.**
- I.76** **Forward should publish detailed information explaining how women can move on to buprenorphine as an alternative OST.**

## Section 2. Respect

### Residential units

#### Expected outcomes:

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

- 2.1 Cells and communal areas were generally clean and in good decorative order. The prison grounds and exercise yards were pleasant and well maintained. When women moved to C wing, where they remained for most of their time at Downview, they could ask for their cells to be painted in a colour of their choice, which helped personalise the cells.
- 2.2 All cells were single occupancy and had toilets with lids and screens. Each cell had a lockable cabinet and privacy keys were generally provided. Because of a shortage of curtains women could make their own. The London College of Fashion had agreed to help meet the demand for curtains.
- 2.3 Women had access to showers or baths every day. They were clean and basic toiletries and sanitary and cleaning products were freely available. Clean sheets were provided every week.
- 2.4 Women's own clothes and bed-linen were washed on the wing, but the washing machines and tumble dryers broke down repeatedly, which meant women had to wash these items by hand, sometimes repeatedly over a long period. During the inspection, the prison had agreed to buy new machines for the whole prison.
- 2.5 Women said they had enough clean, suitable clothes each week. Clothing could be sent in, handed in on visits or ordered through a catalogue. Women without support from outside the prison or who were not working could receive donated clothes through the prison shop. Stored property was well organised and in our survey, more women than the comparator said they could normally get access to it.
- 2.6 Kettles were only available on the resettlement wing and women received a flask of hot water when they were locked up but it was not sufficient overnight and did not stay hot. Although women said they had good access to phones, they were located in communal areas, which meant that privacy was limited.
- 2.7 A record of applications was kept in a wing book, but there was no tracking system or quality assurance in place, although a new computerised system was being developed. A sample of applications seen during the inspection had been answered politely and within a reasonable time-frame, although some women told us that was not always the case.
- 2.8 Cell bells were not used often but we observed that they were generally answered promptly. A new computerised system to monitor response times at night had been installed and was being implemented at the time of the inspection.
- 2.9 Although some women said their mail was sometimes delayed, the system we observed seemed efficient – mail arrived on the wing on the same day that it had been delivered to the prison unless it was subject to a security screening.
- 2.10 A monthly prisoner consultative group chaired by the head of the residential units was well attended. Minutes were comprehensive and showed that matters were usually progressed.

## Recommendation

**2.11 Women should have weekly access to laundry facilities that work reliably.**

## Staff-prisoner relationships

### Expected outcomes:

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

- 2.12** In our survey, 84% of women said most staff treated them with respect and 80% said they had someone to turn to if they had a problem. Women we spoke to confirmed these views. Nevertheless, only 69% of women said they had a personal officer, fewer than our comparator. A new personal officer scheme was being implemented.
- 2.13** Many staff we spoke to were aware of the needs and circumstances of the women in their care and we saw many positive interactions. However, women also complained that some staff were inconsistent in their approach and that a minority were rude and unsupportive. Downview had recruited staff from different prisons when it reopened and the staff culture was still being established. During the inspection, nearly three quarters of supervising officers were women, which was positive, but only just over half of main grade officers were female. The prison was aware of the issue and was attempting to recruit more female staff. There were also a large number of newly recruited staff, many of whom were enthusiastic and motivated but not all of them were familiar enough with prison regulations. The prison estimated that by October 2017 newly recruited staff could make up almost 40% of the staff at Downview.
- 2.14** Entries in electronic case files were made frequently and were often informative. A range of staff wrote a large number of positive entries and there was an emphasis on encouraging good behaviour and challenging negative actions. However, the entries were not routinely shared with women.
- 2.15** Many women spoke highly of the governor and his senior management team who were visible and accessible and women particularly welcomed being able to speak to governors directly.

## Recommendation

**2.16 Personal officers should ensure that women are aware of entries in their files.**

## Equality and diversity

### Expected outcomes:

**The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic<sup>4</sup> are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.**

### Strategic management

- 2.17** Leadership and oversight of equality work was very poor. There was no local equality strategy or action plan and no meeting to provide oversight of equality work. Prison managers had not been examining data emerging from the equalities monitoring tool (EMT) process. Inspectors found data showing that black and minority ethnic and Muslim prisoners, gay and bisexual women and young adults were being treated differently compared to their counterparts.
- 2.18** There was no equality officer. Consultation with women with protected characteristics was poor. In the previous six months, there had been just two forums, both involving foreign national women. During the inspection, one had been held with older women. Few events had been organised to promote diversity and there had been little interaction with community groups.
- 2.19** Eight discrimination incident reporting forms (DIRFs) had been submitted in the previous six months. DIRF responses were mixed. In most cases, complaints were well investigated and outcomes were appropriate. In two cases, the responses did not address all the issues raised. Some DIRFs took far too long to investigate. Some responses showed a lack of familiarity with the processes that should have been followed. DIRF responses were quality checked by a senior manager, but there was no external scrutiny. (See main recommendation S43.)

### Protected characteristics

- 2.20** Women had only routinely been asked on arrival about any protected characteristics since February 2017. Prison records were therefore inaccurate.
- 2.21** Thirty-three percent of women were from a black and minority ethnic background. It was a concern that only 66% said staff treated them with respect compared with 90% of white women and that more black and minority women than white women felt they had been victimised, threatened and intimidated by staff. The lack of consultation with this group left the prison poorly placed to explain these responses. This was compounded by the failure of the prison to investigate adverse data emerging out of the EMT process. (See paragraph 2.17.)
- 2.22** Although our survey suggested a population of 38 Gypsy, Roma and Traveller women, the prison only had records of six. There were no forums and little other provision for women in this group. There were no specific measures in place to promote family contact with Traveller families who did not live in settled accommodation.

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<sup>4</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.23** There were 51 foreign nationals from 24 countries. There were no notes from the two forums that had been held with this group over the previous six months and it was unclear if any action was required as a result. Although our survey suggested that at least one woman could not speak English, professional telephone interpretation had not been used in the last year. No information was available in other languages.
- 2.24** Due to legal aid restrictions, many women with complex immigration cases had poor access to independent legal representation. There were good links with Hibiscus, a charity that visited every month and provided good welfare support to many foreign national women and basic legal advice, but not representation. Women spoke highly of an immigration officer who visited the prison twice a week. However, he had been re-deployed and immigration officers now only visited the prison every two weeks, which some women we spoke to were concerned about.
- 2.25** One immigration detainee had been held for three weeks under immigration powers. The Home Office gave some women far too little notice of the decision to detain them at the end of their sentence. It was unacceptable that one had only been told she was going to be detained on the day she was due to be released. Her sister had come to the prison to collect her and had to be turned away.
- 2.26** We found some incidences in which Muslim women were being victimised because of their religion, but they were handled appropriately and were isolated. None of the Muslim women in our survey said they had been victimised by others because of their religion. There were, however, some negative responses. Only 57% of Muslim women, for example, said most staff treated them with respect, compared with 87% of others. The lack of consultation with this group meant an explanation for such negative responses could not be given. (See also paragraph 2.17.)
- 2.27** Support for women with obvious disabilities was good. Appropriate adjustments were made promptly following a social services assessment. Additional practical support was provided by two prison orderlies. Most women we spoke to said they felt well supported, although not all of them knew remedial gym sessions were available. We were not confident that the needs of women with less overt disabilities were always recognised. For example, although prison records suggested there were 26 women with learning difficulties, wing staff did not know who the women in this group were. Arrangements for the evacuation of women with disabilities were inadequate. Wing staff did not know who had a personal emergency and evacuation plan (PEEP). PEEP assessments were poor and did not outline what the appropriate evacuation arrangements were.
- 2.28** Nineteen percent of women in our survey said they were gay or bisexual. Their responses were broadly similar to those who were heterosexual in our survey. There was no forum and little provision for women in this group. (See paragraph 2.17.)
- 2.29** Forty-one women were over the age of 50 and four were between 60 and 69. There was little provision for women in this group. However, a productive meeting was held with older women during the inspection, which they welcomed, and where many practical suggestions had been made to improve the provision. There were nine young adults. These women complained about a lack of activities to meet their needs. No forums had been held for them. (See paragraph 2.17.)

## Recommendation

- 2.30 Foreign national women should be given at least one month's notice of a decision to detain them.**



## Faith and religious activity

### Expected outcomes:

**All women are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to women's overall care, support and resettlement.**

- 2.31** The managing chaplain position had been vacant for about three months. Some part-time temporary cover had been arranged, but the vacancy had placed a strain on the team's work. Nonetheless, in most key respects the provision was reasonable and 63% of women in our survey said their religious beliefs were respected. Although only 46% of women said they had access to a chaplain when they first arrived we were confident all women were seen and records we sampled confirmed our view.
- 2.32** There was no Anglican chaplain and support for Anglican women was being provided by two Free Church chaplains. Only 64% of women said they could speak to a religious leader of their faith in private if they wanted to compared with 80% in similar prisons.
- 2.33** The chapel and multi-faith rooms were good and washing facilities for Muslims were adequate. Arrangements for women to attend corporate worship had been improved and were now generally good.
- 2.34** Chaplains paid weekly visits to women on assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm. They also attended some ACCT reviews. However, the team no longer provided bereavement counselling.
- 2.35** There was an appropriate range of religious instruction classes. The chaplaincy also organised financial management training provided by a community faith group and had begun to run victim awareness courses. Otherwise, its resettlement work was underdeveloped and it only had limited contact with outside faith communities. There was evidence of some good pastoral support and women spoke well of the team.

### Recommendation

- 2.36** The chaplaincy should improve its contact with outside community groups and increase support for the prison's resettlement work.

## Complaints

### Expected outcomes:

**Effective complaints procedures are in place for women, which are easy to access, easy to use and provide timely responses. Women feel safe from repercussions when using these procedures and are aware of an appeal procedure.**

- 2.37** Three hundred and forty-nine complaints had been submitted in the six months prior to the inspection. Complaint forms were available on the wings.
- 2.38** Most of the responses we sampled were polite and addressed the issues raised. However, some complainants had not been interviewed to inform the response. Although many complaints were resolved in women's favour, the prison did not publish statistics on the number of complaints upheld, which might have helped build confidence in the process. Consultations with women rarely discussed the way complaints were handled.

- 2.39** In our survey, only 36% of women said complaints were dealt with fairly and only 32% said complaints received a prompt response. Prison records confirmed that many complaint responses were late, generally by up to one week.
- 2.40** A 10% sample of complaint responses was quality assured, and there was evidence that those not considered satisfactory were returned to the person who had drafted the response so they could review it. Nevertheless, the quality check did not seem to resolve underlying problems, such as the delay in response times.
- 2.41** Although there was some rudimentary trend analysis, there was little evidence that it was being used to improve outcomes for women by addressing systemic problems, such as the failure to transfer women's property with them to Downview.
- 2.42** There were serious flaws in the governance of confidential access complaints, which enable women to raise more serious concerns, such as allegations of staff misconduct, with the governor. No copies were kept of responses to these complaints and there was no record outlining whether there had been a response.

## Recommendations

- 2.43** **The prison should implement measures to improve women's confidence in the complaints process. All complaints should receive a prompt response.**
- 2.44** **Confidential access complaints should be governed robustly.**

## Legal rights

### Expected outcomes:

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

- 2.45** There were no dedicated prison staff to help women with legal issues. However, the Prisoners' Advice Service (PAS) ran surgeries every six weeks, providing legal support. There were no longer any PAS-trained peer workers, but there were plans to reintroduce them.
- 2.46** The Prison Advice and Care Trust could direct women to sources of legal advice on childcare (see paragraph 4.27) and, in the year prior to the inspection, Hibiscus referred four women who had been trafficked.
- 2.47** Some useful information sheets on legal rights were available in the library and there were plans to improve the content and range of information covered. Most legal text books in the library were out of date.
- 2.48** Legal visits took place twice a week. It was inappropriate that women who attended them had to wear coloured sashes. Visits took place in the visits hall, because there were no private interview booths. In the visit we observed, a sensitive asylum interview could clearly be heard from where staff and another prisoner were located.

## Recommendation

- 2.49** **Legal visits should take place in a confidential setting.**

## Health services

### Expected outcomes:

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

**2.50** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>5</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found there were no breaches of the relevant regulations.

### Governance arrangements

- 2.51** Services were informed by a detailed health needs assessment. There was a helpful and constructive working relationship between health providers and the prison. Commissioners and health providers attended quarterly contract meetings where they could identify and act on key issues. We did not see minutes of the partnership board meeting. Regular quality assurance committee meetings involved prison representatives, although the dentist did not attend.
- 2.52** The leadership was strong and visible and staffing capacity was being restored – two primary care staff were being recruited. All staff received regular management supervision and appraisals, and clinical supervision for the primary care team was being developed; staff told us they felt well supported and praised their training opportunities.
- 2.53** Daily staff handover meetings and a weekly complex case meeting enabled the team to identify key concerns swiftly.
- 2.54** Clinical incidents were reported efficiently – a total of 57 incidents had been reported since May 2016 and there was evidence that lessons were learned. An unexpected death in custody in March 2017 had highlighted some key lessons. Complaints were handled well and responses were prompt and appropriate. We reviewed 12 responses, which were polite and showed empathy and care.
- 2.55** Policies and protocols reflected service requirements but a few needed to be reviewed. Staff made good use of the National Institute for Health and Care Excellence baseline assessment tool to measure how well the prison was conforming to guidance on meeting women's physical and mental health needs.
- 2.56** Communicable diseases, including blood borne viruses, were managed well, but a national shortage of Hepatitis B vaccine had meant 44 women waited up to eight weeks for an appointment.
- 2.57** There were regular well women's clinics and the sexual health service provided appropriate interventions. Condoms were available for women going on release on temporary licence or being released, but dental dams (for oral sex) were not available.
- 2.58** Health promotion was very good. Daily smoking cessation clinics were provided in the run-up to the prison becoming smoke-free in September 2017.

<sup>5</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.59** Patients were involved in the development of the service and User Voice, an organisation providing criminal justice services, had started a prisoner consultative group. There was also a prisoner healthcare representative. A recent health fair had generated positive feedback from women.
- 2.60** Clinical rooms were spread across several wings, which presented some logistical and capacity challenges. There were plans to relocate the health department to a standalone unit, so healthcare teams could be co-located. Despite this, infection control was reasonable – there had been an audit in July 2017 and an associated action plan. Nursing staff cleaned clinical surfaces every day and a contractor had started providing a regular cleaning service.
- 2.61** Emergency arrangements were good and 11 automated external defibrillators (AED) were located across the site along with a printed list outlining their location in wing offices. A reasonable proportion of prison staff was trained in basic life support and use of the AEDs. The healthcare department had an additional four appropriately stocked emergency kits, including AEDs, and health staff had received up-to-date training.
- 2.62** Staff routinely used emergency radio call codes (for example, code blue for no breathing or a lack of response and code red for severe bleeding). However, nursing staff said some prison staff tended to panic and call a code when there was no emergency.

### Good practice

- 2.63** *The use of the NICE baseline assessment tool meant women could receive care in line with national standards.*
- 2.64** *The printed list of prison defibrillators' locations and their serial numbers prompted staff to respond swiftly in an emergency.*

### Delivery of care (physical health)

- 2.65** In our survey, more women than at similar prisons were positive about the overall quality of health care. Women received a health screening on arrival and referrals were made to the GP and mental health and substance misuse services. There was scope for health staff to share information more consistently with prison reception and induction staff. A comprehensive secondary screening was completed within five days of a woman's arrival.
- 2.66** Women had good daily access to nurses who held effective triage clinics. Prisoners had suitable routine and urgent access to the GP and women could see a female GP if they wanted to.
- 2.67** The range of primary care services was very good and included a visiting ultrasound service and genitourinary medicine consultant. Some nurses were also trained to perform fibro scans (to assess liver health) and use electrocardiograms, to assess the heart's electrical activity. Women with long-term conditions received good care, for example, through care plans, and nurse-led clinics were being developed.
- 2.68** There had been no pregnant women at the prison, but a draft care in pregnancy protocol had been developed.
- 2.69** External appointments were well managed. Healthcare staff now actively contributed to the prison risk assessment by attending reception when the woman was due to go to hospital and discussing any issues with prison staff, including the use of handcuffs during escort. The

process was implemented after a woman undergoing an intimate examination was inappropriately cuffed to two officers.

## Good practice

- 2.70** *The onsite ultrasound service enabled women to be assessed promptly and helped women to better understand their health and illness.*

## Pharmacy

- 2.71** Medicines were supplied promptly via HMP Highdown. Over 70% of women could keep their medicines in possession and risk assessments were completed on arrival and regularly reviewed. Medicines were prescribed, administered and recorded effectively through SystemOne (the NHS IT system).
- 2.72** Medication was not administered at appropriate times, which meant that a patient on three supervised doses during the day could receive the two morning doses within less than three hours. One woman on regular supervised anti-epileptic medicine had sometimes received the three doses within less than nine hours. Officers supervised the administration of medicines well.
- 2.73** Patients requiring a night time dose received it as a single in-possession supply, depending on their risk assessment. Those receiving supervised evening medicines with a sedative effect, received them too early.
- 2.74** The pharmacist offered a range of clinics covering areas, such as medicine use reviews, skin conditions and diabetes. The prescribing of opiates and sedative medicines was carefully evaluated and there were plans for the pharmacist and lead GP to run a pain clinic.
- 2.75** Stock management was generally reasonable although we found several loose strips of tablets and some medicine fridge temperatures were out of range, which meant there was a risk that medicines and vaccines could deteriorate. The ambient temperature in some of the treatment rooms was too high.
- 2.76** Some of the medicine cupboards in A wing treatment room were not lockable, and locks had been ordered. Controlled drug (CD) cabinets were screwed to the wall rather than fixed with rag bolts, and the CD register did not comply with current requirements.
- 2.77** The prison's management of medicines was generally good. The drugs and therapeutics committee met regularly and appropriate staff members were represented. It was suitably focused.

