

Report on an announced inspection of

La Moye Prison, Jersey

by HM Chief Inspector of Prisons

11–22 September 2017

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Glossary of terms

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

Introduction

La Moye is the only prison on Jersey and as such fulfils multiple roles, including holding a small number of women prisoners in addition to the majority adult male population. As a prison located outside of UK jurisdiction, La Moye is inspected by HM Inspectorate of Prisons by invitation of the Jersey authorities. Such an invitation to conduct an independent inspection demonstrates the authorities' commitment to providing safe and decent custody as well as accountability and public assurance within their criminal justice system. Our last visit was in early 2013 and, on our return this time, we were pleased to see that the prison had improved in the two critical areas of safety and respect, both of which received our highest assessments. In the area of rehabilitation and release planning La Moye had remained steady, but we found that outcomes for prisoners in the area of purposeful activity were not sufficiently good.

La Moye remained a safe prison with low levels of violence and minimal use of force. The survey we conducted was extremely positive in this area and many prisoners told us that safety was one of the most positive features of the prison. The incentives scheme was appropriately focused on progression and most prisoners said it encouraged them to behave. Adjudications were reserved only for the most serious of offences and very few prisoners spent time in segregation. There had been improvements in the management of and care for the few who self-harmed. Security was robust and no doubt contributed to the perception and reality of safety. That said, we again found examples where security measures were disproportionate and the prison could have relinquished some control without compromising the safety of the institution. We were concerned that conditions in the segregation unit had not progressed sufficiently. The deliberate strategy to place prisoners in unfurnished and poorly equipped cells when there were safer fit for purpose cells available was completely at odds with the positive ethos of the prison in other areas. Inspectors concluded that locating prisoners in the upstairs fit for purpose segregation cells would have the same deterrent value because most prisoners appreciated and wanted to protect the decent lifestyle they were afforded on their wings.

Leadership and management had set and maintained very high standards in most of the residential areas. Prisoners' cells were among the best we have seen and the standards of cleanliness were impressive. Most notable was the professionalism of the officers working at the prison. The governor and ministers had provided consistency in leadership and funding which meant that prison staff were provided with good-quality continuous professional development. Most prisoners expressed appreciation for the treatment and support they received from officers, who were enthusiastic, committed and proud in their roles.

On our last inspection we recommended that the needs of minorities within the prison, including young adults and women, should be prioritised. On this visit we once again found that the management of equality and diversity failed to ensure that the needs and concerns of prisoners who were in the minority and those with protected characteristics were understood and addressed. There had been some progress: young adults were now integrated, which had given them access to a wider regime rather than being isolated. However, there was still more to do to understand and meet their specific needs. Similarly, while the women held at La Moye reported feeling safe and were housed in pleasant accommodation, the opportunities available to them were limited compared to those available to men. There remained a need to think more carefully about what it feels like to be a woman in custody and to improve the range of opportunities open to them. We also remain concerned that, while it is rare, there was still a chance that children under the age of 18 could be imprisoned in La Moye. Children should never be held in an adult prison. Even with the plans to renovate a section of the current women's unit to improve juvenile accommodation, any child arriving at La Moye would be isolated, marginalised and deprived of the opportunity to thrive as they might in a dedicated children's site.

The area in which we recorded a significant decline was that of purposeful activity. The framework for inspecting learning and skills has moved on significantly since we last inspected La Moye and, quite rightly, prisons are now expected to prioritise activities that are likely to increase the employability of the prisoners they release into the community. All available evidence shows that unemployment is a critical factor in reoffending and prisoners need to compete in a job market where they already have the disadvantage of having a criminal record. Prisons have a responsibility to make prisoners job-ready on release. Our report acknowledges the quality of the activities that were available to prisoners and praises the well-trained, experienced and motivated education, skills and work staff. However, the fundamental failing was the lack of sufficient education, skills and work provision that prisoners needed to prepare them for employment, training or education on release. The structure is in place to address this and is underpinned by a positive culture of safety and respect where prisoners are motivated to engage and learn. The prison now needs to refocus the content, breadth and relevance of their provision so that prisoners are prepared to enter programmes of education, training or sustained employment on release, thereby improving their life chances and reducing the risk of reoffending.

To conclude, this is a good report on a good prison. Progress has been made in the two critical areas which provide the foundations of rehabilitation. We are confident that, under the direction of the governor, the competent and committed learning and skills team will take on board our criticisms of the current provision and use their experience and knowledge to drive the improvements needed.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

December 2017

Fact page

Task of the establishment

A range of functions including training, resettlement and release

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection:	142
Certified normal capacity:	200
Operational capacity:	200

Notable features from this inspection

La Moye is the only prison on Jersey. It holds men, women, young offenders and, in exceptional circumstances, children.

The Governor is also the Head of the States of Jersey Prison Service, the prison is managed by the Department of Home Affairs and the Probation Service is managed by the Court Service.

Pay scales for officers in Jersey are much higher than in England and Wales and they have access to continuous professional development.

40 of the 142 prisoners were subject to multi-agency public protection arrangements through JMAPP.

With the exception of young adult offenders, there is no statutory requirement for adult prisoners to be supervised in the community after release, including those posing a high risk.

Prison status (public or private) and key providers

Public

Physical and mental health provider: The States of Jersey Department of Health and Social Services

Learning and skills provider: The States of Jersey Prison Service

Escort contractor: The Jersey States Police

Brief history

HMP La Moye opened in 1975 to accommodate prisoners on remand and those sentenced by the courts for terms of less than 18 months. It is the only prison on Jersey and it accommodates every category of offender: male, female, convicted, remand, adults, young offenders and juveniles.

As the prisoner population continued to grow, the accommodation became unsuitable and required modernisation. A development plan for the site was created and funding secured on a phased basis. The first modern style accommodation (H wing) was opened in 2004. This currently accommodates the female population. The next phase completed in 2006 provided a new kitchen and J wing, which currently accommodates vulnerable prisoners.