## Recommendations

- 2.78** **Medicine administration times should meet patients' needs and required medicine dose intervals.**
- 2.79** **Fridge and room temperatures and storage arrangements should comply with national standards to reduce the risk of medicines deteriorating and ensure prescribed medicines are safe.**

## Good practice

- 2.80** *Pharmacy clinics enabled women to better understand their medicines and gave them access to products to alleviate their condition.*

## Dentistry

- 2.81** Up to two regular dental sessions a week and an additional four sessions a month were available, but despite the additional sessions, 45 women were waiting up to eight weeks for a first appointment. Fifty-two women were waiting for seven weeks for their follow-up treatment. Waiting times were likely to increase as a dental chair was broken and there was a lengthy delay before the prison could arrange a replacement. The dental suite had a separate decontamination room. It was clean and suitably equipped. Infection control arrangements were good and the maintenance of all equipment was up to date.

## Recommendation

- 2.82** **The prison should expedite the replacement of the dental chair to ensure treatment for women is not compromised.**

## Delivery of care (mental health)

- 2.83** Mental health services responded promptly to women's needs. There was no dedicated primary mental health service, however referrals were dealt with swiftly and initial assessments completed promptly. A primary mental health nursing staff member was being recruited.
- 2.84** The skilled team comprised nurses, psychologists, psychotherapists and a visiting psychiatrist. It had excellent links with the prison offender management and safer custody teams, and contributed to the ACCT process.
- 2.85** Women with mental health needs were suitably identified on arrival and all women were specifically screened for mental ill health at a follow-up health screening five days after their arrival.
- 2.86** Referrals came from staff and women themselves. The use of a prisoner healthcare representative to direct women to services and explain what they offered, was exemplary. She was an enthusiastic but appropriate advocate for mental health services.
- 2.87** A daily referral meeting ensured that new referrals and specific cases were identified and allocated promptly to the appropriate practitioner. A weekly multidisciplinary meeting ensured knowledge was shared and all women on the caseload received a care plan. Approximately 175 women (53% of the population) were in contact with mental health services.
- 2.88** The team provided a wide range of individual and group interventions, including a 'hearing voices' group. A sleep clinic was also planned. Women who had lost or been separated from their children could receive counselling and support from Choice for Change, a charity working alongside mental health services.
- 2.89** The Options programme was part of the national offender pathway for women with personality disorders. It provided a structured package of both introductory programmes

and advanced intensive work focusing on dialectical behavioural therapy (talking therapy based on cognitive behavioural techniques but adapted to help people experiencing intense emotions, such as women with personality disorders). Approximately 20 women were involved. Women could participate in an introductory part of the programme only or progress to the more advanced programme. In addition, a booster programme had been developed to support women who had completed a programme and required some additional support. Women evaluated the programme positively overall.

- 2.90** Approximately 70 prison staff had received mental health training that incorporated caring for women with trauma and personality disorders. Staff said it gave them confidence in supporting and understanding the women.

## Good practice

- 2.91** *The prisoner health care representative encouraged women to access mental health services and provided them with useful peer-led information.*

## Social care

- 2.92** Surrey County Council assessed and provided social care and a social worker was based at the prison for part of the week. There had been 29 referrals during 2016–2017, of which five were self-referrals. Twenty-five were assessed and 16 were eligible for social care. Eight women were receiving care during our visit – their needs ranged from support for a physical disability and mental health, to assistance for a learning disability and substance misuse. The level of care was of a high standard and the women were very complimentary about the social worker.

## Catering

### Expected outcomes:

**Women are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.**

- 2.93** In our survey, 57% of women said the food was good or very good. However, black and minority ethnic women responded less positively – only 44% said it was good or very good compared with 62% of white prisoners. There was a four-week menu cycle. There was a reasonable selection of food, including healthy options, fruit was offered every day and portion sizes were good. Medical, cultural and religious diets were catered for, although meals to celebrate different religious and cultural events were not provided.
- 2.94** Meals were generally served at reasonable times, although the evening meal was served too early at weekends. Breakfast packs were issued once a week, which was inappropriate. Women could only eat together on D wing where they also had some basic self-catering facilities. The general lack of self-catering facilities meant women did not have the chance to learn valuable life skills. Consultation arrangements were good. The catering manager participated in monthly prisoner council meetings or responded in writing to catering issues that arose; there were no recurring complaints about the food. The catering manager visited wings regularly.
- 2.95** Serveries were well supervised. Some servery and kitchen workers had completed basic food hygiene training and all had received food safety information within three months of

taking up employment. Serveries were clean and workers wore appropriate clothing. The main kitchen was clean and food storage facilities were appropriate. Women could undertake accredited training.

## Recommendations

- 2.96 Breakfast should be served on the day it is eaten and the weekend evening meal should not be served before 5pm.**
- 2.97 Women should be able to cater for themselves.**

## Purchases

### Expected outcomes:

**Women can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.**

- 2.98** In our survey 53% of women said that the shop sold a wide enough range of goods to meet their needs. Black and minority ethnic prisoners were less positive than white prisoners (33% against 61%) about the shop's range of goods. The prison shop list was updated regularly after consulting prisoners.
- 2.99** Prisoners who arrived from other prisons had a choice of initial reception packs (containing items such as biscuits, sweets and orange juice) and could order additional packs until they could place a full canteen order.
- 2.100** Downview also had an onsite shop where women could buy clothing, make-up, bedding and electrical goods among other things. Many women we spoke to were extremely positive about the shop. They could apply to visit the shop at least every quarter and were encouraged to save up and budget for the items they needed.

## Good practice

- 2.101** *The onsite shop meant women could gain money management skills, improve their self-esteem and prepare for their resettlement into the community.*



## Section 3. Purposeful activity

### Time out of cell

#### Expected outcomes:

**All women are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.<sup>6</sup>**

- 3.1 Fully employed women could expect to have over nine hours' time out of their cells on weekdays, which was reasonable. Time out of cell was more limited for others. Unemployed women only had about five hours and 15 minutes out of their cells and those on the basic level of the incentives and earned privileges scheme had just one hour and 15 minutes. Women complained about limited weekend time out of their cells, which, for most, was about five hours and 15 minutes.
- 3.2 Unlocking times varied between wings, but were consistent and women went to activities promptly. Some association sessions had been cancelled, but this happened infrequently. Women could spend association sessions outdoors. Otherwise, only half an hour was scheduled for outside exercise. In our roll checks, 15% of women were locked up during the core part of the day.
- 3.3 A number of community fundraising events had been held and the prison had its own Women's Institute branch, which was popular.

#### Recommendation

- 3.4 **Women should have at least 10 hours out of their cells on weekdays, other than in exceptional circumstances. Women should be able spend at least one hour exercising in the open air every day.**

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<sup>6</sup> Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

## Learning and skills and work activities

### Expected outcomes:

**All women can engage in activities that are purposeful, benefit them and increase their employability. Women are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.**

**3.5** Ofsted<sup>7</sup> made the following assessments about the learning and skills and work provision:

<b>Overall effectiveness of learning and skills and work:</b>	<i>Requires improvement</i>
<i>Achievements of women engaged in learning and skills and work:</i>	<i>Good</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Requires improvement</i>
<i>Personal development and behaviour:</i>	<i>Good</i>
<i>Leadership and management of learning and skills and work:</i>	<i>Requires improvement</i>

### Management of learning and skills and work

**3.6** Managers had established an appropriate strategic plan for the development of training and work activities, but not all activities had been implemented and there were not yet sufficient activity places. Progress in establishing partnerships, training, qualifications and opportunities for release on temporary licence (ROTL) had been good and managers responded to women's need for good quality activities. Several good, well-resourced work and training areas had been established, but they were not all operating at full capacity. Delays in funding and employing new staff had prevented some workshops from opening sooner. Prison managers had established a good range of purposeful partnerships with organisations which could provide good training and the potential for work following release.

**3.7** The education and vocational training provision, provided by Novus, required improvement. Novus managers supported the prison well where the curriculum in the classroom and in vocational training were concerned. However, they were not aware of many of the weaknesses we identified in the classroom provision during the inspection. Prison managers did not use data well enough to determine how well learners were progressing across all activities.

**3.8** Prison managers were still developing the processes required to assure the quality of the provision. They were not in place and the quality improvement group meetings were yet to start. Prison managers routinely monitored attendance data in education and work and used them well to identify trends and inconsistencies. Although the training delivered by Novus was monitored, the prison did not have a robust system for monitoring all other training.

<sup>7</sup> Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

- 3.9** The process of allocating women to work was adequate but required refining. The weekly allocations meetings were appropriate, however, targets identified during induction interviews, so skills action plans could be drawn up, were not used to inform allocation decisions. A new allocations database had been developed but not all staff in all departments used it to coordinate an individual's availability for work, healthcare appointments or other meetings.
- 3.10** Managers accurately identified critical challenges in self-assessment reports and evaluations. The action plan was well managed and provided a solid base for further improvement.

## Recommendations

- 3.11** Prison managers should monitor the quality of all training across all activities.
- 3.12** Prison managers should strengthen the process for allocating women to work and training by considering all the information available, including skills action plans and an individual's work and training history.

## Provision of activities

- 3.13** The number of activity places was increasing but was still insufficient for the population. Plans to further increase the provision were hampered by funding bodies and prison partners.
- 3.14** While the textile and photographic processing workshops were open, other workshops including the call centre, Clink catering production kitchen, industrial cleaning, recycling and contract assembly work were not because staff had not been deployed or further building work was required.
- 3.15** The education and vocational training provision offered most women a good curriculum. The range of English and maths courses, as well as information communications technology, business administration, catering and personal and social development, met the needs of most learners. There was insufficient training or education above level 2 to meet the needs of more able women or those serving long sentences.
- 3.16** Most work supported the effective running of the prison – women worked in the kitchens, recycling, and stores. However, there was not enough work for the number of women who worked on the wings. Peer mentors and orderlies were used well to support other women, but these roles did not always occupy the women meaningfully for a full session. Pay for work and training was fair and bonuses encouraged women to take up education.
- 3.17** All women completed an induction, but they did not receive sufficient information to inform them about all aspects of the training and work. The induction to education was adequate but there was no arrangement to cover periods of absence by the National Careers Service (NCS), as was the case during the inspection.

## Recommendations

- 3.18** More level 3 and higher level training and activities should be provided so that learners serving longer sentences are able to progress.
- 3.19** Prison managers should make sure all women know and understand what work and training is available so they can plan for their resettlement while in the prison.

## Quality of provision

- 3.20** Teaching learning and assessment required improvement. Too many learners participated in mundane sessions. Tutors relied heavily on workbooks that were often poor photocopies and difficult to read. Many sessions did not promote discussion or encourage learners to apply the skills they had learnt. For example, in maths, learners used theoretical problems to calculate the area of an object, without understanding how to apply the calculation to a physical space.
- 3.21** Education and training areas were well resourced and provided a suitable learning environment. Classrooms were clean and well-lit and had good quality furniture.
- 3.22** Training started on time and there was mutual respect between the women and tutors. Staff listened to the women who were also given time to express their opinions. Staff dealt with queries professionally and quickly.
- 3.23** Tutors did not use individual learning plans (ILP) effectively to plan or monitor learners' progress. Many women used the ILPs very well to reflect on their achievements. However, tutors did not check the plans to confirm learners' progress, provide targets or advise women so they could improve further.
- 3.24** Tutors did not give more capable learners work that was appropriate to their level of learning. Too many sessions lacked pace and no extra work or activities was provided for those who completed their work early. In vocational training sessions, tutors failed to help women understand the importance and use of maths and English skills in everyday activities.
- 3.25** Learners' written work was often good, but teachers' feedback was generally poor and did not tell learners how to improve further. At times learners' work was not marked quickly enough. Too often feedback consisted of a tick or 'well done' – rarely was it constructive or supportive and inaccuracies in the use of English were not always corrected. For example, in horticulture learners produced high quality portfolios, with written records and photographs of their gardening and growing activities, but feedback on how to improve their writing and technical presentation was weak.
- 3.26** Tutors did not keep accurate records of the progress their learners were making. For example, one learner had eight half-completed workbooks, none of them were marked so they did not receive feedback about their work.
- 3.27** Tutors leading vocational training used trained and enthusiastic peer mentors well. They planned how they could best help other learners or lead aspects of the training. However, in classroom sessions most tutors did not plan how they would use the peer mentors, who were left guessing what they should do.
- 3.28** Learners participating in distance learning received good support from Novus staff. Most valued the assistance they received in accessing information and resources. However, there

were no opportunities for academic discussions and learners were frustrated that the virtual campus (internet access for prisoners to community education, training and employment opportunities) was not working.

- 3.29** Too many sessions were interrupted by non-teaching staff removing learners at inappropriate times. For example, housing staff interrupted a class for a non-urgent discussion with a learner.

## Recommendations

- 3.30** All training staff should promote English and maths in everyday vocational training and work activities.
- 3.31** Tutors and education managers should make sure all work is marked and all learners receive good quality feedback that will help them improve.
- 3.32** Tutors should make sure they are aware of all learners' progress and make good use of individual learning plans to monitor individual progression and success.
- 3.33** Prison managers should stop non-teaching staff interrupting training and education.

## Personal development and behaviour

- 3.34** Learners were well motivated and keen to work independently with the minimum of help. Most women valued the learning and the skills they developed. Behaviour in all training was exceptionally good. Learners were punctual, arriving at work and training on time with an eagerness to learn.
- 3.35** Learners in vocational training and work developed good skills that supported their future employment. Women in the hair and beauty workshop showed very good practical skills. The women behaved professionally while using industry standard facilities. They took turns to manage the salon reception and organised appointments well and in a timely manner. In the London College of Fashion workshop, women worked to deadlines to meet production needs as they manufactured garments to detailed specifications. However, the skills that women developed, such as timekeeping and working with others, were not recorded or recognised.
- 3.36** Women spoke highly of the skills they were gaining and knew how they would use them on release. One woman received support from prison staff to use her business and catering skills to establish a business in the prison providing cakes and savouries to other prisoners. Another woman who entered the prison with below entry level reading skills could now read adult books and would be able to read to her daughter.
- 3.37** Women across the prison benefited from learners' project work, which promoted non-stereotypical body images and positive attitudes and values and women were proud of the wall displays they had produced as part of a competition on powerful women. Most women understood how to stay safe in the work area and used appropriate personal protective equipment and clothing.

## Recommendation

- 3.38 Women should be encouraged to record and recognise the employment and other transferable skills they develop to help them prepare for future employment.**

## Education and vocational achievements

- 3.39** The achievement of qualifications in classroom and vocational training was good. Most learners successfully completed their qualifications and many women progressed very well from their starting points.
- 3.40** All learners in the fashion workshops achieved a level 1 qualification in textiles and fashion and then progressed to level 2. Learners in the photography workshops gained qualifications and completed ROTL in the industry. One took up permanent employment on release. In horticulture learners completed a level 1 award and progressed to the diploma and to level 2.
- 3.41** Most learners completed functional skills programmes in English and maths. Many progressed quickly to the next level. Too few learners identified as requiring additional learning support received the help they needed. Learners who received support were less successful in completing their qualifications than those who did not require support.
- 3.42** Women's work was predominantly good. Women on the business administration courses produced some exceptional work. Similarly, the standard of work for those in the fashion workshop and horticulture was very good.
- 3.43** Although the NCS provided very little careers guidance and support, tutors and other prison staff supported women towards appropriate resettlement activities. Many staff had a good knowledge of apprenticeships and provided good guidance on progression for those nearing release.

## Recommendation

- 3.44 Support for women identified as requiring additional learning support should be improved so that they achieve as well as their peers.**

## Library

- 3.45** The library was large, spacious and well-lit, but lacked private study space. The two computers in the library did not work. Almost all the population used the facility and in our survey, 70% of respondents compared with 57% in the comparator, said they visited the library at least once a week.
- 3.46** Four staff were supported well by eight full-time orderlies who also worked with the Shannon Trust to support non-readers.
- 3.47** The stock had been developed and provided an appropriate range of fiction and non-fiction, large print, easy reads, foreign language material, DVDs and audio CDs to meet the population's needs. Inter-library loans were well managed, but learners on distance learning programmes struggled to access resources quickly enough.

- 3.48** A good range of reading initiatives provided activities for readers at all levels. Eight well-known authors had visited the prison to give talks, which were well attended, and creative writing, poetry and art workshops proved popular. The prison planned to introduce Storybook Mums (in which prisoners record stories for their children).
- 3.49** Managers kept data on library use and the number of loans, however, they did not use them to identify why some women did not use the library or to conduct more detailed user analysis.

### Recommendation

- 3.50** **Library staff should make better use of the data they collect to analyse and evaluate why some prisoners do not use the library.**

## Physical education and healthy living

### Expected outcomes:

**All women understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.**

- 3.51** An appropriately qualified team of three full-time instructors provided recreational physical training using the sports hall, cardiovascular suite and an all-weather pitch. The limited number of staff oversaw recreational training, but there were not enough of them to deliver accredited training.
- 3.52** All women who used the gym completed an appropriate induction to the equipment and facilities. However, the induction lacked information on healthy living and well-being. All women completed an appropriate pre-exercise readiness questionnaire, but gym staff only learned if a woman was unfit to participate in activities if they asked healthcare staff directly. Once they had completed the induction women could use the sports facilities at least twice a week. Changing facilities were adequate, but most women showered on their wings.
- 3.53** Staff provided an appropriate range of physical exercise classes and activities, including circuit training, Zumba and yoga. Specialist sessions were available for older women and those recovering from an injury. Most gym activities consisted of personal fitness organised by individual woman.
- 3.54** Theory sessions took place in a well-proportioned and well-lit classroom. However, it was not used for lessons on sport or fitness.

### Recommendation

- 3.55** **Prison managers should enable gym staff to deliver and assess accredited vocational training so women can work in the fitness industry on release.**





## Section 4. Resettlement

### Strategic management of resettlement

#### Expected outcomes:

**Planning for a prisoner's release or transfer starts on her arrival at the prison.**

**Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.**

**Good planning ensures a seamless transition into the community.**

- 4.1 There was a developing focus on rehabilitation and progression in the prison, and work towards a strategic approach informed by these principles was underway. However, services were not coordinated or provided in a way that sufficiently reflected the vision. Relationships between staff in different departments involved with resettlement were positive, but systematic information-sharing and collaborative working was underdeveloped. Monthly reducing reoffending meetings were well attended and discussed relevant issues, but there were few action points and it was not easy to track progress between meetings. In our survey, fewer women than at other prisons said they had done something at Downview that would make them less likely to offend (58% against 69%).
- 4.2 A needs analysis based on responses from just under 200 women (about 60% of the population) provided useful information, which the prison could have used to inform its plans for resettlement services. However, the reducing reoffending strategy was still being written and neither the needs analysis nor information from other sources, such as offender assessment system (OASys) documents, was incorporated into the prison's strategic approach.
- 4.3 In our survey, fewer women than at comparator prisons knew what resettlement services were available. Some staff were also unaware of the services and did not always advise prisoners appropriately or make referrals. A useful services directory outlining the range of resettlement services was updated during the inspection.
- 4.4 Timetabling clashes prevented women from accessing some services. A 'sequencing' pilot, involving 20 women, was due to start to address the problem. The aim of the initiative was to ensure services and interventions for individual women were coordinated in a way that ensured they could progress more effectively through their sentence plans.
- 4.5 An impressive range of groups and interventions was available through the London Community Rehabilitation Company (CRC) to help women approaching release make changes to their lifestyles. Women generally had good access, but there were some gaps in the provision. For example, there were no interventions for women who had been involved in importing drugs. (See also section on victimisation, abuse and vulnerability.)
- 4.6 The use of release on temporary licence (ROTL) to support resettlement was developing but it was still insufficient. During the inspection, only seven women were regularly on ROTL, although there were actually work opportunities for up to 25 women. 33 women had been granted ROTL in the previous six months. There were very few work placements. Some staff told us they were not confident about the process and had not received training in ROTL, but the assessments we sampled were thorough and appropriate. Assessments took place promptly and there were some good outcomes. One woman who was shortly to be released had just returned from a five-day visit to her family, which she said had been invaluable in helping her rebuild relationships with her children. She had also been able to plan for a work placement on release.

- 4.7** D wing offered women suitable for open conditions (who made up about two-thirds of the unit) and those approaching the end of a long sentence a relaxed environment. The unit encouraged women to take responsibility for themselves and live independently. They received more time out of cell than others, as well as work opportunities and better access to ROTL. Women in the unit appreciated the opportunities it gave them to prepare for release, although self-catering facilities were limited to microwave ovens.

## Recommendations

- 4.8** **Staff and prisoners should know what services are available to aid resettlement and reduce the risk of women reoffending. Work on sequencing activities and interventions should be expedited and expanded.**
- 4.9** **The prison should make better use of paid or voluntary ROTL work placements.**

## Offender management and planning

### Expected outcomes:

**All women have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody.**

**Women, together with all relevant staff, are involved in drawing up and reviewing plans.**

- 4.10** In our survey, only 61% of women (against 73% in the comparator) said they had a sentence plan and 83% (against 91% in the comparator) said they had a named offender supervisor. The offender management unit (OMU) was reasonably well resourced. In addition to administrative staff, it had four probation officers with caseloads of around 40 high risk prisoners each and six prison officer offender supervisors (4.5 full-time equivalent posts), who managed medium and low risk prisoners.
- 4.11** Probation officers' work was very good. In the cases we examined, we found clear, analytical assessments based on a wide range of appropriate information. Probation officers usually had regular contact with women and worked with them to help achieve sentence plan targets (see paragraph 4.54).
- 4.12** Although we also saw examples of some good individual work by the prison offender supervisors, their casework was inconsistent and many women had very limited contact with them. Their efforts were hampered by redeployment and a lack of training, supervision and systematic support. The situation had been alleviated by a smaller number of prison officer supervisors spending more time on the work, but they were still unable to maintain a consistent standard of work.
- 4.13** During the inspection, 39 prisoners had no OASys document and all but three were the responsibility of the prison's offender supervisors. Some had not received a review following significant events. The OASys documents in our sample were generally good. Probation officers appropriately quality checked those completed by prison offender supervisors.
- 4.14** Two women were employed as OMU peer supporters. They distributed forms and information to women, for example, on ROTL and home detention curfew (HDC). They answered basic queries and organised a weekly surgery, where OMU case administrators saw women individually to deal with any queries. We received good feedback from women about the assistance peer supporters provided.

- 4.15** HDC processes were efficient and the documentation we looked at showed decisions were proportionate and backed up by evidence. In the previous six months, 109 HDC applications had been considered, 44 of which had been approved and 12 were referred to a future board for consideration as a result of a lack of information. Assessments were thorough and delays were usually minimal and often the result of information from community offender managers being delayed and/or problems in obtaining appropriate addresses.

## Recommendations

- 4.16** **Prison officer offender supervisors should have sufficient time, training and support to work consistently and proactively with the women allocated to them.**
- 4.17** **All OASys documents should be up to date.**

## Public protection

- 4.18** There was an up-to-date public protection policy. All new arrivals were screened thoroughly to identify public protection issues and 27 women were subject to mail and/or telephone monitoring. Contact restrictions were well managed and removed promptly if there was insufficient evidence to continue them.
- 4.19** The monthly inter-departmental risk management meeting was well attended and considered information on a range of appropriate cases. The multi-agency public protection arrangement (MAPPA) F information-sharing reports we examined, were thorough, analytical and helpful in decision-making. We saw examples of complex cases, including child protection issues, being managed well in close liaison with the community offender manager and social services departments, and through MAPPA. Offender supervisors attended MAPPA meetings in some cases by telephone link.

## Allocation

- 4.20** Re-categorisation was timely and efficient and there was no backlog during the inspection. Reviews were based on appropriate information and more time was allocated for higher risk cases. Thirty-one women had been classed as suitable for open conditions, but some chose to stay at Downview to be closer to their families. They could live on D wing, which gave them more independence and responsibility but could not replicate open conditions.

## Indeterminate sentence women

- 4.21** About 7% of the population were indeterminate sentence prisoners, mostly lifers. Probation offender managers managed their cases well and some evidence showed they could be transferred when they could not complete appropriate work at Downview.
- 4.22** The OMU had held a useful, minuted consultation group with indeterminate sentence women, who were keen for a more regular support forum to help them manage the pressure of a life sentence and share information and advice. Another group was due to be held.

## Reintegration planning

### Expected outcomes:

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

- 4.23** There was a steady demand for resettlement services and 167 women had been released in the previous six months. Resettlement plans completed by the London CRC staff were usually timely and provided responsible officers with a good level of information which they could follow up in the community. A resettlement plan interview we observed was conducted sensitively and was thorough. However, resettlement plans did not systematically reflect the work offender supervisors had already carried out. Women nearing release were generally complimentary about the support CRC staff provided. CRC staff made appropriate referrals to the wide range of services available in the prison and on release.
- 4.24** A number of women benefitted from being met on the gate on release by staff from Advance's Minerva service, and by Reflex, an organisation that provided a range of services through the chaplaincy.

### Recommendation

- 4.25 CRC staff and offender supervisors should work together to complete resettlement plans.**

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

- 4.26** In our survey, 39% of women said they had received support to maintain contact with family and friends while in prison, which was lower than our comparator (53%). Family work was developing reasonably well but there was no clear written strategy and better coordination was required.
- 4.27** However, support services provided by the Prison Advice and Care Trust (PACT) helped women maintain or renew contact with their children and families. A full-time family engagement worker managed a monthly caseload of between 20 and 25 women and had engaged with 147 women in the previous 12 months. They had also offered one-off advice to other women (258 in the last year). 68 referrals had been made to community-based organisations. An additional part-time worker had been appointed to expand the casework capacity. Wing staff made few referrals – they lacked an awareness of PACT's work.
- 4.28** PACT had also run courses over the previous year to strengthen family ties and improve parenting to meet women's sentence planning goals. Programmes included Building Stronger Families and Time to Connect, Family Literacy in Prisons and Relationship and Self-Worth. We were told an evaluation of these programmes was being undertaken.
- 4.29** The visitors' centre was welcoming and provided a range of information about support services for families, but the searching area was stark and unsuitable, especially for children. Each visitor was subjected to a rub-down search, including children. Searches were conducted respectfully. Some visitors had their visits cut short by 30 minutes, despite having arrived early at the prison, because of the time it took to search and process them.
- 4.30** The visits hall was welcoming and had soft comfortable chairs. A well-equipped, dedicated play area for young children was staffed by a play worker, but there was too little provision

for older children. Women could not take care of their children during the visits as they had to remain in their seats at all times. They also had to wear a sash, which was unnecessary.

- 4.31** Three family days and two children's visits had been organised since December 2016 and had been well attended. Forty-nine women, almost a sixth of the population, had not received a visit since arriving at the prison. We were concerned that the prison no longer provided additional phone credit in lieu of visits and the prison visitors scheme was not functioning fully.

## Recommendations

- 4.32 Visits should start and finish at the published times.**
- 4.33 Women should be able to take care of their children. They should not have to wear a sash during visits.**
- 4.34 Women not receiving visits should receive additional support.**

## Victimisation, abuse and vulnerability

- 4.35** Women who had experienced domestic violence received a reasonable level of support before release. In the prison's needs analysis, 65% of women said they had experienced domestic violence at some time and 16% (around 50 women) said they wanted help with the problem. In the four months from February to May 2017, 46 women had completed a course designed to help women who had experienced domestic violence. Feedback was extremely positive.
- 4.36** There were some gaps in the provision, especially for women at the earlier stages of their sentence. There was no bereavement counselling and little help on avoiding prostitution. The prison's needs analysis showed that 17% of women had been involved in prostitution and 7% said they wanted help to avoid a return to the sex industry on release. The charity Hibiscus helped identify foreign national women who had been trafficked and had referred one woman through the national referral mechanism, which identifies, protects and supports victims of human trafficking, in the previous year.

## Recommendation

- 4.37 Women with experiences of bereavement, abuse, rape, domestic violence and involvement in prostitution should be provided with appropriate counselling and support services throughout their sentence.**

## Accommodation

- 4.38** Housing support was provided by St Mungo's, a community housing charity. A worker attended the prison one day a week to see women referred by the CRC. The service was generally good and effective links had been made with Fresh Start, a London-based homelessness charity which helped women access furnished and semi-furnished accommodation. St Mungo's also helped women maintain tenancies.
- 4.39** It was a concern that 16% of women released in the previous six months did not have sustainable accommodation, although half of those had at least one night's accommodation.

Women in our survey, had a poor awareness of the service – 44% against a comparator of 64% said they knew of anyone in the prison who could help them with accommodation.

## Education, training and employment

- 4.40** There was no specific programme for those nearing release, however, a range of well-planned courses and activities were available to help women prepare for release. Women nearing release said they were confident about securing work and had benefited from activities to address their offending behaviour.
- 4.41** The quality of the National Careers Service (NCS) provided by London CRC through their agent CfBT was inadequate. Staff absences and a lack of cover meant around 150 women had not completed a skills action plan. Where plans had been completed, they contained useful information, however, women did not receive copies and they were not shared with education or other key prison personnel. A significant number of completed skills action plans were insecurely stored in an office used by prisoners and other personnel. The NCS failed to provide the prison with useful data on the sustainability of employment for women who had been released once they had completed their sentence.
- 4.42** Although computers and cabling were in place, the virtual campus (internet access for prisoners to community education, training and employment opportunities) was not connected, preventing women from searching for work before they left the prison.

## Recommendations

- 4.43** **Staff should make sure all women receive a copy of their skills action plan so they can use it to inform discussions about their work and training while in prison.**
- 4.44** **The NCS should make sure high levels of security are maintained when confidential prisoner skills action plans are handled to ensure other prisoners do not have access to them.**
- 4.45** **Prison managers should use data about women’s destinations on release to support or modify the training offered to women while at Downview.**
- 4.46** **Staff should make sure all women have appropriate access to the virtual campus so they can search for jobs and complete distance learning courses.**

## Health care

- 4.47** There were good discharge arrangements to support women being released. Women received suitable prescribed medicines and summaries of their health information. Those with severe and enduring mental ill health were put in contact with their local community mental health team.

## Drugs and alcohol

- 4.48** The Forward substance misuse team had good links with local community support agencies so they could arrange post-release support (see paragraph 1.69). The team also had access to a national recovery support network and volunteer mentors who could arrange gate pick-

ups and post-release mentoring. Support and mutual aid recovery groups were also available through Forward. Links with other resettlement agencies in the prison were good.

## Finance, benefit and debt

- 4.49** There was a high demand for help with finance, benefit and debt issues. In the prison's needs analysis, 44% of women said they were in debt and 30% wanted help to manage their finances. However, our survey showed women were unaware of the prison's finance, benefit and debt services: 49% against a comparator of 61% knew who could help them with benefits and only 33% against a comparator of 51% knew who could help with finances.
- 4.50** Services included general money management advice and support, benefit applications, dealing with rent arrears and applications for well-being grants. Between October 2016 and June 2017, the CRC had also helped 75 women open bank accounts on release.
- 4.51** Although services were well run and interventions achieved good outcomes for those who were seen, overall the provision could not meet women's needs. Good joint working took place between agencies and the OMU and the CRC planned to use a peer support worker to help with basic information and advice.

## Attitudes, thinking and behaviour

- 4.52** There were no accredited programmes but the thinking skills programme was due to be established at the prison. However, the programme could only partially address women's offending behaviour. For example, the prison's needs analysis identified that 55% of women said their offending was linked to problems with dealing with anger and 30% thought an intervention would be helpful.
- 4.53** A victim awareness course had just started. Seventeen women had completed the first course, which had taken place in June 2017. One more was planned for 2017 for a maximum of 20 women, but the waiting list was already up to 48. The prison planned to run three courses a year from 2018.
- 4.54** Probation officers undertook some helpful one-to one-work. For example, in one case, they worked through the women's sexual offences framework modules with a high risk offender. However, more such work was required overall.

## Recommendation

- 4.55** **Women should have access to appropriate and timely interventions to help them address their offending behaviour.**





# Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

## Main recommendations

To the governor

- 5.1 The prison should develop a clear, coordinated approach to promoting equality and diversity. The distinct needs of women in each protected characteristic group should be recognised and addressed. (S43)
- 5.2 Prison managers should make sure there are sufficient activity, work and training places for all women and that they are used to their full capacity. (S44)
- 5.3 The reducing reoffending strategy should outline how the prison will meet women's resettlement needs and help them desist from offending. It should also show how it will build a culture of rehabilitation. (S45)
- 5.4 The prison should develop a clear strategy to support family work, which should be coordinated to ensure the women's needs are met. (S46)

## Recommendation

To the Home Office

- 5.5 Foreign national women should be given at least one month's notice of a decision to detain them. (2.30)

## Recommendations

### Early days in custody

- 5.6 Prison staff should interview new arrivals in private to ensure emotional well-being issues are identified and addressed. (1.12)
- 5.7 The induction programme should be better coordinated and supported with appropriate material. (1.13)

### Safe and supportive relationships

- 5.8 Staff should receive formal training in conflict resolution and mediation. (1.25)
- 5.9 The safer custody meeting should use 'Timeline' information to inform the department's strategic approach to preventing incidents. (1.26)
- 5.10 The IEP system should be reviewed to ensure women have sufficient incentives to progress. (1.27)

### Self-harm and suicide prevention

- 5.11** Serious incidents of self-harm should be thoroughly investigated to help the prison learn lessons and build a better understanding of women at risk of self-harm and suicide. (1.38)

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

- 5.12** The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.44)
- 5.13** The prison should ensure that staff understand how to identify and refer prisoners with safeguarding needs. (1.45)
- 5.14** The complex needs meeting should formalise action and care planning. (1.46)

### Security

- 5.15** The establishment should complete and implement the substance use strategies without delay and ensure all associated action plans are monitored and updated regularly. (1.52)

### Disciplinary procedures

- 5.16** Charges for offences against prison rules should reflect the circumstances of poor behaviour. Multiple charges arising from one incident should only be laid when necessary and should not be duplicated. (1.57)
- 5.17** Managers should monitor and analyse adjudications more frequently to determine if there are any trends or issues. (1.58)
- 5.18** The prison should monitor and analyse use of force regularly and address any trends or issues. (1.62)
- 5.19** The segregation monitoring meeting should be held more frequently and action should be taken to address any trends or issues identified. (1.68)

### Substance misuse

- 5.20** The aims and objectives of the DRW should be set out in a strategy agreed between Forward and the prison. The strategy should be disseminated among staff and prisoners. (1.74)
- 5.21** Action plans for the short- and medium-term should be established. They should include details of a more activity-focused daily regime to optimise the existing skills and experience of staff and motivate the women in the unit. (1.75)
- 5.22** Forward should publish detailed information explaining how women can move on to buprenorphine as an alternative OST. (1.76)

### Residential units

- 5.23** Women should have weekly access to laundry facilities that work reliably. (2.11)

### Staff-prisoner relationships

- 5.24** Personal officers should ensure that women are aware of entries in their files. (2.16)

### Faith and religious activity

- 5.25** The chaplaincy should improve its contact with outside community groups and increase support for the prison's resettlement work. (2.36)

### Complaints

- 5.26** The prison should implement measures to improve women's confidence in the complaints process. All complaints should receive a prompt response. (2.43)
- 5.27** Confidential access complaints should be governed robustly. (2.44)

### Legal rights

- 5.28** Legal visits should take place in a confidential setting. (2.49)

### Health services

- 5.29** Medicine administration times should meet patients' needs and required medicine dose intervals. (2.78)
- 5.30** Fridge and room temperatures and storage arrangements should comply with national standards to reduce the risk of medicines deteriorating and ensure prescribed medicines are safe. (2.79)
- 5.31** The prison should expedite the replacement of the dental chair to ensure treatment for women is not compromised. (2.82)