A further development phase completed in 2009 included a sports hall/gym, an all-weather pitch and more cellular accommodation (K and L wings). This accommodation block houses male adults and young offenders.

Short description of residential units

H wing	All convicted and remand female prisoners
J wing	All convicted and remand vulnerable prisoners
K wing	All convicted and remand young offenders and adult male prisoners, basic and standard
L wing	Convicted and remand adult male prisoners, standard and enhanced
E wing	Convicted and remand male prisoners care and control unit

Name of governor and date in post

Bill Millar, 2008

Independent Prison Monitoring Board chair

Andrew Baudains

Date of last inspection

February 2013

About this inspection and report

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

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

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

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

Respect Prisoners are treated with respect for their human dignity.

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

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

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

- **Outcomes for prisoners are good.**

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

- **Outcomes for prisoners are reasonably good.**

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

- **Outcomes for prisoners are not sufficiently good.**

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.¹ The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in the appendices.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.²

¹ <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>

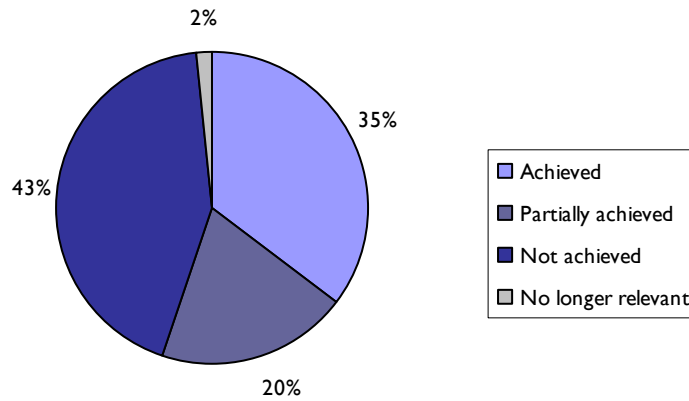
² The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

S1 We last inspected La Moye Prison in 2013 and made 65 recommendations overall.

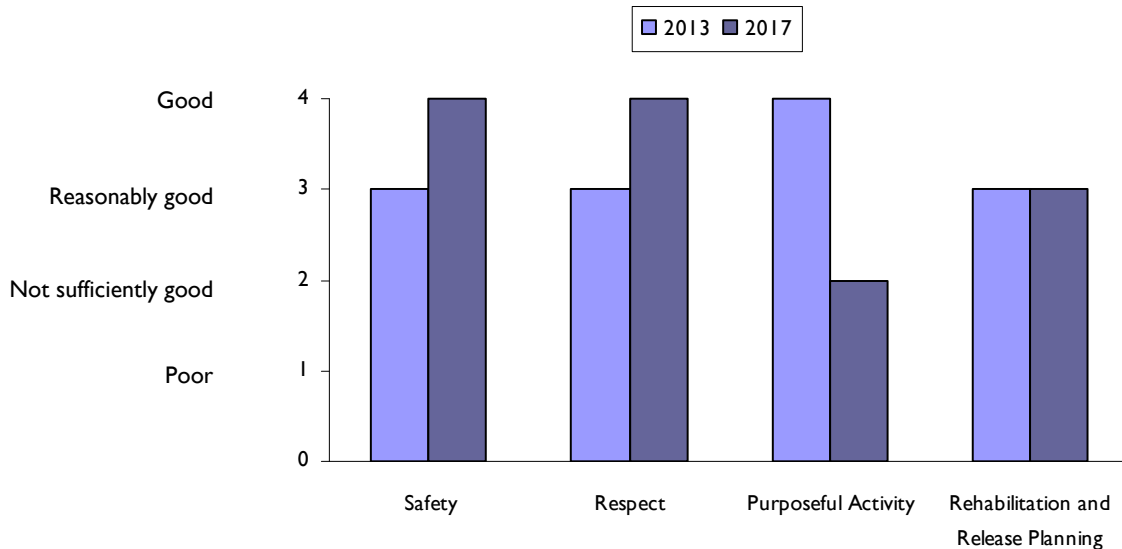
S2 At this follow up inspection we found that the prison had achieved 23 of those recommendations, partially achieved 13 recommendations and not achieved 28 recommendations. One recommendation was no longer relevant.

Figure 1: La Moye Prison progress on recommendations from last inspection (n=65)



S3 Since our last inspection outcomes for prisoners had improved in safety and respect, stayed the same in rehabilitation and release planning, and had declined in purposeful activity. Outcomes were good in safety and respect, reasonably good in rehabilitation and release planning and not sufficiently good in purposeful activity.