### Catering

- 5.32** Breakfast should be served on the day it is eaten and the weekend evening meal should not be served before 5pm. (2.96)
- 5.33** Women should be able to cater for themselves. (2.97)

### Time out of cell

- 5.34** Women should have at least 10 hours out of their cells on weekdays, other than in exceptional circumstances. Women should be able spend at least one hour exercising in the open air every day. (3.4)

### Learning and skills and work activities

- 5.35** Prison managers should monitor the quality of all training across all activities. (3.11)
- 5.36** Prison managers should strengthen the process for allocating women to work and training by considering all the information available, including skills action plans and an individual's work and training history. (3.12)

- 5.37** More level 3 and higher level training and activities should be provided so that learners serving longer sentences are able to progress. (3.18)
- 5.38** Prison managers should make sure all women know and understand what work and training is available so they can plan for their resettlement while in the prison. (3.19)
- 5.39** All training staff should promote English and maths in everyday vocational training and work activities. (3.30)
- 5.40** Tutors and education managers should make sure all work is marked and all learners receive good quality feedback that will help them improve. (3.31)
- 5.41** Tutors should make sure they are aware of all learners' progress and make good use of individual learning plans to monitor individual progression and success. (3.32)
- 5.42** Prison managers should stop non-teaching staff interrupting training and education. (3.33)
- 5.43** Women should be encouraged to record and recognise the employment and other transferable skills they develop to help them prepare for future employment. (3.38)
- 5.44** Support for women identified as requiring additional learning support should be improved so that they achieve as well as their peers. (3.44)
- 5.45** Library staff should make better use of the data they collect to analyse and evaluate why some prisoners do not use the library. (3.50)

#### Physical education and healthy living

- 5.46** Prison managers should enable gym staff to deliver and assess accredited vocational training so women can work in the fitness industry on release. (3.55)

#### Strategic management of resettlement

- 5.47** Staff and prisoners should know what services are available to aid resettlement and reduce the risk of women reoffending. Work on sequencing activities and interventions should be expedited and expanded. (4.8)
- 5.48** The prison should make better use of paid or voluntary ROTL work placements. (4.9)

#### Offender management and planning

- 5.49** Prison officer offender supervisors should have sufficient time, training and support to work consistently and proactively with the women allocated to them. (4.16)
- 5.50** All OASys documents should be up to date. (4.17)

#### Reintegration planning

- 5.51** CRC staff and offender supervisors should work together to complete resettlement plans. (4.25)
- 5.52** Visits should start and finish at the published times. (4.32)

- 5.53** Women should be able to take care of their children. They should not have to wear a sash during visits. (4.33)
- 5.54** Women not receiving visits should receive additional support. (4.34)
- 5.55** Women with experiences of bereavement, abuse, rape, domestic violence and involvement in prostitution should be provided with appropriate counselling and support services throughout their sentence. (4.37)
- 5.56** Staff should make sure all women receive a copy of their skills action plan so they can use it to inform discussions about their work and training while in prison. (4.43)
- 5.57** The NCS should make sure high levels of security are maintained when confidential prisoner skills action plans are handled to ensure other prisoners do not have access to them. (4.44)
- 5.58** Prison managers should use data about women's destinations on release to support or modify the training offered to women while at Downview. (4.45)
- 5.59** Staff should make sure all women have appropriate access to the virtual campus so they can search for jobs and complete distance learning courses. (4.46)
- 5.60** Women should have access to appropriate and timely interventions to help them address their offending behaviour. (4.55)

## Examples of good practice

### Self-harm and suicide prevention

- 5.61** Distraction packs and craft material available supported women's emotional well-being. (1.39)

### Health services

- 5.62** The use of the NICE baseline assessment tool meant women could receive care in line with national standards. (2.63)
- 5.63** The printed list of prison defibrillators' locations and their serial numbers prompted staff to respond swiftly in an emergency. (2.64)
- 5.64** The onsite ultrasound service enabled women to be assessed promptly and helped women to better understand their health and illness. (2.70)
- 5.65** Pharmacy clinics enabled women to better understand their medicines and gave them access to products to alleviate their condition. (2.80)
- 5.66** The prisoner health care representative encouraged women to access mental health services and provided them with useful peer-led information. (2.91)

### Purchases

- 5.67** The onsite shop meant women could gain money management skills, improve their self-esteem and prepare for their resettlement into the community. (2.101)



## Section 6. Appendices

### Appendix I: Inspection team

Keith McInnis	Team leader
Francesca Cooney	Inspector
Karen Dillon	Inspector
Deri Hughes-Roberts	Inspector
Fran Russell	Inspector
Hindpal Singh Bhui	Inspector
Ellis Cowling	Researcher
Laura Green	Researcher
Helen Ranns	Researcher
Sophie Skinner	Researcher
Paul Roberts	Substance misuse inspector
Nicola Rabjohns	Health services inspector
Simon Denton	Pharmacist
Andrea Crosby-Josephs	Care Quality Commission inspector
David Baber	Ofsted inspector
Martin Hughes	Ofsted inspector
Tracey Zimmerman	Ofsted inspector
Paddy Doyle	Offender management inspector





## Appendix II: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	9	269	87.4%
Recall	0	18	5.7%
Convicted unsentenced			
Remand			
Civil prisoners			
Indeterminate sentence		21	6.6%
Unknown		1	0.3%
Detainees			
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced		1	0.3%
Less than 6 months		2	0.6%
6 months to less than 12 months		22	6.9%
12 months to less than 2 years		32	10.1%
2 years to less than 4 years	5	81	27.1%
4 years to less than 10 years	4	123	39.9%
10 years and over (not life)		27	8.5%
ISPP (indeterminate sentence for public protection)		4	1.3%
Life		17	6.6%
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100%</b>

Age	Number of prisoners	%
Please state minimum age here: 18		
Under 21 years	9	2.8%
21 years to 29 years	86	27.0%
30 years to 39 years	114	35.8%
40 years to 49 years	68	21.4%
50 years to 59 years	37	11.6%
60 years to 69 years	4	1.3%
70 plus years	0	0.0%
Please state maximum age here: 69		
<b>Total</b>	<b>318</b>	<b>100%</b>

Nationality	18–20 yr olds	21 and over	%
British	6	261	84%
Foreign nationals	3	48	16%
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100%</b>

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced			
Uncategorised sentenced			
Female Closed	9	278	90.3%
Female Open		31	9.7%
Other			
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100%</b>

Ethnicity	18–20 yr olds	21 and over	%
White			
British	3	184	58.8%
Irish	0	6	1.9%
Gypsy/Irish Traveller	0	6	1.9%
Other white	3	23	
Mixed			
White and black Caribbean	0	12	3.8%
White and black African	0	3	0.9%
White and Asian	0	0	0.0%
Other mixed	0	3	0.9%
Asian or Asian British			
Indian	1	4	1.6%
Pakistani	0	2	0.6%
Bangladeshi	0	2	0.6%
Chinese	0	1	0.3%
Other Asian	0	8	2.5%
Black or black British			
Caribbean	1	22	7.2%
African	1	17	5.7%
Other black	0	11	3.5%
Other ethnic group			
Arab	0	0	0.0%
Other ethnic group	0	4	1.3%
Not stated		1	0.3%
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100%</b>

Religion	18–20 yr olds	21 and over	%
Baptist	0	0	0.0%
Church of England	0	47	14.8%
Roman Catholic	4	66	22.0%
Other Christian denominations	0	59	18.6%
Muslim	1	38	12.3%
Sikh	1	1	0.6%
Hindu	0	0	0.0%
Buddhist	0	4	1.3%
Jewish	0	3	0.9%
Other	0	9	2.8%
No religion	3	82	26.7%
<b>Total</b>	<b>9</b>	<b>309</b>	<b>100%</b>

**Sentenced prisoners only**

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	4	1.3	44	13.8%
1 month to 3 months	2	0.6	60	18.9%
3 months to 6 months	1	0.3	71	22.3%
6 months to 1 year	2	0.6	72	22.6%
1 year to 2 years	0	0.0	61	19.2%
2 years to 4 years	0	0.0	0	0.0%
4 years or more	0	0.0	0	0.0%
<b>Total</b>	<b>9</b>	<b>2.8</b>	<b>308</b>	<b>96.9%</b>

**Sentenced prisoners only**

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

**Unsentenced prisoners only**

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month				
1 month to 3 months				
3 months to 6 months			1	0.3%
6 months to 1 year				
1 year to 2 years				
2 years to 4 years				
4 years or more				
<b>Total</b>			<b>1</b>	<b>0.3%</b>



## Appendix III: Summary of prisoner questionnaires and interviews

### Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

### Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment<sup>8</sup>. Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method.

### Distributing and collecting questionnaires

Every attempt was made to distribute the questionnaires to respondents individually. This gave researchers an opportunity to explain the purpose of the survey and to answer respondents' questions. We also stressed the voluntary nature of the survey and provided assurances about confidentiality and the independence of the Inspectorate. This information is also provided in writing on the front cover of the questionnaire.

Our questionnaire is available in a number of different languages and via a telephone translation service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

Refusals were noted and no attempts were made to replace them.

### Survey response

At the time of the survey on 24 July 2017 the prisoner population at HMP & YOI Downview was 313. Using the method described above, questionnaires were distributed to a sample of 157 women.

We received a total of 134 completed questionnaires, a response rate of 85%. Nine respondents refused to complete a questionnaire and 14 questionnaires were not returned.

Wing/Unit	Number of completed survey returns
A	13
B	16
C- North	49
C- South	41
D	15

<sup>8</sup> 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

## Presentation of survey results and analyses

Over the following pages we present the survey results for HMP & YOI Downview.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences<sup>9</sup> are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in women's background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data have been weighted to enable valid statistical comparison between establishments.

The following comparative analyses are presented:

- The current survey responses from HMP & YOI Downview in 2017 compared with responses from women surveyed in all other women's trainer prisons. This comparator is based on all responses from prisoner surveys carried out in two local prisons since April 2014.
- The current survey responses from HMP & YOI Downview in 2017 compared with the responses of prisoners surveyed at HMP & YOI Downview in 2013.
- A comparison within the 2017 survey between the responses of white women and those from a black and minority ethnic group.
- A comparison within the 2017 survey between women who are British and those who are foreign nationals.
- A comparison within the 2017 survey between the responses of Muslim women and non-Muslim women.
- A comparison within the 2017 survey between the responses of women who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2017 survey between women who are aged 50 and over and those under 50.
- A comparison within the 2017 survey between responses of women who consider themselves to be homosexual, bisexual or other and those who consider themselves to be heterosexual.
- A comparison within the 2017 survey between the responses of prisoners who consider themselves to be a Gypsy/Romany/Traveller and those who do not consider themselves to be a Gypsy/Romany/Traveller.
- A comparison within the 2017 survey between the responses of prisoners on D wing and the rest of the establishment.

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<sup>9</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.01 which means that there is only a 1% likelihood that the difference is due to chance.

## Survey summary

### Section I: About You

<b>Q1.1</b>	<b>What wing or houseblock are you currently living on?</b> See survey methodology.	
<b>Q1.2</b>	<b>How old are you?</b>	
	Under 21 .....	2 (2%)
	21 - 29.....	40 (30%)
	30 - 39.....	41 (31%)
	40 - 49.....	32 (24%)
	50 - 59.....	16 (12%)
	60 - 69.....	1 (1%)
	70 and over .....	0 (0%)
<b>Q1.3</b>	<b>Are you sentenced?</b>	
	Yes .....	124 (94%)
	Yes - on recall.....	8 (6%)
	No - awaiting trial.....	0 (0%)
	No - awaiting sentence .....	0 (0%)
	No - awaiting deportation.....	0 (0%)
<b>Q1.4</b>	<b>How long is your sentence?</b>	
	Not sentenced .....	0 (0%)
	Less than 6 months .....	2 (2%)
	6 months to less than 1 year .....	10 (8%)
	1 year to less than 2 years .....	17 (13%)
	2 years to less than 4 years .....	45 (34%)
	4 years to less than 10 years .....	41 (31%)
	10 years or more .....	9 (7%)
	IPP (indeterminate sentence for public protection) .....	3 (2%)
	Life.....	4 (3%)
<b>Q1.5</b>	<b>Are you a foreign national (i.e. do not have UK citizenship)?</b>	
	Yes .....	23 (18%)
	No.....	107 (82%)
<b>Q1.6</b>	<b>Do you understand spoken English?</b>	
	Yes .....	131 (99%)
	No.....	1 (1%)
<b>Q1.7</b>	<b>Do you understand written English?</b>	
	Yes .....	131 (99%)
	No.....	1 (1%)

<b>Q1.8</b>	<b>What is your ethnic origin?</b>		
	White - British (English/ Welsh/ Scottish/ Northern Irish).....	73 (56%)	Asian or Asian British - Chinese..... 1 (1%)
	White - Irish .....	5 (4%)	Asian or Asian British - other .....
	White - other.....	18 (14%)	Mixed race - white and black Caribbean 3 (2%)
	Black or black British - Caribbean.....	15 (11%)	Mixed race - white and black African... 1 (1%)
	Black or black British - African .....	9 (7%)	Mixed race - white and Asian..... 0 (0%)
	Black or black British - other .....	0 (0%)	Mixed race - other .....
	Asian or Asian British - Indian .....	1 (1%)	Arab .....
	Asian or Asian British - Pakistani.....	1 (1%)	Other ethnic group..... 1 (1%)
	Asian or Asian British - Bangladeshi.....	2 (2%)	
<b>Q1.9</b>	<b>Do you consider yourself to be Gypsy/ Romany/ Traveller?</b>		
	Yes .....		16 (13%)
	No.....		112 (88%)
<b>Q1.10</b>	<b>What is your religion?</b>		
	None.....	29 (22%)	Hindu..... 0 (0%)
	Church of England .....	39 (30%)	Jewish..... 1 (1%)
	Catholic .....	26 (20%)	Muslim..... 16 (12%)
	Protestant.....	0 (0%)	Sikh .....
	Other Christian denomination .....	14 (11%)	Other .....
	Buddhist.....	0 (0%)	
<b>Q1.11</b>	<b>How would you describe your sexual orientation?</b>		
	Heterosexual/ Straight .....		107 (81%)
	Homosexual/Gay.....		10 (8%)
	Bisexual.....		15 (11%)
<b>Q1.12</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 .....		29 (22%)
	No.....		102 (78%)
<b>Q1.13</b>	<b>Are you a veteran (ex- armed services)?</b>		
	Yes .....		0 (0%)
	No.....		131 (100%)
<b>Q1.14</b>	<b>Is this your first time in prison?</b>		
	Yes .....		81 (61%)
	No.....		51 (39%)
<b>Q1.15</b>	<b>Do you have children under the age of 18?</b>		
	Yes .....		75 (56%)
	No.....		58 (44%)

## Section 2: Courts, transfers and escorts

<b>Q2.1</b>	<b>On your most recent journey here, how long did you spend in the van?</b>		
	Less than 2 hours.....		65 (49%)
	2 hours or longer.....		60 (45%)
	Don't remember.....		9 (7%)



<b>Q2.2</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	<i>My journey was less than two hours.....</i>	65 (49%)
	<i>Yes .....</i>	56 (42%)
	<i>No.....</i>	10 (8%)
	<i>Don't remember.....</i>	2 (2%)
<b>Q2.3</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	<i>My journey was less than two hours .....</i>	65 (49%)
	<i>Yes .....</i>	1 (1%)
	<i>No.....</i>	62 (47%)
	<i>Don't remember .....</i>	4 (3%)
<b>Q2.4</b>	<b>On your most recent journey here, was the van clean?</b>	
	<i>Yes .....</i>	77 (58%)
	<i>No.....</i>	48 (36%)
	<i>Don't remember.....</i>	8 (6%)
<b>Q2.5</b>	<b>On your most recent journey here, did you feel safe?</b>	
	<i>Yes .....</i>	107 (80%)
	<i>No.....</i>	25 (19%)
	<i>Don't remember .....</i>	1 (1%)
<b>Q2.6</b>	<b>On your most recent journey here, how were you treated by the escort staff?</b>	
	<i>Very well.....</i>	40 (30%)
	<i>Well.....</i>	66 (50%)
	<i>Neither .....</i>	21 (16%)
	<i>Badly.....</i>	5 (4%)
	<i>Very badly .....</i>	0 (0%)
	<i>Don't remember.....</i>	0 (0%)
<b>Q2.7</b>	<b>Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)</b>	
	<i>Yes, someone told me .....</i>	71 (53%)
	<i>Yes, I received written information .....</i>	57 (43%)
	<i>No, I was not told anything .....</i>	9 (7%)
	<i>Don't remember .....</i>	0 (0%)
<b>Q2.8</b>	<b>When you first arrived here did your property arrive at the same time as you?</b>	
	<i>Yes .....</i>	113 (85%)
	<i>No.....</i>	19 (14%)
	<i>Don't remember.....</i>	1 (1%)

### Section 3: Reception, first night and induction

<b>Q3.1</b>	<b>How long were you in reception?</b>	
	<i>Less than 2 hours.....</i>	70 (52%)
	<i>2 hours or longer.....</i>	59 (44%)
	<i>Don't remember.....</i>	5 (4%)
<b>Q3.2</b>	<b>When you were searched, was this carried out in a respectful way?</b>	
	<i>Yes .....</i>	122 (92%)
	<i>No .....</i>	9 (7%)
	<i>Don't remember.....</i>	2 (2%)

<b>Q3.3</b>	<b>Overall, how were you treated in reception?</b>		
	Very well.....	45 (34%)	
	Well.....	60 (45%)	
	Neither.....	22 (16%)	
	Badly.....	4 (3%)	
	Very badly.....	3 (2%)	
	Don't remember.....	0 (0%)	
<b>Q3.4</b>	<b>Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)</b>		
	Loss of property.....	23 (17%)	Physical health.....
	Housing problems.....	26 (20%)	Mental health.....
	Contacting employers.....	3 (2%)	Needing protection from other prisoners.....
	Contacting family.....	28 (21%)	Getting phone numbers.....
	Childcare.....	6 (5%)	Other.....
	Money worries.....	21 (16%)	Did not have any problems.....
	Feeling depressed or suicidal.....	30 (23%)	
<b>Q3.5</b>	<b>Did you receive any help/support from staff in dealing with these problems when you first arrived here?</b>		
	Yes.....	33 (26%)	
	No.....	53 (41%)	
	Did not have any problems.....	43 (33%)	
<b>Q3.6</b>	<b>When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)</b>		
	Tobacco.....	87 (65%)	
	A shower.....	33 (25%)	
	A free telephone call.....	40 (30%)	
	Something to eat.....	62 (46%)	
	PIN phone credit.....	72 (54%)	
	Toiletries/ basic items.....	53 (40%)	
	Did not receive anything.....	18 (13%)	
<b>Q3.7</b>	<b>When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)</b>		
	Chaplain.....	60 (46%)	
	Someone from health services.....	74 (57%)	
	A Listener/Samaritans.....	41 (32%)	
	Prison shop/ canteen.....	32 (25%)	
	Did not have access to any of these.....	32 (25%)	
<b>Q3.8</b>	<b>When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)</b>		
	What was going to happen to you.....	34 (26%)	
	What support was available for people feeling depressed or suicidal.....	26 (20%)	
	How to make routine requests (applications).....	42 (32%)	
	Your entitlement to visits.....	28 (22%)	
	Health services.....	41 (32%)	
	Chaplaincy.....	44 (34%)	
	Not offered any information.....	61 (47%)	
<b>Q3.9</b>	<b>Did you feel safe on your first night here?</b>		
	Yes.....	110 (83%)	
	No.....	17 (13%)	
	Don't remember.....	6 (5%)	

<b>Q3.10</b>	<b>How soon after you arrived here did you go on an induction course?</b>	
	<i>Have not been on an induction course</i> .....	16 (12%)
	<i>Within the first week</i> .....	64 (48%)
	<i>More than a week</i> .....	51 (38%)
	<i>Don't remember</i> .....	3 (2%)
<b>Q3.11</b>	<b>Did the induction course cover everything you needed to know about the prison?</b>	
	<i>Have not been on an induction course</i> .....	16 (13%)
	<i>Yes</i> .....	49 (38%)
	<i>No</i> .....	55 (43%)
	<i>Don't remember</i> .....	8 (6%)
<b>Q3.12</b>	<b>How soon after you arrived here did you receive an education ('skills for life') assessment?</b>	
	<i>Did not receive an assessment</i> .....	23 (17%)
	<i>Within the first week</i> .....	31 (23%)
	<i>More than a week</i> .....	66 (50%)
	<i>Don't remember</i> .....	13 (10%)

#### Section 4: Legal rights and respectful custody

<b>Q4.1</b>	<b>How easy is it to.....</b>					
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	<i>Communicate with your solicitor or legal representative?</i>	22 (18%)	26 (21%)	10 (8%)	16 (13%)	14 (11%)
	<i>Attend legal visits?</i>	18 (16%)	28 (25%)	7 (6%)	8 (7%)	5 (4%)
	<i>Get bail information?</i>	6 (6%)	10 (9%)	5 (5%)	12 (11%)	8 (7%)
						<i>N/A</i>
						36 (29%)
<b>Q4.2</b>	<b>Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?</b>					
	<i>Not had any letters</i> .....					37 (29%)
	<i>Yes</i> .....					40 (31%)
	<i>No</i> .....					52 (40%)
<b>Q4.3</b>	<b>Can you get legal books in the library?</b>					
	<i>Yes</i> .....					61 (48%)
	<i>No</i> .....					6 (5%)
	<i>Don't know</i> .....					61 (48%)
<b>Q4.4</b>	<b>Please answer the following questions about the wing/unit you are currently living on:</b>					
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	<i>Do you normally have enough clean, suitable clothes for the week?</i>	101 (78%)	26 (20%)	2 (2%)		
	<i>Are you normally able to have a shower every day?</i>	128 (98%)	2 (2%)	1 (1%)		
	<i>Do you normally receive clean sheets every week?</i>	99 (76%)	25 (19%)	7 (5%)		
	<i>Do you normally get cell cleaning materials every week?</i>	105 (81%)	20 (15%)	5 (4%)		
	<i>Is your cell call bell normally answered within five minutes?</i>	48 (38%)	49 (39%)	29 (23%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	76 (59%)	52 (41%)	0 (0%)		
	<i>If you need to, can you normally get your stored property?</i>	62 (48%)	40 (31%)	28 (22%)		
<b>Q4.5</b>	<b>What is the food like here?</b>					
	<i>Very good</i> .....					13 (10%)
	<i>Good</i> .....					61 (47%)
	<i>Neither</i> .....					29 (22%)
	<i>Bad</i> .....					14 (11%)
	<i>Very bad</i> .....					13 (10%)

<b>Q4.6</b>	<b>Does the shop/canteen sell a wide enough range of goods to meet your needs?</b>	
	<i>Have not bought anything yet/ don't know</i> .....	2 (2%)
	Yes.....	69 (53%)
	No.....	59 (45%)
<b>Q4.7</b>	<b>Can you speak to a Listener at any time, if you want to?</b>	
	Yes.....	87 (66%)
	No.....	4 (3%)
	<i>Don't know</i> .....	41 (31%)
<b>Q4.8</b>	<b>Are your religious beliefs respected?</b>	
	Yes.....	83 (63%)
	No.....	10 (8%)
	<i>Don't know/ N/A</i> .....	38 (29%)
<b>Q4.9</b>	<b>Are you able to speak to a Chaplain of your faith in private if you want to?</b>	
	Yes.....	83 (64%)
	No.....	5 (4%)
	<i>Don't know/ N/A</i> .....	41 (32%)
<b>Q4.10</b>	<b>How easy or difficult is it for you to attend religious services?</b>	
	<i>I don't want to attend</i> .....	33 (25%)
	<i>Very easy</i> .....	36 (27%)
	<i>Easy</i> .....	34 (26%)
	<i>Neither</i> .....	9 (7%)
	<i>Difficult</i> .....	10 (8%)
	<i>Very difficult</i> .....	0 (0%)
	<i>Don't know</i> .....	10 (8%)

### Section 5: Applications and complaints

<b>Q5.1</b>	<b>Is it easy to make an application?</b>		
	Yes.....	112 (85%)	
	No.....	14 (11%)	
	<i>Don't know</i> .....	6 (5%)	
<b>Q5.2</b>	<b>Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)</b>		
		<i>Not made one</i>	Yes
		No	
	Are <i>applications</i> dealt with fairly?	13 (10%)	70 (56%)
	Are <i>applications</i> dealt with quickly (within seven days)?	13 (10%)	43 (35%)
		41 (33%)	68 (55%)
<b>Q5.3</b>	<b>Is it easy to make a complaint?</b>		
	Yes.....	80 (63%)	
	No.....	16 (13%)	
	<i>Don't know</i> .....	32 (25%)	
<b>Q5.4</b>	<b>Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)</b>		
		<i>Not made one</i>	Yes
		No	
	Are <i>complaints</i> dealt with fairly?	46 (37%)	28 (22%)
	Are <i>complaints</i> dealt with quickly (within seven days)?	46 (37%)	25 (20%)
		51 (41%)	53 (43%)

<b>Q5.5</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>	
	Yes .....	16 (13%)
	No.....	112 (88%)
<b>Q5.6</b>	<b>How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?</b>	
	<i>Don't know who they are</i> .....	28 (22%)
	Very easy.....	18 (14%)
	Easy .....	34 (27%)
	Neither .....	31 (24%)
	Difficult.....	11 (9%)
	Very difficult.....	5 (4%)

### Section 6: Incentive and earned privileges scheme

<b>Q6.1</b>	<b>Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)</b>	
	<i>Don't know what the IEP scheme is</i> .....	8 (6%)
	Yes .....	61 (47%)
	No .....	43 (33%)
	<i>Don't know</i> .....	19 (15%)
<b>Q6.2</b>	<b>Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)</b>	
	<i>Don't know what the IEP scheme is</i> .....	8 (7%)
	Yes.....	53 (43%)
	No.....	49 (40%)
	<i>Don't know</i> .....	13 (11%)
<b>Q6.3</b>	<b>In the last six months have any members of staff physically restrained you (C&amp;R)?</b>	
	Yes .....	6 (5%)
	No.....	123 (95%)
<b>Q6.4</b>	<b>If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?</b>	
	<i>I have not been to segregation in the last 6 months</i> .....	96 (77%)
	Very well.....	5 (4%)
	Well .....	9 (7%)
	Neither .....	7 (6%)
	Badly.....	3 (2%)
	Very badly .....	5 (4%)

### Section 7: Relationships with staff

<b>Q7.1</b>	<b>Do most staff treat you with respect?</b>	
	Yes .....	106 (83%)
	No.....	21 (17%)
<b>Q7.2</b>	<b>Is there a member of staff you can turn to for help if you have a problem?</b>	
	Yes .....	104 (80%)
	No.....	26 (20%)

<b>Q7.3</b>	<b>Has a member of staff checked on you personally in the last week to see how you are getting on?</b>	
	Yes .....	49 (37%)
	No.....	83 (63%)
<b>Q7.4</b>	<b>How often do staff normally speak to you during association?</b>	
	<i>Do not go on association</i> .....	14 (11%)
	Never.....	32 (24%)
	Rarely .....	31 (23%)
	Some of the time .....	30 (23%)
	Most of the time .....	17 (13%)
	All of the time.....	8 (6%)
<b>Q7.5</b>	<b>When did you first meet your personal (named) officer?</b>	
	<i>I have not met him/her</i> .....	39 (31%)
	<i>In the first week</i> .....	25 (20%)
	<i>More than a week</i> .....	44 (35%)
	<i>Don't remember</i> .....	19 (15%)
<b>Q7.6</b>	<b>How helpful is your personal (named) officer?</b>	
	<i>Do not have a personal officer/ I have not met him/ her</i> .....	39 (31%)
	Very helpful.....	31 (25%)
	Helpful .....	25 (20%)
	Neither .....	17 (14%)
	Not very helpful .....	8 (6%)
	Not at all helpful.....	4 (3%)

### Section 8: Safety

<b>Q8.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	35 (27%)
	No.....	96 (73%)
<b>Q8.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	11 (9%)
	No.....	118 (91%)
<b>Q8.3</b>	<b>In which areas have you felt unsafe? (Please tick all that apply to you.)</b>	
	Never felt unsafe .....	96 (73%)
	Everywhere .....	7 (5%)
	Segregation unit .....	1 (1%)
	Association areas.....	8 (6%)
	Reception area .....	0 (0%)
	At the gym .....	6 (5%)
	In an exercise yard.....	8 (6%)
	At work.....	5 (4%)
	During movement .....	4 (3%)
	At education.....	3 (2%)
	At meal times .....	4 (3%)
	At health services .....	2 (2%)
	Visits area .....	2 (2%)
	In wing showers.....	9 (7%)
	In gym showers .....	1 (1%)
	In corridors/stairwells.....	6 (5%)
	On your landing/wing.....	13 (10%)
	In your cell .....	4 (3%)
	At religious services .....	1 (1%)
<b>Q8.4</b>	<b>Have you been victimised by other prisoners here?</b>	
	Yes .....	44 (33%)
	No.....	88 (67%)

<b>Q8.5</b>	<b>If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)</b>	
	<i>Insulting remarks (about you or your family or friends) .....</i>	16 (12%)
	<i>Physical abuse (being hit, kicked or assaulted).....</i>	9 (7%)
	<i>Sexual abuse.....</i>	1 (1%)
	<i>Feeling threatened or intimidated .....</i>	27 (20%)
	<i>Having your canteen/property taken .....</i>	6 (5%)
	<i>Medication .....</i>	3 (2%)
	<i>Debt.....</i>	0 (0%)
	<i>Drugs.....</i>	3 (2%)
	<i>Your race or ethnic origin.....</i>	8 (6%)
	<i>Your religion/religious beliefs.....</i>	2 (2%)
	<i>Your nationality .....</i>	6 (5%)
	<i>You are from a different part of the country than others.....</i>	7 (5%)
	<i>You are from a traveller community .....</i>	2 (2%)
	<i>Your sexual orientation .....</i>	1 (1%)
	<i>Your age.....</i>	5 (4%)
	<i>You have a disability .....</i>	4 (3%)
	<i>You were new here.....</i>	8 (6%)
	<i>Your offence/ crime .....</i>	8 (6%)
	<i>Gang related issues.....</i>	2 (2%)
<b>Q8.6</b>	<b>Have you been victimised by staff here?</b>	
	Yes .....	32 (24%)
	No.....	99 (76%)
<b>Q8.7</b>	<b>If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)</b>	
	<i>Insulting remarks (about you or your family or friends) .....</i>	14 (11%)
	<i>Physical abuse (being hit, kicked or assaulted) .....</i>	3 (2%)
	<i>Sexual abuse .....</i>	1 (1%)
	<i>Feeling threatened or intimidated.....</i>	17 (13%)
	<i>Medication.....</i>	3 (2%)
	<i>Debt .....</i>	1 (1%)
	<i>Drugs.....</i>	3 (2%)
	<i>Your race or ethnic origin.....</i>	8 (6%)
	<i>Your religion/religious beliefs .....</i>	2 (2%)
	<i>Your nationality .....</i>	7 (5%)
	<i>You are from a different part of the country than others.....</i>	3 (2%)
	<i>You are from a traveller community .....</i>	2 (2%)
	<i>Your sexual orientation .....</i>	2 (2%)
	<i>Your age.....</i>	4 (3%)
	<i>You have a disability.....</i>	2 (2%)
	<i>You were new here.....</i>	2 (2%)
	<i>Your offence/ crime .....</i>	4 (3%)
	<i>Gang related issues.....</i>	3 (2%)
<b>Q8.8</b>	<b>If you have been victimised by prisoners or staff, did you report it?</b>	
	Not been victimised.....	71 (60%)
	Yes .....	29 (24%)
	No.....	19 (16%)

## Section 9: Health services

<b>Q9.1</b>	<b>How easy or difficult is it to see the following people?:</b>						
		<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	The doctor	15 (11%)	10 (8%)	24 (18%)	15 (11%)	39 (30%)	28 (21%)
	The nurse	13 (10%)	15 (12%)	49 (38%)	15 (12%)	21 (16%)	16 (12%)
	The dentist	25 (19%)	5 (4%)	8 (6%)	13 (10%)	32 (24%)	48 (37%)
<b>Q9.2</b>	<b>What do you think of the quality of the health service from the following people?:</b>						
		<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
	The doctor	17 (13%)	9 (7%)	48 (38%)	18 (14%)	18 (14%)	18 (14%)
	The nurse	5 (4%)	29 (23%)	42 (33%)	17 (13%)	21 (16%)	14 (11%)
	The dentist	44 (35%)	5 (4%)	20 (16%)	16 (13%)	18 (14%)	23 (18%)
<b>Q9.3</b>	<b>What do you think of the overall quality of the health services here?</b>						
	<i>Not been</i> .....						4 (3%)
	<i>Very good</i> .....						11 (9%)
	<i>Good</i> .....						46 (37%)
	<i>Neither</i> .....						16 (13%)
	<i>Bad</i> .....						22 (18%)
	<i>Very bad</i> .....						25 (20%)
<b>Q9.4</b>	<b>Are you currently taking medication?</b>						
	Yes .....						90 (69%)
	No.....						40 (31%)
<b>Q9.5</b>	<b>If you are taking medication, are you allowed to keep some/ all of it in your own cell?</b>						
	<i>Not taking medication</i> .....						40 (31%)
	<i>Yes, all my meds</i> .....						43 (33%)
	<i>Yes, some of my meds</i> .....						31 (24%)
	<i>No</i> .....						17 (13%)
<b>Q9.6</b>	<b>Do you have any emotional or mental health problems?</b>						
	Yes .....						74 (56%)
	No.....						57 (44%)
<b>Q9.7</b>	<b>Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?</b>						
	<i>Do not have any emotional or mental health problems</i> .....						57 (45%)
	Yes .....						48 (38%)
	No.....						22 (17%)

## Section 10: Drugs and alcohol

<b>Q10.1</b>	<b>Did you have a problem with drugs when you came into this prison?</b>	
	Yes .....	46 (35%)
	No.....	84 (65%)
<b>Q10.2</b>	<b>Did you have a problem with alcohol when you came into this prison?</b>	
	Yes .....	29 (22%)
	No.....	101 (78%)



<b>Q10.3</b>	<b>Is it easy or difficult to get illegal drugs in this prison?</b>	
	Very easy .....	12 (9%)
	Easy.....	12 (9%)
	Neither.....	6 (5%)
	Difficult .....	5 (4%)
	Very difficult .....	15 (12%)
	Don't know.....	79 (61%)
<b>Q10.4</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	4 (3%)
	Easy.....	11 (9%)
	Neither.....	8 (6%)
	Difficult.....	9 (7%)
	Very difficult.....	14 (11%)
	Don't know.....	83 (64%)
<b>Q10.5</b>	<b>Have you developed a problem with illegal drugs since you have been in this prison?</b>	
	Yes .....	2 (2%)
	No.....	128 (98%)
<b>Q10.6</b>	<b>Have you developed a problem with diverted medication since you have been in this prison?</b>	
	Yes .....	8 (6%)
	No.....	121 (94%)
<b>Q10.7</b>	<b>Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?</b>	
	Did not / do not have a drug problem .....	82 (64%)
	Yes .....	39 (30%)
	No.....	8 (6%)
<b>Q10.8</b>	<b>Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?</b>	
	Did not / do not have an alcohol problem.....	101 (79%)
	Yes .....	15 (12%)
	No.....	12 (9%)
<b>Q10.9</b>	<b>Was the support or help you received, whilst in this prison, helpful?</b>	
	Did not have a problem/ did not receive help .....	86 (68%)
	Yes .....	37 (29%)
	No.....	4 (3%)