Figure 2: La Moye Prison healthy prison outcomes 2013 and 2017³



³ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Support for prisoners in their early days in custody was generally good. Levels of violence were low. Management of the low incidence of bullying behaviour and support for victims was good. Most prisoners were motivated to behave well. Only the most serious offences were dealt with by adjudication. Force was rarely used and governance had improved. The use of segregation had reduced significantly. A deliberate strategy to place segregated male prisoners in unsuitable accommodation was not justified. Supply reduction measures contributed to low levels of substance misuse but some security measures remained disproportionate. Incidents of self-harm remained low and most vulnerable prisoners were well cared for. Leaders and managers had prioritised safety and provided clear direction in this area. **Outcomes for prisoners were good against this healthy prison test.***
- S5** *At the last inspection in February 2013, we found that outcomes for prisoners in La Moye were reasonably good against this healthy prison test. We made 20 recommendations in the area of safety.⁴ At this inspection we found that six of the recommendations had been achieved, four had been partially achieved and 10 had not been achieved.*
- S6** Nearly all new prisoners arrived directly from court and were given a full search in reception, including women. The reception area was clean with helpful written information in a range of languages displayed in holding rooms. Processes in reception to engage with and assess new prisoners were sound, with appropriate attention to the vulnerability of new arrivals. First night arrangements to ensure the safety of new arrivals were satisfactory for both men and women. There were well designed induction processes but they were not yet reliable enough to ensure that all new prisoners were adequately informed.
- S7** Levels of violence remained much lower than in comparable prisons and most prisoners said they felt safe. Violence involving women was particularly rare. Investigations into incidents were prompt, responses were appropriate and support plans for the victims of violence and bullying were in place when necessary. Most prisoners said that the incentives scheme encouraged positive behaviour and over two-thirds felt that they had been treated fairly, which was encouraging. A comprehensive policy set out appropriate differentials between levels with emphasis on progression. The exception was a number of restrictions for newly arrived prisoners on K wing, which were unjustified.
- S8** The number of adjudications had reduced since the previous inspection and was much lower than at comparable prisons. Records indicated that the process was fair and only the most serious offences were subject to adjudication. However, access to legal advice remained limited.
- S9** Governance of use of force had improved since the last inspection and numbers remained low. Reports were completed appropriately and indicated a good use of de-escalation to manage incidents.
- S10** There was little use of segregation with only 13 instances in the last six months compared to 53 at the last inspection, which was good. However, the men's segregation unit was gloomy and some of the cells were unnecessarily stark with no furniture and inadequate toilet facilities. The deliberate strategy to place segregated male prisoners in the worst accommodation, despite more suitable fit-for-purpose cells being available, was unjustified and potentially detrimental to their wellbeing. The accommodation used to segregate women

⁴ This included recommendations about substance misuse treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

prisoners was better with internal toilets and showers. The regime for both men and women who were segregated was limited.

- S11 Although there were some gaps in the management of security, intelligence was good and the establishment understood the key threats. Supply reduction measures contributed to low levels of substance misuse. However, some security measures remained disproportionate. For example, retired prisoners and those unable or not required to work were locked up during the day.
- S12 The number of self-harm incidents among both men and women was comparatively low. The quality of risk and concern assessment documents had improved since the last inspection, although care planning was often process driven and superficial. That said, all prisoners at risk said they received very good day-to-day care and support from all staff. Management of the Listeners⁵ scheme had improved but access for Listeners remained restricted. Protocols for the use of cells with video cameras had been reviewed but prisoners could still be monitored while showering and using the toilet.
- S13 A good local safeguarding strategy was well promoted and staff and managers we spoke to were clearly aware of their responsibility to protect adults at risk.

Respect

S14 *Staff and prisoner relationships remained a significant strength and the personal officer scheme was effective. Standards of cleanliness were high and cells were well equipped. The provision of in-cell telephones and IT for most prisoners was excellent. Living conditions were very good and contributed to a safe and decent environment. Food was good and appreciated by most prisoners. The application process was managed well. Prisoner consultation was underdeveloped. Despite some good work by individuals, work on equality and diversity had not progressed sufficiently. The chaplaincy provided good spiritual and pastoral support to prisoners. Health care was mostly good, but was undermined by continued weaknesses in clinical governance. Leaders and managers understood the importance of creating a respectful environment and had invested heavily in this area. **Outcomes for prisoners were good against this healthy prison test.***

S15 *At the last inspection in February 2013, we found that outcomes for prisoners in La Moye were reasonably good against this healthy prison test. We made 26 recommendations in the area of respect. At this inspection we found that 11 of the recommendations had been achieved, five had been partially achieved, nine had not been achieved and one was no longer relevant.*

- S16 We observed very good, mutually respectful relationships between staff and prisoners. Most staff were professional, positive and engaging. They set high standards for prisoners and maintained appropriate discipline. The personal officer scheme was effective and staff were helpful and supportive. Due to the small number of women resident at the prison, they received particularly good one-to-one support from staff.
- S17 Standards of cleanliness in living areas, including communal showers, were high. Cells were well equipped with toilet cubicles, proper curtains, lockable cabinets and in-cell telephones. Prisoners wore their own clothes and laundry arrangements were good. With the exception of prisoners on K wing, all cells had access to an intranet providing entertainment and communication, although it was not yet working to full capacity. There was an attractive

⁵ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

- outside area attached to the women's unit but their restricted movement around the site contributed to a feeling of isolation on the unit.
- S18 The food was varied and of a good standard. Arrangements for prisoners to buy groceries were good and they were delivered promptly. However, there was no facility for purchasing from catalogues.
- S19 Applications were well managed and responses were prompt and helpful. The complaints process was thorough and these responses were also good. Most prisoners said the system was fair but prisoners had to make an application for a complaint form, which hindered their access to the process. There were no trained legal services officers to support remand prisoners. The prisoner council was underdeveloped and did not ensure that the prisoner's voice was heard. There were few peer support opportunities.
- S20 There had been some improvement to the strategic management of equality and diversity since the previous inspection, but it remained underdeveloped. The equality and diversity officer met new prisoners as part of their induction. However, there was no formal consultation with prisoners from protected characteristic groups and no prisoner diversity representatives. There was also little engagement with community support groups. Attendance at the quarterly equality committee meeting was often poor. Prisoners with disabilities felt more unsafe than prisoners without disabilities. The equality officer was enthusiastic and committed to improving work in the area of equality and diversity, and staff provided informal support to individuals with protected characteristics. The investigation of discrimination incidents had improved and was thorough. There was some embryonic work to develop data monitoring and some equality impact assessments were being completed.
- S21 The prison showed some sensitivity to the needs of women prisoners and they reported feeling safe. However, more needed to be done at a strategic level to understand and meet the wider needs of women. The prison did not deliver a gender-specific service and they could not access all of the opportunities available to men.
- S22 In our survey, 94% of prisoners of faith said their faith was respected against the comparator of 75%. The chaplains and community volunteers provided valued spiritual and pastoral support which included help to maintain family ties and through-the-gate resettlement support.
- S23 Health staff knew their patients well and health care remained reasonably good for both men and women, although it was undermined by continued weaknesses in clinical governance. In our survey, 77% of prisoners said that the overall quality of health care was good. Waiting times for most services were short, but were excessive for secondary reception health screens and the dentist. Mental health services were very good and responsive, but the lack of psychological therapies was a significant gap. Clinical prescribing for substance misuse issues was more flexible than at our last inspection, but remained too focused on abstinence for opiate treatment. The range of psychosocial support remained too limited, primarily because of longstanding difficulties in recruiting staff. The support that was provided was good. Medicines management processes were satisfactory, but some systems such as date checking were weak. Pre-release planning was effective.