### Section II: Activities

<b>Q11.1</b>	<b>How easy or difficult is it to get into the following activities, in this prison?</b>						
		<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	6 (5%)	6 (5%)	27 (21%)	16 (13%)	40 (32%)	31 (25%)
	Vocational or skills training	26 (21%)	7 (6%)	29 (24%)	17 (14%)	30 (24%)	14 (11%)
	Education (including basic skills)	21 (17%)	13 (10%)	40 (32%)	16 (13%)	22 (18%)	12 (10%)
	Offending behaviour programmes	34 (28%)	4 (3%)	14 (11%)	21 (17%)	28 (23%)	22 (18%)

<b>Q11.2</b>	<b>Are you currently involved in the following? (Please tick all that apply to you.)</b>				
	<i>Not involved in any of these</i> .....				28 (22%)
	Prison job .....				71 (57%)
	Vocational or skills training.....				15 (12%)
	Education (including basic skills).....				44 (35%)
	Offending behaviour programmes .....				17 (14%)
<b>Q11.3</b>	<b>If you have been involved in any of the following, while in this prison, do you think they will help you on release?</b>				
		<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
	Prison job	24 (21%)	48 (42%)	32 (28%)	9 (8%)
	Vocational or skills training	35 (39%)	23 (26%)	18 (20%)	14 (16%)
	Education (including basic skills)	23 (23%)	48 (48%)	17 (17%)	13 (13%)
	Offending behaviour programmes	32 (34%)	33 (35%)	14 (15%)	14 (15%)
<b>Q11.4</b>	<b>How often do you usually go to the library?</b>				
	<i>Don't want to go</i> .....				6 (5%)
	<i>Never</i> .....				12 (9%)
	<i>Less than once a week</i> .....				21 (16%)
	<i>About once a week</i> .....				54 (42%)
	<i>More than once a week</i> .....				36 (28%)
<b>Q11.5</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>				
	<i>Don't use it</i> .....				16 (13%)
	<i>Yes</i> .....				86 (68%)
	<i>No</i> .....				24 (19%)
<b>Q11.6</b>	<b>How many times do you usually go to the gym each week?</b>				
	<i>Don't want to go</i> .....				36 (28%)
	<i>0</i> .....				32 (25%)
	<i>1 to 2</i> .....				25 (19%)
	<i>3 to 5</i> .....				25 (19%)
	<i>More than 5</i> .....				11 (9%)
<b>Q11.7</b>	<b>How many times do you usually go outside for exercise each week?</b>				
	<i>Don't want to go</i> .....				21 (16%)
	<i>0</i> .....				8 (6%)
	<i>1 to 2</i> .....				42 (33%)
	<i>3 to 5</i> .....				28 (22%)
	<i>More than 5</i> .....				30 (23%)
<b>Q11.8</b>	<b>How many times do you usually have association each week?</b>				
	<i>Don't want to go</i> .....				29 (23%)
	<i>0</i> .....				9 (7%)
	<i>1 to 2</i> .....				22 (17%)
	<i>3 to 5</i> .....				30 (23%)
	<i>More than 5</i> .....				38 (30%)

<b>Q11.9</b>	<b>How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)</b>	
	<i>Less than 2 hours</i> .....	13 (10%)
	<i>2 to less than 4 hours</i> .....	13 (10%)
	<i>4 to less than 6 hours</i> .....	33 (26%)
	<i>6 to less than 8 hours</i> .....	22 (17%)
	<i>8 to less than 10 hours</i> .....	13 (10%)
	<i>10 hours or more</i> .....	32 (25%)
	<i>Don't know</i> .....	3 (2%)

### Section 12: Contact with family and friends

<b>Q12.1</b>	<b>Have staff supported you and helped you to maintain contact with your family/friends while in this prison?</b>	
	Yes .....	50 (39%)
	No.....	78 (61%)
<b>Q12.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	61 (48%)
	No.....	66 (52%)
<b>Q12.3</b>	<b>Have you had any problems getting access to the telephones?</b>	
	Yes .....	37 (29%)
	No.....	89 (71%)
<b>Q12.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	<i>I don't get visits</i> .....	25 (20%)
	<i>Very easy</i> .....	12 (10%)
	<i>Easy</i> .....	24 (19%)
	<i>Neither</i> .....	12 (10%)
	<i>Difficult</i> .....	25 (20%)
	<i>Very difficult</i> .....	21 (17%)
	<i>Don't know</i> .....	7 (6%)

### Section 13: Preparation for release

<b>Q13.1</b>	<b>Do you have a named offender manager (home probation officer) in the probation service?</b>	
	<i>Not sentenced</i> .....	0 (0%)
	Yes .....	98 (77%)
	No.....	30 (23%)
<b>Q13.2</b>	<b>What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)</b>	
	<i>Not sentenced/ NA</i> .....	30 (24%)
	<i>No contact</i> .....	40 (32%)
	<i>Letter</i> .....	18 (14%)
	<i>Phone</i> .....	17 (14%)
	<i>Visit</i> .....	34 (27%)
<b>Q13.3</b>	<b>Do you have a named offender supervisor in this prison?</b>	
	Yes .....	105 (83%)
	No.....	22 (17%)

<b>Q13.4</b>	<b>Do you have a sentence plan?</b>	
	<i>Not sentenced</i> .....	0 (0%)
	<i>Yes</i> .....	78 (61%)
	<i>No</i> .....	49 (39%)
<b>Q13.5</b>	<b>How involved were you in the development of your sentence plan?</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	49 (38%)
	<i>Very involved</i> .....	26 (20%)
	<i>Involved</i> .....	25 (19%)
	<i>Neither</i> .....	3 (2%)
	<i>Not very involved</i> .....	10 (8%)
	<i>Not at all involved</i> .....	16 (12%)
<b>Q13.6</b>	<b>Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	49 (39%)
	<i>Nobody</i> .....	21 (17%)
	<i>Offender supervisor</i> .....	31 (25%)
	<i>Offender manager</i> .....	30 (24%)
	<i>Named/ personal officer</i> .....	15 (12%)
	<i>Staff from other departments</i> .....	16 (13%)
<b>Q13.7</b>	<b>Can you achieve any of your sentence plan targets in this prison?</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	49 (39%)
	<i>Yes</i> .....	54 (43%)
	<i>No</i> .....	12 (10%)
	<i>Don't know</i> .....	11 (9%)
<b>Q13.8</b>	<b>Are there plans for you to achieve any of your sentence plan targets in another prison?</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	49 (38%)
	<i>Yes</i> .....	12 (9%)
	<i>No</i> .....	48 (38%)
	<i>Don't know</i> .....	19 (15%)
<b>Q13.9</b>	<b>Are there plans for you to achieve any of your sentence plan targets in the community?</b>	
	<i>Do not have a sentence plan/ not sentenced</i> .....	49 (38%)
	<i>Yes</i> .....	19 (15%)
	<i>No</i> .....	28 (22%)
	<i>Don't know</i> .....	33 (26%)
<b>Q13.10</b>	<b>Do you have a needs based custody plan?</b>	
	<i>Yes</i> .....	8 (6%)
	<i>No</i> .....	61 (48%)
	<i>Don't know</i> .....	58 (46%)
<b>Q13.11</b>	<b>Do you feel that any member of staff has helped you to prepare for your release?</b>	
	<i>Yes</i> .....	19 (15%)
	<i>No</i> .....	106 (85%)

**Q13.12 Do you know of anyone in this prison who can help you with the following on release?:  
(Please tick all that apply to you.)**

	<i>Do not need help</i>	Yes	No
Employment	19 (16%)	47 (39%)	53 (45%)
Accommodation	22 (18%)	43 (36%)	55 (46%)
Benefits	17 (14%)	50 (42%)	52 (44%)
Finances	23 (21%)	29 (26%)	60 (54%)
Education	26 (24%)	28 (26%)	55 (50%)
Drugs and alcohol	38 (35%)	39 (36%)	32 (29%)

**Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**

<i>Not sentenced</i> .....	0 (0%)
Yes .....	71 (58%)
No.....	52 (42%)

## Main comparator and comparator to last time



### Prisoner survey responses HMP Downview 2017

Prisoner 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.

#### Key to tables

Key to tables		HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
Any percentage highlighted in green is significantly better					
Any percentage highlighted in blue is significantly worse					
Any percentage highlighted in orange shows a significant difference in prisoners' background details					
Percentages which are not highlighted show there is no significant difference					
<b>Number of completed questionnaires returned</b>		<b>134</b>	<b>267</b>	<b>134</b>	<b>155</b>
<b>SECTION 1: General information</b>					
1.2	Are you under 21 years of age?	2%	3%	2%	6%
1.3	Are you sentenced?	100%	100%	100%	100%
1.3	Are you on recall?	6%	3%	6%	8%
1.4	Is your sentence less than 12 months?	9%	4%	9%	3%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	5%	2%	3%
1.5	Are you a foreign national?	18%	11%	18%	26%
1.6	Do you understand spoken English?	99%	99%	99%	97%
1.7	Do you understand written English?	99%	97%	99%	96%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	27%	25%	27%	47%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	12%	5%	12%	7%
1.1	Are you Muslim?	12%	6%	12%	7%
1.11	Are you homosexual/gay or bisexual?	19%	27%	19%	30%
1.12	Do you consider yourself to have a disability?	22%	28%	22%	23%
1.13	Are you a veteran (ex-armed services)?	0%	1%	0%	1%
1.14	Is this your first time in prison?	62%	65%	62%	64%
1.15	Do you have any children under the age of 18?	56%	47%	56%	56%
<b>SECTION 2: Transfers and escorts</b>					
On your most recent journey here:					
2.1	Did you spend more than 2 hours in the van?	45%	54%	45%	49%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	82%	80%	82%	82%
2.3	Were you offered a toilet break?	1%	3%	1%	8%
2.4	Was the van clean?	58%	54%	58%	57%
2.5	Did you feel safe?	80%	81%	80%	74%
2.6	Were you treated well/very well by the escort staff?	80%	79%	80%	75%
2.7	Before you arrived here were you told that you were coming here?	53%	66%	53%	50%
2.7	Before you arrived here did you receive any written information about coming here?	43%	24%	43%	39%
2.8	When you first arrived here did your property arrive at the same time as you?	85%	87%	85%	92%

## Main comparator and comparator to last time

### Key to tables

		HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 3: Reception, first night and induction</b>					
3.1	Were you in reception for less than 2 hours?	52%	54%	52%	64%
3.2	When you were searched in reception, was this carried out in a respectful way?	92%	90%	92%	83%
3.3	Were you treated well/very well in reception?	78%	79%	78%	78%
	When you first arrived:				
3.4	Did you have any problems?	68%	70%	68%	74%
3.4	Did you have any problems with loss of property?	17%	15%	17%	19%
3.4	Did you have any housing problems?	20%	16%	20%	24%
3.4	Did you have any problems contacting employers?	2%	0%	2%	3%
3.4	Did you have any problems contacting family?	21%	22%	21%	21%
3.4	Did you have any problems ensuring dependants were being looked after?	5%	3%	5%	6%
3.4	Did you have any money worries?	16%	16%	16%	30%
3.4	Did you have any problems with feeling depressed or suicidal?	23%	22%	23%	23%
3.4	Did you have any physical health problems?	14%	16%	14%	15%
3.4	Did you have any mental health problems?	26%	26%	26%	20%
3.4	Did you have any problems with needing protection from other prisoners?	4%	4%	4%	3%
3.4	Did you have problems accessing phone numbers?	12%	16%	12%	14%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	38%	44%	38%	45%
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	65%	74%	65%	70%
3.6	A shower?	25%	34%	25%	32%
3.6	A free telephone call?	30%	66%	30%	63%
3.6	Something to eat?	46%	65%	46%	55%
3.6	PIN phone credit?	54%	31%	54%	46%
3.6	Toiletries/ basic items?	40%	37%	40%	47%

## Key to tables

## Main comparator and comparator to last time

	Any percentage highlighted in green is significantly better	HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 3: Reception, first night and induction continued</b>					
	When you first arrived here did you have access to the following people:				
3.7	The chaplain or a religious leader?	46%	59%	46%	74%
3.7	Someone from health services?	57%	71%	57%	67%
3.7	A Listener/Samaritans?	32%	43%	32%	37%
3.7	Prison shop/ canteen?	25%	25%	25%	31%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	26%	49%	26%	53%
3.8	Support was available for people feeling depressed or suicidal?	20%	44%	20%	44%
3.8	How to make routine requests?	32%	48%	32%	53%
3.8	Your entitlement to visits?	22%	35%	22%	51%
3.8	Health services?	32%	48%	32%	55%
3.8	The chaplaincy?	34%	52%	34%	65%
3.9	Did you feel safe on your first night here?	83%	70%	83%	70%
3.10	Have you been on an induction course?	88%	96%	88%	91%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	44%	52%	44%	54%
3.12	Did you receive an education (skills for life) assessment?	83%	88%	83%	79%
<b>SECTION 4: Legal rights and respectful custody</b>					
	In terms of your legal rights, is it easy/very easy to:				
4.1	Communicate with your solicitor or legal representative?	39%	42%	39%	41%
4.1	Attend legal visits?	41%	40%	41%	50%
4.1	Get bail information?	15%	9%	15%	11%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	31%	38%	31%	50%
4.3	Can you get legal books in the library?	48%	52%	48%	53%
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	78%	63%	78%	85%
4.4	Are you normally able to have a shower every day?	98%	99%	98%	88%
4.4	Do you normally receive clean sheets every week?	76%	95%	76%	92%
4.4	Do you normally get cell cleaning materials every week?	81%	51%	81%	79%
4.4	Is your cell call bell normally answered within five minutes?	38%	44%	38%	38%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	59%	63%	59%	58%
4.4	Can you normally get your stored property, if you need to?	48%	33%	48%	29%
4.5	Is the food in this prison good/very good?	57%	62%	57%	33%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	53%	58%	53%	31%
4.7	Are you able to speak to a Listener at any time, if you want to?	66%	69%	66%	65%
4.8	Are your religious beliefs respected?	63%	67%	63%	65%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	64%	80%	64%	73%
4.10	Is it easy/very easy to attend religious services?	53%	66%	53%	60%



## Main comparator and comparator to last time

### Key to tables

		HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 5: Applications and complaints</b>					
5.1	Is it easy to make an application?	85%	88%	85%	84%
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	63%	66%	63%	67%
5.2	Do you feel applications are dealt with quickly (within seven days)?	39%	47%	39%	53%
5.3	Is it easy to make a complaint?	63%	61%	63%	58%
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	36%	41%	36%	32%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	32%	39%	32%	29%
5.5	Have you ever been prevented from making a complaint when you wanted to?	12%	15%	12%	30%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	41%	42%	41%	42%
<b>SECTION 6: Incentives and earned privileges scheme</b>					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	47%	63%	47%	52%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	43%	51%	43%	46%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	5%	3%	5%	5%
6.4	In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	49%	44%	49%	49%
<b>SECTION 7: Relationships with staff</b>					
7.1	Do most staff, in this prison, treat you with respect?	84%	76%	84%	77%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	80%	76%	80%	78%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	37%	34%	37%	36%
7.4	Do staff normally speak to you most of the time/all of the time during association?	19%	15%	19%	21%
7.5	Do you have a personal officer?	69%	84%	69%	74%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	66%	61%	66%	74%