Purposeful activity

- S24** *Too many prisoners were locked up unnecessarily for long periods. Access to a well stocked library was good. PE provision was excellent. The overall effectiveness of purposeful activity required improvement. While the quality of provision was good for male prisoners, leaders and managers had not prioritised activities that would improve prisoners' life skills or lead to prisoners' entry into employment, training or education on release. Women still did not have the same access to activities as men. Not enough progress had been made with our previous recommendations, particularly on performance monitoring and management, and the use and analysis of data. At a strategic level, quality improvement arrangements were poor. However, the quality of teaching and learning, the attainment of the small number of prisoners taking qualifications and the development of prisoners' personal and social skills remained mostly good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S25** *At the last inspection in February 2013, we found that outcomes for prisoners in La Moye were good against this healthy prison test. We made five recommendations in the area of purposeful activity. At this inspection we found that one of the recommendations had been achieved, two had been partially achieved and two had not been achieved.*
- S26** During roll checks we found an average of 25% of prisoners locked up during the core day. Time out of cell for fully employed prisoners was reasonable at just over nine hours and part-time workers had about seven hours out of cell. Unemployed prisoners, retired prisoners and those on K wing, where activity places were restricted, were only unlocked for about four or five hours a day. Retired prisoners and those unable or not required to work were locked up during the day, which was unnecessary. All prisoners were locked up on Wednesday mornings to facilitate staff training, even when the regime had been shut down at other times in the week. This reduced time out of cell further.
- S27** The library contained a good range of books and resources which met the needs of prisoners and access was good. Provision of physical education was excellent and a good range of vocational qualifications were offered. Access was very good and 91% of prisoners were engaged in some form of physical activity. Provision for remedial PE was particularly good.
- S28** The provision of a range of education, skills and work activities were popular with male prisoners and were an integral feature of the prison which was well supported by staff. However, women were frustrated by the inequality of access to activities available to them. A few prisoners with little previous experience of education or training had become active and enthusiastic learners. The great majority of prisoners enjoyed and gained at least some personal benefit from their experience of education, training and work, but very few of these activities directly improved prisoners' employability skills or knowledge. This was of great concern to the majority of prisoners we interviewed.
- S29** Prison managers had not responded well enough to about half our previous recommendations. There had been very little improvement in formal performance monitoring and management arrangements, including the use and analysis of data, or tracking prisoners' destinations after release. Managers had very little meaningful data to draw on. Quality assurance arrangements, including self assessment, were weak and required substantial improvement.
- S30** There were sufficient courses and opportunities to accommodate most prisoners with lower level skills, but too few courses were routinely offered at higher levels. The range of provision for prisoners on K wing was smaller and too narrow compared to men on other

wings. While the range of provision for the very small number of women prisoners had increased, it was still much less than for men, and the courses offered were too often gender-stereotyped. An open and distance learning programme provided good opportunities for more able and experienced prisoners to work at higher levels. The number choosing this route was increasing but a minority of these learners were not receiving enough support to achieve and make good progress.

- S31 The quality of teaching, learning and assessment remained good. Most prisoners participated willingly and actively in their education and skills sessions, many of which were designed to meet individual needs. Conduct during sessions was frequently exemplary. Most prisoners developed their personal and social skills well but not their employability skills.
- S32 Prisoners' attendance at sessions was very good, but punctuality much less so because of regime restrictions. The standard of vocational training work was good in bricklaying and particularly good in carpentry and horticulture where prisoners could acquire very useful commercial experience. The PE department provided popular and successful qualification-based programmes in gym instructing, health and well-being.
- S33 The attainment of functional skills qualifications was good for the few prisoners enrolled so far in 2017.
- S34 Leaders and managers in education, skills and work were not delivering training, development or awareness programmes to meet prisoners' resettlement needs. This was a significant concern for many prisoners, including those nearing release. Prisoners did not access enough careers advice to support the planning of their resettlement needs throughout their sentence and, in particular, from their arrival at the prison. The Jersey Careers Service held employment fairs every two months.

Rehabilitation and release planning

S35 *There was a strategy to manage rehabilitation and all prisoners had a plan to manage their sentence. Internal systems were in place to identify and manage risk, although too many prisoners were released without formal support or management in the community. There was a good range of offending behaviour interventions for most prisoners. Progression was difficult to achieve for the many prisoners who could not meet the criteria for early release. Release on temporary licence (ROTL) was not used to prepare prisoners for their return to the community. Links with community agencies had improved but there were still barriers to rehabilitation, particularly access to accommodation and employment on release. Work to maintain contact with children and families was useful. Managers and leaders understood the rehabilitative needs of prisoners, but were limited by factors outside their control, including the lack of post-release probation support and insufficient housing provision. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S36 *At the last inspection in February 2013, we found that outcomes for prisoners in La Moye were reasonably good against this healthy prison test. We made 14 recommendations in the area of resettlement.⁶ At this inspection we found that six of the recommendations had been achieved, two had been partially achieved and six had not been achieved.*