## Main comparator and comparator to last time

### Key to tables

		HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
	Any percentage highlighted in green is significantly better				
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	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 8: Safety</b>					
8.1	Have you ever felt unsafe here?	27%	47%	27%	39%
8.2	Do you feel unsafe now?	9%	14%	9%	14%
8.4	Have you been victimised by other prisoners here?	33%	36%	33%	33%
Since you have been here, have other prisoners:					
8.5	Made insulting remarks about you, your family or friends?	12%	23%	12%	22%
8.5	Hit, kicked or assaulted you?	7%	7%	7%	6%
8.5	Sexually abused you?	1%	1%	1%	0%
8.5	Threatened or intimidated you?	20%	23%	20%	22%
8.5	Taken your canteen/property?	5%	3%	5%	4%
8.5	Victimised you because of medication?	2%	5%	2%	2%
8.5	Victimised you because of debt?	0%	0%	0%	0%
8.5	Victimised you because of drugs?	2%	3%	2%	1%
8.5	Victimised you because of your race or ethnic origin?	6%	6%	6%	3%
8.5	Victimised you because of your religion/religious beliefs?	2%	2%	2%	1%
8.5	Victimised you because of your nationality?	5%	3%	5%	5%
8.5	Victimised you because you were from a different part of the country?	5%	2%	5%	3%
8.5	Victimised you because you are from a Traveller community?	2%	1%	2%	1%
8.5	Victimised you because of your sexual orientation?	1%	1%	1%	5%
8.5	Victimised you because of your age?	4%	4%	4%	1%
8.5	Victimised you because you have a disability?	3%	4%	3%	2%
8.5	Victimised you because you were new here?	6%	9%	6%	7%
8.5	Victimised you because of your offence/crime?	6%	10%	6%	3%
8.5	Victimised you because of gang related issues?	2%	5%	2%	2%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 8: Safety continued</b>					
8.6	Have you been victimised by staff here?	24%	23%	24%	35%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	11%	10%	11%	13%
8.7	Hit, kicked or assaulted you?	2%	1%	2%	2%
8.7	Sexually abused you?	1%	0%	1%	2%
8.7	Threatened or intimidated you?	13%	10%	13%	18%
8.7	Victimised you because of medication?	2%	5%	2%	3%
8.7	Victimised you because of debt?	1%	0%	1%	1%
8.7	Victimised you because of drugs?	2%	1%	2%	1%
8.7	Victimised you because of your race or ethnic origin?	6%	2%	6%	5%
8.7	Victimised you because of your religion/religious beliefs?	2%	2%	2%	1%
8.7	Victimised you because of your nationality?	5%	2%	5%	3%
8.7	Victimised you because you were from a different part of the country?	2%	1%	2%	3%
8.7	Victimised you because you are from a Traveller community?	2%	1%	2%	2%
8.7	Victimised you because of your sexual orientation?	2%	1%	2%	5%
8.7	Victimised you because of your age?	3%	3%	3%	2%
8.7	Victimised you because you have a disability?	2%	3%	2%	4%
8.7	Victimised you because you were new here?	2%	5%	2%	6%
8.7	Victimised you because of your offence/crime?	3%	6%	3%	4%
8.7	Victimised you because of gang related issues?	2%	2%	2%	2%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	61%	53%	61%	53%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
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	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 9: Health services</b>					
9.1	Is it easy/very easy to see the doctor?	26%	23%	26%	42%
9.1	Is it easy/very easy to see the nurse?	50%	43%	50%	70%
9.1	Is it easy/very easy to see the dentist?	10%	8%	10%	11%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	51%	39%	51%	50%
9.2	The nurse?	58%	35%	58%	50%
9.2	The dentist?	31%	31%	31%	40%
9.3	The overall quality of health services?	48%	28%	48%	44%
9.4	Are you currently taking medication?	69%	72%	69%	77%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	81%	84%	81%	83%
9.6	Do you have any emotional well being or mental health problems?	57%	49%	57%	40%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	69%	56%	69%	56%
<b>SECTION 10: Drugs and alcohol</b>					
10.1	Did you have a problem with drugs when you came into this prison?	35%	28%	35%	22%
10.2	Did you have a problem with alcohol when you came into this prison?	22%	19%	22%	15%
10.3	Is it easy/very easy to get illegal drugs in this prison?	19%	26%	19%	26%
10.4	Is it easy/very easy to get alcohol in this prison?	12%	16%	12%	12%
10.5	Have you developed a problem with drugs since you have been in this prison?	2%	3%	2%	6%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	6%	5%	6%	6%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	83%	83%	83%	89%
10.8	Have you received any support or help with your alcohol problem while in this prison?	56%	89%	56%	83%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	91%	91%	91%	94%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
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	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 11: Activities</b>					
	Is it very easy/ easy to get into the following activities:				
11.1	A prison job?	26%	80%	26%	71%
11.1	Vocational or skills training?	29%	54%	29%	48%
11.1	Education (including basic skills)?	43%	67%	43%	62%
11.1	Offending behaviour programmes?	15%	51%	15%	30%
	Are you currently involved in any of the following activities:				
11.2	A prison job?	57%	89%	57%	77%
11.2	Vocational or skills training?	12%	24%	12%	17%
11.2	Education (including basic skills)?	35%	34%	35%	46%
11.2	Offending behaviour programmes?	14%	23%	14%	14%
11.3	Have you had a job while in this prison?	79%	98%	79%	98%
	For those who have had a prison job while in this prison:				
11.3	Do you feel the job will help you on release?	54%	51%	54%	58%
11.3	Have you been involved in vocational or skills training while in this prison?	61%	86%	61%	77%
	For those who have had vocational or skills training while in this prison:				
11.3	Do you feel the vocational or skills training will help you on release?	42%	69%	42%	70%
11.3	Have you been involved in education while in this prison?	77%	91%	77%	89%
	For those who have been involved in education while in this prison:				
11.3	Do you feel the education will help you on release?	62%	74%	62%	77%
11.3	Have you been involved in offending behaviour programmes while in this prison?	66%	83%	66%	81%
	For those who have been involved in offending behaviour programmes while in this prison:				
11.3	Do you feel the offending behaviour programme(s) will help you on release?	54%	69%	54%	64%
11.4	Do you go to the library at least once a week?	70%	57%	70%	72%
11.5	Does the library have a wide enough range of materials to meet your needs?	68%	50%	68%	59%
11.6	Do you go to the gym three or more times a week?	28%	26%	28%	25%
11.7	Do you go outside for exercise three or more times a week?	45%	55%	45%	44%
11.8	Do you go on association more than five times each week?	30%	71%	30%	40%
11.9	Do you spend ten or more hours out of your cell on a weekday?	25%	35%	25%	17%
<b>SECTION 12: Friends and family</b>					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	39%	52%	39%	43%
12.2	Have you had any problems with sending or receiving mail?	48%	39%	48%	59%
12.3	Have you had any problems getting access to the telephones?	30%	22%	30%	40%
12.4	Is it easy/ very easy for your friends and family to get here?	29%	31%	29%	30%

## Main comparator and comparator to last time

### Key to tables

		HMP Downview 2017	Women's training prisons comparator	HMP Downview 2017	HMP Downview 2013
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	Percentages which are not highlighted show there is no significant difference				
<b>SECTION 13: Preparation for release</b>					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	77%	89%	77%	86%
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	42%	28%	42%	40%
13.2	Contact by letter?	19%	39%	19%	32%
13.2	Contact by phone?	18%	32%	18%	30%
13.2	Contact by visit?	36%	35%	36%	27%
13.3	Do you have a named offender supervisor in this prison?	83%	91%	83%	88%
For those who are sentenced:					
13.4	Do you have a sentence plan?	61%	73%	61%	73%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	64%	62%	64%	64%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	27%	38%	27%	47%
13.6	Offender supervisor?	40%	48%	40%	30%
13.6	Offender manager?	39%	28%	39%	27%
13.6	Named/ personal officer?	19%	21%	19%	7%
13.6	Staff from other departments?	21%	22%	21%	19%
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	70%	80%	70%	59%
13.8	Are there plans for you to achieve any of your targets in another prison?	15%	13%	15%	31%
13.9	Are there plans for you to achieve any of your targets in the community?	24%	27%	24%	24%
13.10	Do you have a needs based custody plan?	6%	5%	6%	7%
13.11	Do you feel that any member of staff has helped you to prepare for release?	15%	25%	15%	21%
For those that need help do you know of anyone in this prison who can help you on release with the following:					
13.12	Employment?	47%	56%	47%	42%
13.12	Accommodation?	44%	64%	44%	51%
13.12	Benefits?	49%	61%	49%	53%
13.12	Finances?	33%	51%	33%	35%
13.12	Education?	34%	58%	34%	46%
13.12	Drugs and alcohol?	55%	68%	55%	58%
For those who are sentenced:					
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	58%	69%	58%	65%

## Diversity analysis



### Key question responses (ethnicity, foreign national and religion) HMP Downview 2017

**Prisoner 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.

#### Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
	Any percentage highlighted in green is significantly better						
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
<b>Number of completed questionnaires returned</b>		<b>35</b>	<b>96</b>	<b>23</b>	<b>107</b>	<b>16</b>	<b>114</b>
1.3	Are you sentenced?	100%	100%	100%	100%	100%	100%
1.5	Are you a foreign national?	23%	15%			19%	17%
1.6	Do you understand spoken English?	100%	99%	100%	99%	100%	99%
1.7	Do you understand written English?	100%	99%	96%	100%	100%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)			37%	26%	68%	20%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	16%	10%	13%	0%	14%
1.1	Are you Muslim?	34%	5%	14%	12%		
1.12	Do you consider yourself to have a disability?	9%	27%	0%	28%	19%	21%
1.13	Are you a veteran (ex-armed services)?	0%	0%	0%	0%	0%	0%
1.14	Is this your first time in prison?	92%	50%	83%	58%	76%	59%
2.6	Were you treated well/very well by the escort staff?	77%	81%	65%	84%	76%	81%
2.7	Before you arrived here were you told that you were coming here?	49%	55%	43%	55%	68%	51%
3.2	When you were searched in reception, was this carried out in a respectful way?	89%	93%	91%	92%	66%	95%
3.3	Were you treated well/very well in reception?	63%	84%	61%	82%	57%	82%
3.4	Did you have any problems when you first arrived?	68%	66%	52%	70%	76%	67%
3.7	Did you have access to someone from health care when you first arrived here?	58%	56%	69%	53%	77%	54%
3.9	Did you feel safe on your first night here?	83%	84%	70%	85%	74%	84%
3.10	Have you been on an induction course?	83%	91%	87%	88%	87%	89%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	30%	42%	31%	40%	46%	39%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
4.4	Are you normally offered enough clean, suitable clothes for the week?	81%	78%	61%	82%	81%	78%
4.4	Are you normally able to have a shower every day?	100%	98%	100%	97%	95%	99%
4.4	Is your cell call bell normally answered within five minutes?	38%	38%	48%	35%	38%	39%
4.5	Is the food in this prison good/very good?	44%	62%	64%	55%	43%	58%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	33%	61%	39%	55%	34%	57%
4.7	Are you able to speak to a Listener at any time, if you want to?	59%	69%	61%	68%	80%	66%
4.8	Do you feel your religious beliefs are respected?	71%	60%	65%	62%	80%	62%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	71%	61%	57%	65%	74%	63%
5.1	Is it easy to make an application?	85%	86%	83%	86%	81%	86%
5.3	Is it easy to make a complaint?	55%	66%	59%	63%	24%	68%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	37%	50%	41%	48%	24%	50%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	27%	50%	41%	43%	26%	46%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	9%	3%	0%	6%	6%	5%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	66%	90%	82%	83%	57%	87%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	83%	78%	77%	80%	74%	81%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	11%	22%	10%	21%	5%	21%
7.4	Do you have a personal officer?	76%	66%	69%	70%	74%	70%
8.1	Have you ever felt unsafe here?	20%	27%	28%	27%	13%	28%
8.2	Do you feel unsafe now?	9%	8%	4%	10%	13%	8%
8.3	Have you been victimised by other prisoners?	28%	33%	23%	34%	32%	33%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	17%	21%	14%	22%	5%	22%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	11%	3%	10%	6%	5%	6%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	1%	10%	0%	0%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	6%	3%	14%	2%	0%	5%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	4%	0%	3%	0%	3%



## Diversity analysis

### Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British prisoners	Muslim prisoners	Non-Muslim prisoners
	Any percentage highlighted in green is significantly better						
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
8.6	Have you been victimised by a member of staff?	38%	19%	23%	24%	38%	22%
8.7	Have you ever felt threatened or intimidated by staff here?	26%	9%	14%	12%	32%	10%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	18%	2%	14%	5%	5%	6%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	3%	1%	4%	1%	5%	1%
8.7	Have you been victimised because of your nationality? (By staff)	11%	3%	18%	2%	0%	6%
8.7	Have you been victimised because you have a disability? (By staff)	0%	2%	0%	1%	0%	2%
9.1	Is it easy/very easy to see the doctor?	26%	27%	10%	27%	19%	26%
9.1	Is it easy/ very easy to see the nurse?	43%	53%	39%	50%	34%	52%
9.4	Are you currently taking medication?	54%	75%	25%	77%	57%	71%
9.6	Do you feel you have any emotional well being/mental health issues?	40%	62%	25%	62%	57%	56%
10.3	Is it easy/very easy to get illegal drugs in this prison?	11%	19%	29%	16%	20%	18%
11.2	Are you currently working in the prison?	63%	53%	59%	57%	32%	61%
11.2	Are you currently undertaking vocational or skills training?	20%	9%	14%	10%	19%	11%
11.2	Are you currently in education (including basic skills)?	43%	32%	55%	29%	43%	35%
11.2	Are you currently taking part in an offending behaviour programme?	15%	13%	10%	14%	13%	14%
11.4	Do you go to the library at least once a week?	72%	70%	77%	67%	62%	73%
11.6	Do you go to the gym three or more times a week?	37%	25%	55%	22%	32%	28%
11.7	Do you go outside for exercise three or more times a week?	56%	41%	64%	42%	62%	42%
11.8	On average, do you go on association more than five times each week?	15%	36%	25%	29%	14%	32%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	37%	21%	23%	26%	38%	23%
12.2	Have you had any problems sending or receiving mail?	56%	47%	50%	50%	40%	50%
12.3	Have you had any problems getting access to the telephones?	27%	30%	37%	28%	36%	29%

## Diversity Analysis



### Key question responses (disability, age over 50) HMP Downview 2017

**Prisoner survey responses** (missing data has 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.

#### Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability	
				Prisoners aged 50 and over	Prisoners under the age of 50
Any percentage highlighted in green is significantly better					
Any percentage highlighted in blue is significantly worse					
Any percentage highlighted in orange shows a significant difference in prisoners' background details					
Percentages which are not highlighted show there is no significant difference					
<b>Number of completed questionnaires returned</b>		<b>29</b>	<b>102</b>	<b>17</b>	<b>115</b>
1.3	Are you sentenced?	100%	100%	100%	100%
1.5	Are you a foreign national?	0%	24%	0%	19%
1.6	Do you understand spoken English?	100%	99%	95%	100%
1.7	Do you understand written English?	100%	99%	100%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	11%	31%	19%	28%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	18%	12%	20%	12%
1.1	Are you Muslim?	11%	13%	0%	14%
1.12	Do you consider yourself to have a disability?			18%	23%
1.13	Are you a veteran (ex-armed services)?	0%	0%	0%	0%
1.14	Is this your first time in prison?	49%	64%	48%	65%
2.6	Were you treated well/very well by the escort staff?	86%	79%	95%	78%
2.7	Before you arrived here were you told that you were coming here?	72%	47%	59%	52%
3.2	When you were searched in reception, was this carried out in a respectful way?	93%	91%	100%	90%
3.3	Were you treated well/very well in reception?	93%	75%	88%	77%
3.4	Did you have any problems when you first arrived?	72%	65%	83%	66%
3.7	Did you have access to someone from health care when you first arrived here?	54%	59%	38%	59%
3.9	Did you feel safe on your first night here?	90%	81%	65%	85%
3.10	Have you been on an induction course?	93%	87%	83%	89%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	30%	41%	60%	36%

## Diversity Analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
4.4	Are you normally offered enough clean, suitable clothes for the week?	82%	78%	95%	76%
4.4	Are you normally able to have a shower every day?	93%	99%	95%	98%
4.4	Is your cell call bell normally answered within five minutes?	35%	39%	42%	36%
4.5	Is the food in this prison good/very good?	55%	59%	66%	55%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	66%	50%	57%	52%
4.7	Are you able to speak to a Listener at any time, if you want to?	55%	69%	70%	66%
4.8	Do you feel your religious beliefs are respected?	66%	63%	87%	59%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	65%	64%	81%	62%
5.1	Is it easy to make an application?	79%	87%	83%	85%
5.3	Is it easy to make a complaint?	45%	67%	81%	60%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	50%	46%	53%	45%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	38%	45%	66%	39%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	11%	3%	5%	5%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	89%	82%	95%	82%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	69%	84%	83%	79%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	21%	19%	18%	18%
7.4	Do you have a personal officer?	49%	75%	74%	69%
8.1	Have you ever felt unsafe here?	28%	26%	35%	26%
8.2	Do you feel unsafe now?	3%	10%	5%	9%
8.3	Have you been victimised by other prisoners?	38%	32%	41%	32%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	31%	18%	30%	19%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	3%	7%	13%	5%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	2%	0%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	0%	6%	13%	3%
8.5	Have you been victimised because of your age? (By prisoners)	7%	3%	13%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	7%	2%	5%	3%

## Diversity Analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
8.6	Have you been victimised by a member of staff?	21%	24%	13%	27%
8.7	Have you ever felt threatened or intimidated by staff here?	10%	13%	5%	14%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	7%	5%	6%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	2%	0%	2%
8.7	Have you been victimised because of your nationality? (By staff)	0%	7%	13%	5%
8.7	Have you been victimised because of your age? (By staff)	0%	4%	5%	3%
8.7	Have you been victimised because you have a disability? (By staff)	3%	1%	5%	1%
9.1	Is it easy/very easy to see the doctor?	21%	28%	23%	26%
9.1	Is it easy/ very easy to see the nurse?	38%	55%	50%	50%
9.4	Are you currently taking medication?	93%	61%	88%	66%
9.6	Do you feel you have any emotional well being/mental health issues?	87%	47%	59%	55%
10.3	Is it easy/very easy to get illegal drugs in this prison?	11%	20%	19%	18%
11.2	Are you currently working in the prison?	45%	61%	76%	55%
11.2	Are you currently undertaking vocational or skills training?	3%	15%	13%	12%
11.2	Are you currently in education (including basic skills)?	24%	40%	24%	36%
11.2	Are you currently taking part in an offending behaviour programme?	10%	15%	19%	13%
11.4	Do you go to the library at least once a week?	49%	76%	62%	70%
11.6	Do you go to the gym three or more times a week?	13%	32%	38%	26%
11.7	Do you go outside for exercise three or more times a week?	45%	45%	46%	45%
11.8	On average, do you go on association more than five times each week?	39%	27%	38%	28%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	13%	29%	32%	24%
12.2	Have you had any problems sending or receiving mail?	39%	51%	43%	49%
12.3	Have you had any problems getting access to the telephones?	22%	32%	24%	30%

## Diversity analysis



### Key question responses (sexual orientation) HMP Downview 2017

**Prisoner survey responses** (missing data has 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.

#### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be homosexual or bisexual</b>	<b>Consider themselves to be heterosexual</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>25</b>	<b>107</b>
1.3	Are you sentenced?	<b>100%</b>	<b>100%</b>
1.5	Are you a foreign national?	<b>13%</b>	<b>19%</b>
1.6	Do you understand spoken English?	<b>100%</b>	<b>99%</b>
1.7	Do you understand written English?	<b>97%</b>	<b>100%</b>
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	<b>12%</b>	<b>31%</b>
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	<b>34%</b>	<b>8%</b>
1.1	Are you Muslim?	<b>9%</b>	<b>13%</b>
1.12	Do you consider yourself to have a disability?	<b>32%</b>	<b>20%</b>
1.13	Are you a veteran (ex-armed services)?	<b>0%</b>	<b>0%</b>
1.14	Is this your first time in prison?	<b>34%</b>	<b>67%</b>
2.6	Were you treated well/very well by the escort staff?	<b>76%</b>	<b>82%</b>
2.7	Before you arrived here were you told that you were coming here?	<b>52%</b>	<b>53%</b>
3.2	When you were searched in reception, was this carried out in a respectful way?	<b>92%</b>	<b>92%</b>
3.3	Were you treated well/very well in reception?	<b>80%</b>	<b>79%</b>
3.4	Did you have any problems when you first arrived?	<b>64%</b>	<b>68%</b>
3.7	Did you have access to someone from health care when you first arrived here?	<b>60%</b>	<b>56%</b>
3.9	Did you feel safe on your first night here?	<b>92%</b>	<b>81%</b>
3.10	Have you been on an induction course?	<b>88%</b>	<b>89%</b>
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	<b>48%</b>	<b>36%</b>