⁶ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

- S37 An up-to-date resettlement and sentence management policy set out a range of support services to reduce risk, address offending behaviour and aid resettlement. The specific resettlement needs of women were not explicitly identified in such policies, although there was a considerate focus on individual needs when drawing up sentence and release plans. All prisoners had a plan to manage their sentence. Progression for some prisoners was limited, especially for those who did not meet the criteria for conditional early release. Too few prisoners met the eligibility criteria for the early release scheme which had replaced ROTL. Despite considerable effort to reduce long delays in transferring prisoners to the UK and other countries, this remained a frustration for some prisoners. Most prisoners leaving La Moye were not subject to formal supervision on release.
- S38 Procedures were in place to identify risk of harm to others and plan an appropriate response. Formal JMAPP (Jersey multi-agency public protection arrangements) and internal multi-agency meetings were effective. However, the lack of suitable accommodation on release presented risk. The establishment paid close attention to the protection of victims but children's services were slow to provide information which delayed some critical decisions about prisoners. The commitment to provide an increasing range of programmes to reduce risk, including individual work with prisoners who had committed violent and sexual offences, was commendable. However, the backlog of suitability assessments and the challenge presented by the diverse population meant that some prisoners did not access courses.
- S39 Rehabilitation needs were identified early and planned appropriately. There was good joint work between sentence planning, probation officers and psychology teams to target offending behaviour work. The prison had developed better links with community agencies and a community event held at the prison every two months provided useful information about income support, accommodation, and employment for prisoners. Despite this, accommodation and employment remained barriers to rehabilitation.
- S40 In our survey, only a third of prisoners said that they had someone helping them to prepare for release. The prisoners we spoke to understood their resettlement plans and attended resettlement meetings eight weeks before release. There was limited practical support on release from a range of charities, for example in providing accommodation.
- S41 The visits hall had much improved and visitors were positive about their experience of visits. A good range of visits sessions were available, including evenings and weekends, but there were no family days. Prisoners had excellent access to in-cell telephones to keep in touch with their family and friends.

Main concerns and recommendations

S42 **Concern:** Living conditions in the men's segregation unit (care and control unit - CCU) cells were unnecessarily poor and the treatment of prisoners was tantamount to solitary confinement. The area was dark with no natural light, cells had no furniture, outdoor exercise was in a bare yard enclosed by concrete and no meaningful regime was provided, even for prisoners staying there for extended periods. Cells on the floor above the CCU offered more decent living conditions close to the staff office, but they were not used.

Recommendation: Segregated prisoners should be accommodated in cells with decent sanitation, electric power and adequate furniture, including a table, seating and storage. They should have outdoor exercise in an area of reasonable size which is not oppressively enclosed. An appropriate regime should be provided for segregated prisoners.

S43 **Concern:** The management of equality and diversity failed to ensure that the needs and concerns of prisoners with protected characteristics were understood and addressed. Prisoners with protected characteristics lacked dedicated representation or consultation and multidisciplinary care planning and diversity monitoring were weak.

Recommendation: Management oversight of diversity should be prioritised to ensure that the needs of prisoners with protected characteristics are identified, assessed and met and that any negative perceptions or disproportionate outcomes are understood and addressed.

S44 **Concern:** The education, skills and work provision at HMP La Moye did not provide the great majority of prisoners with the employability skills, practical vocational training or life skills they needed to enter employment, training or education on release and reduce the risk of reoffending.

Recommendation: Prison leaders and managers should refocus the content, breadth and relevance of the education, skills and work provision so that prisoners are prepared to enter programmes of education, training or sustained employment on release, thereby improving their life chances and reducing the risk of reoffending.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

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

- I.1 An average of less than five prisoners arrived at La Moye each week and there were no new arrivals during the week of the inspection.
- I.2 All prisoners came from the local court in cellular vans, a journey of less than 30 minutes. Prisoners told us that vans were clean and staff treated them well. They were not handcuffed when they alighted at the prison. Although women were transported in the same vans as men, they were located in different sections of the vehicle and were kept separate in reception.
- I.3 The reception area was clean and well organised. Holding rooms were spacious and had been improved since the last inspection with informative notices in appropriate languages.
- I.4 All arrivals were given a full search in a private area where they had a shower and changed into prison clothing for a period of 24 hours while their own clothes were searched. In our survey, 91% of prisoners against the comparator of 77% said that searching was carried out in a respectful manner.
- I.5 Reception staff carried out a structured interview in private, which focused on safety and risk and included some information about the prison. It was followed by an initial health care assessment. A cell-sharing risk assessment was undertaken and appropriate accommodation identified. A representative of the allocated wing, usually the unit manager, interviewed prisoners before they went to their accommodation to check their suitability and provide information about the wing.
- I.6 All new arrivals were provided with a lunch pack and a reception pack of tobacco if required. They were also given £2 telephone credit to contact family or friends. In our survey, 84% said their telephone numbers were on the PIN system on their first night.
- I.7 There was no dedicated first night accommodation but men were usually located on K wing, or on J wing if they required protection from other prisoners. Women were located on H wing. Listeners⁷ on the wings contacted most new arrivals during evening association. In our survey, 46% said they had the chance to speak to a Listener before they were locked up against the comparator of 30%. Prisoners who had arrived shortly before the inspection told us that their accommodation had been adequately prepared and both men and women said they felt safe on their first night. In our survey, 82% of prisoners said that they felt safe on their first night against the comparator of 66%. Night staff were informed of the location of new arrivals so they could provide additional supervision.

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

- I.8** Induction procedures had been improved since the last inspection and an impressive 91% of prisoners said they had had an induction. Staff delivered the programme through individual interviews with new arrivals and a record was kept to ensure that everyone had received it. Women prisoners said their induction was comprehensive and informal because they had good access to staff and other prisoners on their wing who provided support and advice. However, some new arrivals on K wing told us that their induction had been delayed and they were unsure about basic procedures. A prisoner on L wing had voluntarily undertaken the role of an Insider (prisoners who introduce new arrivals to prison life). He had designed a helpful induction pack for new arrivals on K wing. At the time of the inspection, he had not been able to see all new arrivals because he was located on a different wing. This was a promising new initiative but did rely on staff facilitating movement between wings to ensure it was available to all new prisoners.
- I.9** Most new male arrivals stayed on K wing for 12 weeks. During this time their access to activities was limited and they spent too long locked up (see paragraph 3.4).
- I.10** Vulnerable prisoners and women prisoners told us they had been well informed about prison procedures and that staff on their wings were accessible to answer queries.