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be homosexual or bisexual</b>	<b>Consider themselves to be heterosexual</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.4	Are you normally offered enough clean, suitable clothes for the week?	<b>71%</b>	<b>80%</b>
4.4	Are you normally able to have a shower every day?	<b>96%</b>	<b>98%</b>
4.4	Is your cell call bell normally answered within five minutes?	<b>39%</b>	<b>38%</b>
4.5	Is the food in this prison good/very good?	<b>61%</b>	<b>57%</b>
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	<b>46%</b>	<b>55%</b>
4.7	Are you able to speak to a Listener at any time, if you want to?	<b>68%</b>	<b>65%</b>
4.8	Do you feel your religious beliefs are respected?	<b>56%</b>	<b>64%</b>
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	<b>66%</b>	<b>63%</b>
5.1	Is it easy to make an application?	<b>92%</b>	<b>83%</b>
5.3	Is it easy to make a complaint?	<b>59%</b>	<b>63%</b>
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	<b>48%</b>	<b>46%</b>
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	<b>29%</b>	<b>46%</b>
6.3	In the last six months have any members of staff physically restrained you (C&R)?	<b>12%</b>	<b>3%</b>
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	<b>75%</b>	<b>85%</b>
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	<b>66%</b>	<b>83%</b>
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	<b>20%</b>	<b>19%</b>
7.4	Do you have a personal officer?	<b>50%</b>	<b>73%</b>
8.1	Have you ever felt unsafe here?	<b>34%</b>	<b>25%</b>
8.2	Do you feel unsafe now?	<b>9%</b>	<b>9%</b>
8.3	Have you been victimised by other prisoners?	<b>20%</b>	<b>36%</b>
8.5	Have you ever felt threatened or intimidated by other prisoners here?	<b>12%</b>	<b>23%</b>
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	<b>0%</b>	<b>8%</b>
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	<b>0%</b>	<b>2%</b>
8.5	Have you been victimised because of your sexual orientation? (By prisoners)	<b>0%</b>	<b>1%</b>
8.5	Have you been victimised because of your age? (By prisoners)	<b>0%</b>	<b>5%</b>
8.5	Have you been victimised because you have a disability? (By prisoners)	<b>0%</b>	<b>4%</b>

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be homosexual or bisexual	Consider themselves to be heterosexual
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.6	Have you been victimised by a member of staff?	32%	22%
8.7	Have you ever felt threatened or intimidated by staff here?	16%	12%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	9%	6%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	3%	1%
8.7	Have you been victimised because of your sexual orientation? (By staff)	3%	1%
8.7	Have you been victimised because of your age? (By staff)	9%	2%
8.7	Have you been victimised because you have a disability? (By staff)	0%	2%
9.1	Is it easy/very easy to see the doctor?	28%	26%
9.1	Is it easy/ very easy to see the nurse?	56%	49%
9.4	Are you currently taking medication?	85%	65%
9.6	Do you feel you have any emotional well being/mental health issues?	92%	48%
10.3	Is it easy/very easy to get illegal drugs in this prison?	16%	19%
11.2	Are you currently working in the prison?	59%	56%
11.2	Are you currently undertaking vocational or skills training?	9%	13%
11.2	Are you currently in education (including basic skills)?	25%	38%
11.2	Are you currently taking part in an offending behaviour programme?	13%	14%
11.4	Do you go to the library at least once a week?	72%	70%
11.6	do you go to the gym three or more times a week?	20%	31%
11.7	Do you go outside for exercise three or more times a week?	56%	42%
11.8	On average, do you go on association more than five times each week?	41%	28%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	20%	26%
12.2	Have you had any problems sending or receiving mail?	63%	46%
12.3	Have you had any problems getting access to the telephones?	39%	27%

## Diversity analysis



### Survey question responses (Gypsy/ Romany/ Travellers) HMP Downview 2017

**Prisoner 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.

#### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to be a Gypsy/ Romany/ Traveller</b>	<b>Do not consider themselves to be a Gypsy/ Romany/ Traveller</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>16</b>	<b>112</b>
1.3	Are you sentenced?	100%	100%
1.5	Are you a foreign national?	14%	18%
1.6	Do you understand spoken English?	100%	100%
1.7	Do you understand written English?	95%	100%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	0%	29%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?		
1.1	Are you Muslim?	0%	14%
1.12	Do you consider yourself to have a disability?	32%	22%
1.13	Are you a veteran (ex-armed services)?	0%	0%
1.14	Is this your first time in prison?	32%	66%
2.6	Were you treated well/very well by the escort staff?	95%	79%
2.7	Before you arrived here were you told that you were coming here?	50%	52%
3.2	When you were searched in reception, was this carried out in a respectful way?	100%	91%
3.3	Were you treated well/very well in reception?	87%	79%
3.4	Did you have any problems when you first arrived?	62%	68%
3.7	Did you have access to someone from health care when you first arrived here?	32%	59%
3.9	Did you feel safe on your first night here?	95%	82%
3.10	Have you been on an induction course?	87%	87%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	43%	36%



## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a Gypsy/ Romany/ Traveller	Do not consider themselves to be a Gypsy/ Romany/ Traveller
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.4	Are you normally offered enough clean, suitable clothes for the week?	76%	78%
4.4	Are you normally able to have a shower every day?	87%	99%
4.4	Is your cell call bell normally answered within five minutes?	19%	41%
4.5	Is the food in this prison good/very good?	60%	58%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	57%	53%
4.7	Are you able to speak to a Listener at any time, if you want to?	81%	63%
4.8	Do you feel your religious beliefs are respected?	81%	60%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	87%	62%
5.1	Is it easy to make an application?	81%	85%
5.3	Is it easy to make a complaint?	81%	59%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	50%	48%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	38%	44%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	5%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	81%	85%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	62%	82%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	0%	22%
7.4	Do you have a personal officer?	34%	73%
8.1	Have you ever felt unsafe here?	43%	23%
8.2	Do you feel unsafe now?	6%	8%
8.3	Have you been victimised by other prisoners?	43%	31%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	38%	18%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	5%	6%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	0%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	5%	5%
8.5	Have you been victimised you are from a different part of the country than others? (By prisoners)	5%	5%
8.5	Have you been victimised because you are from a traveller community? (By prisoners)	13%	0%
8.5	Have you been victimised because of your age? (By prisoners)	13%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	5%	3%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a Gypsy/ Romany/ Traveller	Do not consider themselves to be a Gypsy/ Romany/ Traveller
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.6	Have you been victimised by a member of staff?	38%	21%
8.7	Have you ever felt threatened or intimidated by staff here?	13%	13%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	6%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	1%
8.7	Have you been victimised because of your nationality? (By staff)	5%	6%
8.7	Have you been victimised you are from a different part of the country than others? (By staff)	5%	2%
8.7	Have you been victimised because you are from a traveller community? (By staff)	13%	0%
8.7	Have you been victimised because of your age? (By staff)	0%	3%
8.7	Have you been victimised because you have a disability? (By staff)	5%	1%
9.1	Is it easy/very easy to see the doctor?	19%	28%
9.1	Is it easy/ very easy to see the nurse?	62%	49%
9.4	Are you currently taking medication?	95%	65%
9.6	Do you feel you have any emotional well being/mental health issues?	81%	51%
10.3	Is it easy/very easy to get illegal drugs in this prison?	32%	16%
11.2	Are you currently working in the prison?	58%	56%
11.2	Are you currently undertaking vocational or skills training?	15%	11%
11.2	Are you currently in education (including basic skills)?	36%	33%
11.2	Are you currently taking part in an offending behaviour programme?	21%	11%
11.4	Do you go to the library at least once a week?	62%	69%
11.6	do you go to the gym three or more times a week?	32%	27%
11.7	Do you go outside for exercise three or more times a week?	43%	46%
11.8	On average, do you go on association more than five times each week?	38%	30%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	19%	26%
12.2	Have you had any problems sending or receiving mail?	43%	51%
12.3	Have you had any problems getting access to the telephones?	46%	25%



## Prisoner survey responses HMP Downview 2017

**Prisoner 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.

### Key to tables

	Any percentage highlighted in green is significantly better	D wing	All other wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>15</b>	<b>119</b>
<b>SECTION 1: General information</b>			
1.2	Are you under 21 years of age?	0%	2%
1.3	Are you sentenced?	100%	100%
1.3	Are you on recall?	0%	7%
1.4	Is your sentence less than 12 months?	0%	10%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	14%	1%
1.5	Are you a foreign national?	6%	19%
1.6	Do you understand spoken English?	100%	99%
1.7	Do you understand written English?	100%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	26%	27%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	6%	13%
1.1	Are you Muslim?	6%	13%
1.11	Are you homosexual/gay or bisexual?	15%	20%
1.12	Do you consider yourself to have a disability?	15%	23%
1.13	Are you a veteran (ex-armed services)?	0%	0%
1.14	Is this your first time in prison?	80%	59%
1.15	Do you have any children under the age of 18?	74%	54%
<b>SECTION 2: Transfers and escorts</b>			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	46%	45%
2.5	Did you feel safe?	80%	80%
2.6	Were you treated well/very well by the escort staff?	80%	80%
2.7	Before you arrived here were you told that you were coming here?	60%	52%
2.8	When you first arrived here did your property arrive at the same time as you?	80%	86%

**Key to tables**

	Any percentage highlighted in green is significantly better	D wing	All other wings
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
<b>SECTION 3: Reception, first night and induction</b>			
3.1	Were you in reception for less than 2 hours?	60%	51%
3.2	When you were searched in reception, was this carried out in a respectful way?	100%	91%
3.3	Were you treated well/very well in reception?	94%	76%
	When you first arrived:		
3.4	Did you have any problems?	60%	69%
3.4	Did you have any problems with loss of property?	20%	17%
3.4	Did you have any housing problems?	6%	21%
3.4	Did you have any problems contacting employers?	0%	3%
3.4	Did you have any problems contacting family?	20%	21%
3.4	Did you have any problems ensuring dependants were being looked after?	6%	4%
3.4	Did you have any money worries?	14%	16%
3.4	Did you have any problems with feeling depressed or suicidal?	14%	24%
3.4	Did you have any physical health problems?	14%	13%
3.4	Did you have any mental health problems?	20%	27%
3.4	Did you have any problems with needing protection from other prisoners?	0%	4%
3.4	Did you have problems accessing phone numbers?	14%	12%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	40%	68%
3.6	A shower?	20%	25%
3.6	A free telephone call?	34%	29%
3.6	Something to eat?	40%	47%
3.6	PIN phone credit?	46%	55%
3.6	Toiletries/ basic items?	26%	41%

**Key to tables**

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**SECTION 3: Reception, first night and induction continued**

	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	58%	45%
3.7	Someone from health services?	64%	56%
3.7	A Listener/Samaritans?	36%	31%
3.7	Prison shop/ canteen?	36%	23%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	21%	27%
3.8	Support was available for people feeling depressed or suicidal?	36%	18%
3.8	How to make routine requests?	42%	31%
3.8	Your entitlement to visits?	28%	21%
3.8	Health services?	42%	30%
3.8	The chaplaincy?	42%	33%
3.9	Did you feel safe on your first night here?	74%	84%
3.10	Have you been on an induction course?	86%	88%
3.12	Did you receive an education (skills for life) assessment?	86%	82%

**SECTION 4: Legal rights and respectful custody**

	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	53%	37%
4.1	Attend legal visits?	70%	37%
4.1	Get bail information?	23%	14%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	34%	31%
4.3	Can you get legal books in the library?	46%	48%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	94%	76%
4.4	Are you normally able to have a shower every day?	100%	97%
4.4	Do you normally receive clean sheets every week?	86%	74%
4.4	Do you normally get cell cleaning materials every week?	80%	81%
4.4	Is your cell call bell normally answered within five minutes?	43%	38%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	86%	56%
4.4	Can you normally get your stored property, if you need to?	86%	43%
4.5	Is the food in this prison good/very good?	60%	57%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	86%	49%
4.7	Are you able to speak to a Listener at any time, if you want to?	66%	66%
4.8	Are your religious beliefs are respected?	66%	63%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	64%	64%
4.10	Is it easy/very easy to attend religious services?	54%	53%

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<b>SECTION 5: Applications and complaints</b>			
5.1	Is it easy to make an application?	94%	84%
5.3	Is it easy to make a complaint?	58%	63%
5.5	Have you ever been prevented from making a complaint when you wanted to?	7%	13%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	64%	38%
<b>SECTION 6: Incentive and earned privileges scheme</b>			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	64%	45%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	57%	42%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	0%	5%
<b>SECTION 7: Relationships with staff</b>			
7.1	Do most staff, in this prison, treat you with respect?	100%	81%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	94%	78%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	34%	38%
7.4	Do staff normally speak to you most of the time/all of the time during association?	34%	17%
7.5	Do you have a personal officer?	64%	70%

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<b>SECTION 8: Safety</b>			
8.1	Have you ever felt unsafe here?	6%	29%
8.2	Do you feel unsafe now?	6%	9%
8.4	Have you been victimised by other prisoners here?	14%	36%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	0%	14%
8.5	Hit, kicked or assaulted you?	0%	8%
8.5	Sexually abused you?	0%	1%
8.5	Threatened or intimidated you?	14%	22%
8.5	Taken your canteen/property?	0%	5%
8.5	Victimised you because of medication?	0%	3%
8.5	Victimised you because of debt?	0%	0%
8.5	Victimised you because of drugs?	0%	3%
8.5	Victimised you because of your race or ethnic origin?	0%	7%
8.5	Victimised you because of your religion/religious beliefs?	0%	2%
8.5	Victimised you because of your nationality?	0%	5%
8.5	Victimised you because you were from a different part of the country?	0%	6%
8.5	Victimised you because you are from a traveller community?	0%	2%
8.5	Victimised you because of your sexual orientation?	0%	1%
8.5	Victimised you because of your age?	0%	4%
8.5	Victimised you because you have a disability?	0%	3%
8.5	Victimised you because you were new here?	6%	6%
8.5	Victimised you because of your offence/crime?	0%	7%
8.5	Victimised you because of gang related issues?	0%	2%

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<b>SECTION 8: Safety continued</b>			
8.6	Have you been victimised by staff here?	0%	27%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	0%	12%
8.7	Hit, kicked or assaulted you?	0%	3%
8.7	Sexually abused you?	0%	1%
8.7	Threatened or intimidated you?	0%	15%
8.7	Victimised you because of medication?	0%	3%
8.7	Victimised you because of debt?	0%	1%
8.7	Victimised you because of drugs?	0%	3%
8.7	Victimised you because of your race or ethnic origin?	0%	7%
8.7	Victimised you because of your religion/religious beliefs?	0%	2%
8.7	Victimised you because of your nationality?	0%	6%
8.7	Victimised you because you were from a different part of the country?	0%	3%
8.7	Victimised you because you are from a traveller community?	0%	2%
8.7	Victimised you because of your sexual orientation?	0%	2%
8.7	Victimised you because of your age?	0%	3%
8.7	Victimised you because you have a disability?	0%	2%
8.7	Victimised you because you were new here?	0%	2%
8.7	Victimised you because of your offence/crime?	0%	3%
8.7	Victimised you because of gang related issues?	0%	3%
<b>SECTION 9: Health services</b>			
9.1	Is it easy/very easy to see the doctor?	54%	22%
9.1	Is it easy/very easy to see the nurse?	60%	48%
9.1	Is it easy/very easy to see the dentist?	34%	7%
9.4	Are you currently taking medication?	86%	67%
9.6	Do you have any emotional well being or mental health problems?	40%	59%
<b>SECTION 10: Drugs and alcohol</b>			
10.1	Did you have a problem with drugs when you came into this prison?	20%	38%
10.2	Did you have a problem with alcohol when you came into this prison?	14%	23%
10.3	Is it easy/very easy to get illegal drugs in this prison?	20%	18%
10.4	Is it easy/very easy to get alcohol in this prison?	6%	12%
10.5	Have you developed a problem with drugs since you have been in this prison?	0%	2%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	0%	7%



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<b>SECTION 11: Activities</b>			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	70%	21%
11.1	Vocational or skills training?	53%	26%
11.1	Education (including basic skills)?	72%	39%
11.1	Offending Behaviour Programmes?	46%	10%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	74%	55%
11.2	Vocational or skills training?	20%	11%
11.2	Education (including basic skills)?	34%	35%
11.2	Offending Behaviour Programmes?	20%	13%
11.4	Do you go to the library at least once a week?	60%	71%
11.5	Does the library have a wide enough range of materials to meet your needs?	74%	68%
11.6	Do you go to the gym three or more times a week?	34%	27%
11.7	Do you go outside for exercise three or more times a week?	34%	46%
11.8	Do you go on association more than five times each week?	34%	29%
11.9	Do you spend ten or more hours out of your cell on a weekday?	60%	20%
<b>SECTION 12: Friends and family</b>			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	74%	35%
12.2	Have you had any problems with sending or receiving mail?	26%	51%
12.3	Have you had any problems getting access to the telephones?	14%	32%
12.4	Is it easy/ very easy for your friends and family to get here?	58%	25%
<b>SECTION 13: Preparation for release</b>			
13.3	Do you have a named offender supervisor in this prison?	100%	81%
13.10	Do you have a needs based custody plan?	14%	5%
13.11	Do you feel that any member of staff has helped you to prepare for release?	40%	12%