Recommendation

- I.11 The prisoner Insider project should be developed to make this a paid role and to ensure that all new arrivals have access to an Insider.**

Managing behaviour

Expected outcomes:

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

Encouraging positive behaviour

- I.12** There had been a small increase in the number of assaults since the previous inspection, but the prison remained a safe place and data demonstrated that it was much safer than comparable prisons. During the previous six months there had been 15 assaults, six on staff and nine on prisoners, compared to six assaults over a similar period in 2013. In our survey, 30% of prisoners said they had felt unsafe at some time at La Moye and a relatively small 10% felt unsafe at the time of our inspection. At comparable establishments these figures were 53% and 25% respectively. Women prisoners reported feeling safe and violence among this population was rare.
- I.13** Investigations into violence were conducted by the safer custody manager and were reasonably comprehensive. Support was put in place for victims of violence, while perpetrators were subject to management plans which now included appropriate targets tailored to individual need.
- I.14** Vulnerable prisoners were housed on J wing and had good access to all areas of the prison regime. We were told of one case where a prisoner on main location had self isolated but well-informed staff with good knowledge of his concerns had provided sufficient support to enable him to attend some activities.

- I.15** An anti-bullying policy had been developed to provide guidance on the management of perpetrators and the support mechanisms available to victims of violence. The policy covered key aspects of management but was not informed by analysis of risk or local data, and there was no action plan for continuous improvement. For example, the establishment had conducted a comprehensive annual survey of prisoners with a high completion rate which provided an excellent database of concerns raised by prisoners. However, although the findings were discussed, this learning had not been used proactively to address prisoners' perceptions or concerns.
- I.16** The safer custody meeting held every two months was chaired by a committed safer custody manager and incorporated violence reduction. However, the meeting was not given sufficient support from senior managers and attendance was poor.
- I.17** There was a comprehensive incentives policy in place to manage behaviour, the use of which staff understood well. Residential managers had developed good systems to ensure timely reviews. The deputy governor provided additional oversight by quality assuring 20% of documentation, officer case note entries and reviews, although there was no documentary evidence of the effectiveness of the quality assurance or any learning derived from it.
- I.18** In our survey, only 56% of prisoners said that the incentives scheme encouraged them to change their behaviour and only 47% said they had been treated fairly. Most prisoners (63%) were on the enhanced level of the scheme and very few prisoners had been placed on the basic level so far in 2017.
- I.19** The scheme was appropriately focused on progression. Enhanced prisoners who were predominantly housed on L or J wing had good access to the gymnasium, off-wing activities and additional facilities available through the in-cell communication and entertainment IT system called IX (see paragraph 2.15). Enhanced women prisoners did not have equal access to all activities.
- I.20** The most negative aspect of the incentives scheme was the way it was applied to prisoners on K wing who had to wait for 12 weeks before they could be considered for progression to enhanced level. Until then they were unable to benefit from a range of opportunities open to other prisoners, including access to the full range of employment activities and the in-cell IT system. Their access to all available television channels was also restricted during this time.

Recommendations

- I.21** **Local data, such as the annual survey, analysis of assaults and information from local investigations, should be used to inform strategy and produce an action plan to maintain the low level of violent incidents.**
- I.22** **Attendance at the safer custody meeting should be improved and supported by managers.**
- I.23** **All prisoners should be given reasonable access to the regime, IT facilities and purposeful activities at the earliest opportunity following arrival.**

Adjudications

- I.24** There had been 94 adjudications during the previous six months, less than at the last inspection. Hearings were conducted by the deputy governor or head of operations and took place in a small room in the segregation unit which was cramped and not fit for purpose.
- I.25** The cases we examined demonstrated reasonable investigation but the adjudication paperwork did not provide adequate space to record this. As a result, adjudicators also made notes on the prisoner case note system, which was not ideal. Adjudicators did not offer prisoners the opportunity to seek legal advice during the formal hearing. Although prisoners had good access to in-cell telephones and reasonable time to prepare for adjudications, not all would be aware of their right to legal assistance. Legal representatives did not have sufficient time to advise the prisoner once the hearing was opened and details of the charge were known. There was a tariff guide in place and regular quality assurance by the governor. There was no formal method of analysing data and trends.

Recommendations

- I.26 Prisoners should be offered the opportunity to seek legal advice during a disciplinary hearing.** (Repeated recommendation I.52)
- I.27 There should be a forum in place to identify good practice and analyse data and trends to further reduce the number of charges laid.**

Use of force

- I.28** During the previous six months, there had been 15 incidents of use of force, significantly less than we usually see at local prisons. Most incidents were spontaneous and few resulted in the use of control and restraint techniques. A few prisoners accounted for a disproportionate number of incidents, for example three prisoners were involved in half the incidents of use of force over this period. Women were rarely subject to the use of force.
- I.29** Intervention was well organised and appropriately carried out and documentation that we examined was complete and up to date. Proper authority was recorded and managers supervised most incidents.
- I.30** We saw no evidence that force was used unnecessarily or as a first resort when dealing with difficult and violent behaviour. There was clear evidence that de-escalation techniques were preferred and had been used to particularly good effect.
- I.31** The governor and a senior manager scrutinised all documentation. The authorised special accommodation had not been used since the last inspection. However, as previously concluded, the unfurnished cells on the lower floor of the segregation unit, which were used as ordinary accommodation, were in reality special cells (see paragraph I.36).

Segregation

- I.32** The use of segregation had reduced significantly since the previous inspection, from 13 times in the previous six months compared with 53 times at the last inspection. Women were rarely segregated.

- I.33** No prisoners were segregated at the time of the inspection. Records showed that segregation had been used justifiably following adjudication for prisoners who had been violent. The longest stay in segregation had been 14 days.
- I.34** Conditions in the segregation unit used for men were very poor. They were in a basement corridor of E wing with no natural light and no furniture or power, equivalent to what would normally be regarded as special accommodation. The only fittings were a plastic toilet and wash basin and a plinth for a bed. One cell which had been used in the previous six months did not even have a wash basin.
- I.35** The regime in the segregation unit was limited to one hour of outdoor exercise every day in a small bare yard surrounded by concrete walls. Prisoners were able to have a shower and make a telephone call every day. We were told that prisoners could progress from cellular confinement to cleaning duties and better accommodation on the unit. We found no evidence of this in the records of those held there within the last six months nor evidence of regular visits by the duty governor or the chaplaincy. Management plans mentioned the frequency of observations but they were rudimentary and did not outline a constructive regime. Such prolonged periods locked up with no human contact were tantamount to solitary confinement⁸.
- I.36** The staff office was located on the floor above the segregation accommodation, separated from the unit by locked gates. Cells more suitable for segregation, with fixed furniture and power, were located on this floor, where the shower unit was in decent condition and there was natural light. A deliberate strategy had been adopted to use the worst accommodation on the lower floor. We judged this to be too punitive and potentially harmful to prisoners held there.
- I.37** Conditions for the segregation of women were better. The cells used, on the floor below the women's accommodation, had an internal shower and toilet. Fixed furniture included seating, a table and storage space.
- I.38** Women's segregation cells were fitted with observation cameras which were monitored from the control room and covered the toilet and shower areas. These cameras were visible to all staff in the control room which was an unacceptable intrusion on women's privacy.

Recommendations

- I.39** **Male staff should not observe women in segregation cells and images should be appropriately obscured for decency.**
- I.40** **Prisoners in cells with observation cameras should not be monitored while showering or using the toilet.**

⁸ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

Security

Expected outcomes:

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

- I.41 Physical security arrangements were adequate but we remained concerned about some disproportionate procedures. The small number of retired prisoners or those unable to work remained locked up during the core day. Too many prisoners on K wing had restricted access to work and facilities (see paragraph I.20). All prisoners moving through reception or entering the segregation unit were routinely strip-searched regardless of whether there was any supporting intelligence. We were particularly concerned that women prisoners were also subjected to this excessive searching procedure.
- I.42 Intelligence reports were dealt with promptly via an electronic system. During the previous six months, 430 intelligence reports had been submitted, half the number submitted over the same period at the previous inspection. Not enough staff had been trained to monitor PIN phones which had reduced the opportunity to identify intelligence. A plan was in place to remedy this shortly after the inspection and systems were in place to deal with any high-risk cases.
- I.43 The security committee was chaired by the security manager and attended by key representatives, including the governor. The meeting had only taken place twice in the previous six months. Key areas were discussed and the current threats were understood. However, there was little in-depth analysis of intelligence to establish patterns and trends, and set key security priorities.
- I.44 Good links were in place with the States of Jersey Police and the customs and immigration department. Both organisations attended the prison regularly and contributed to intelligence on potential staff corruption. Reciprocal use was made of search dogs.
- I.45 Links had also been established with the HMPPS south-west regional counter terrorism lead concerning prisoners with the potential to develop extremist ideologies.
- I.46 The use of illicit drugs or alcohol remained low. In our survey, 14% and 3% respectively said that it was easy to get illegal drugs or alcohol. Twenty percent of prisoners were randomly tested on the prison compliance testing programme each month. Only 3.1% (six tests) had been positive in the previous six months. Compliance testing was appropriately linked with the incentives scheme, access to activities and the conditional early release scheme.
- I.47 Intelligence led compulsory testing was completed promptly. The establishment had carried out five tests during the previous six months, of which three had been positive. Any refusal or positive test led to disciplinary action and referral to the substance misuse worker.

Recommendations

- I.48 Security arrangements should be proportionate and based on risk assessments.**
(Repeated recommendation I.40)
- I.49 Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. Women should only be strip-searched in exceptional circumstances.**
(Repeated recommendation I.41)
- I.50 The security committee should meet regularly. They should analyse intelligence and set appropriate security objectives which are communicated to all staff.**

Safeguarding

Expected outcomes:

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

Suicide and self-harm prevention

- I.51** There had been 12 incidents of self-harm during the previous six months which was much lower than we find at other local prisons. A single prisoner with complex needs accounted for about half the incidents.
- I.52** Risk and concern assessment documents (RCAs) were used to monitor prisoners at risk of suicide or self-harm. During the previous six months, 27 documents had been opened (about 19 per 100 of the population). There had been a further reduction in the number of open RCAs in the last few months and two were open at the time of the inspection.
- I.53** Although management structures to help reduce self-harm had developed since the last inspection, there was an over-reliance on the able full-time safer custody officer to manage suicide and self-harm prevention protocols. Other managers and personal officers were less proactive and visible in the management of these vulnerable prisoners.
- I.54** A safer custody committee monitored the implementation of the suicide and self-harm prevention strategy, but meetings were not well attended. The collection and analysis of information had improved, although there was little evidence that it was being used to update the strategy.
- I.55** The quality of RCA documents was often superficial and focused on process. Care plans frequently lacked detail and were not updated adequately. Prisoners attended a separate pre-case review interview with the safer custody officer and a residential manager but were precluded from the multidisciplinary case review that followed. Reviews were timely but, while health care staff nearly always attended, personal officers, education staff and members of the chaplaincy rarely did.
- I.56** This poor attendance contrasted with our general observations of staff who knew and cared about prisoners in crisis and helped them to deal with their concerns (see paragraph 2.2). They routinely engaged positively with vulnerable men and women and had an appropriate interest in their welfare. Their responses to demanding behaviour were not heavy handed and we saw them deal with challenging behaviour in a patient and mature way. The men on

RCA's at the time of the inspection told us that officers treated them well and were responsive to their needs.

- I.57** The use of cells with video cameras to observe prisoners in crisis and the use of strip clothing had significantly reduced since the last inspection and had been used only once in the last six months. Protocols for the use of these cells had been reviewed and governance had improved, but prisoners continued to be monitored while showering and using the toilet, often by members of the opposite sex (see paragraph I.38).
- I.58** The Listeners scheme was well established but their access to prisoners was restricted to times when prisoners were unlocked.
- I.59** A female Listener had been appointed since the last inspection and although access to her was limited to times when prisoners were unlocked, all the women we spoke to said she provided very good support. In our survey, six out of seven women said it was easy or quite easy to see a Listener, one said she didn't know.
- I.60** The number of women who had self-harmed was quite low at about two in the six months prior to the inspection, and at the time of this inspection there were no women on RCA documents. Relationships between staff and women were particularly good and we saw many examples where staff responded quickly to the needs of women, particularly those with more complex needs. Women were generally positive in their responses about how the prison managed those in crisis.
- I.61** In our survey, five out of seven women said that there were staff they could turn to with a problem and none said that they felt unsafe.

Recommendations

- I.62 Safer custody meetings should be well attended.**
- I.63 Risk and concern assessment documents should demonstrate consistent care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and well attended multidisciplinary reviews which include the prisoner.**
- I.64 Listeners should have 24-hour access to prisoners.**

Protection of adults at risk⁹

- I.65** There were strong links between the prison and the Jersey Multi-agency Safeguarding Partnership Board. The deputy governor attended all partnership meetings and sat on the Board's business planning committee.
- I.66** A local safeguarding strategy based on the principles of multi-agency protocols had been produced and was well advertised. Staff and managers we spoke to were aware of its content and their responsibility to protect adults at risk. There was a clear understanding of

⁹ Safeguarding duties apply to an adult who:

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

which prisoners at risk should be referred to the local authority adult safeguarding board and how to make the referral, usually through the safer custody officer or the deputy governor.

- I.67** A programme of foundation training in adult safeguarding developed by the safeguarding partnership board was being delivered to all staff.
- I.68** Effective vulnerability screening procedures and assessments of risk were carried out during the prisoners' first few days at the prison. These included cell-sharing risk assessments and reviews and initial health care screening interviews (see paragraph I.5).
- I.69** Individual care plans had been used in a few cases to manage assessed needs. These were usually managed on the vulnerable prisoners' unit, J wing, and supervised by the safer custody manager. J wing was well supervised by trained staff and provided a safe environment for the more vulnerable men.
- I.70** Pre-release checks carried out by health care staff included provision for emailing a designated Jersey safeguarding nurse and A&E lead if a prisoner had no local GP, or was homeless or in a shelter.

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 In our survey, 87% of prisoners said that staff treated them with respect and 83% that there were staff they could turn to if they had a problem against respective comparators of 72% and 68%.
- 2.2 We observed mutually respectful and responsible interactions between staff and prisoners. Staff maintained appropriate boundaries, providing direction and setting an example of positive behaviour. Wing staff had good knowledge of their prisoners and helped them whenever they could. This was only occasionally marred by the use of disrespectful terms when staff talked about prisoners. Relationships between officers and the small number of women on H wing were particularly strong and supportive. All of the women who responded to our survey said staff treated with them with respect and most said there was a member of staff they could turn to for help. We observed constructive and friendly interactions based on the staff's good knowledge of women in their care.
- 2.3 There was a well established personal officer scheme and 94% of prisoners in our survey said that they had a personal officer, 66% of whom said they were helpful. Personal officers made regular entries in prisoner contact records but most were brief and superficial.
- 2.4 Only 9% of respondents in our survey said they regularly saw governors or senior managers talking to prisoners. This was consistent with our observations, although unit managers were seen to be more involved.
- 2.5 There were few opportunities for prisoners to take up peer support or mentoring roles.

Recommendation

- 2.6 **Prisoners should be trained and paid to provide support, advice and mentoring to fellow prisoners in roles appropriate to the needs of the population.**

Good practice

- 2.7 *Staff maintained respectful relationships with prisoners while setting a good example in their behaviour and appearance.*

Daily life

Expected outcomes:

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

Living conditions

- 2.8** Accommodation had improved since the last inspection with the closure of G wing. All the wings provided good quality living conditions with spacious, well furnished cells with proper curtains, lockable cabinets and good quality bedding. There were telephones in cells and in communal areas. Prisoners had access to cleaning materials for their cells and external areas were cleaned to a good standard on all wings, with the exception of some stairways.
- 2.9** Prisoners had daily access to pleasant outside areas with seating and plants on J and H wings. The uninspiring outdoor areas on K and L wings were too small and flooded easily, and the K wing area smelt of foul water much of the time.
- 2.10** All cells had toilets and wash basins which were adequately screened, with the exception of J wing which still had curtains screening the toilets. The men's wings had sufficient showers which were impressively clean and in good condition. In our survey, 98% of prisoners said they could shower every day against the comparator of 73%.
- 2.11** Accommodation for the six women held was on the first floor of H wing. The wing was clean and quiet, but provided little natural light. Rooms were well furnished with integrated showers and toilets. All women were in single cells with a pass key. The outside exercise area was reasonably spacious with seating and plants in a grassed area.
- 2.12** Due to the establishment housing mostly men, women had little freedom of movement around the site, which contributed to a feeling of isolation.
- 2.13** In our survey, 85% of prisoners said they had enough clean, suitable clothes for the week. Most prisoners wore their own clothes and there were well organised laundry facilities on each wing so that clothes could be washed once a week. However, newly arrived prisoners were required to wear prison clothing until their own had been scanned for contraband (see paragraph 1.4). The prisoner clothing for these prisoners was of good quality but some prisoners had not had their own clothes, or unacceptably a change of underwear, returned to them for more than three days.
- 2.14** All cells were equipped with call bells linked to an intercom system. Responses to calls were swift and reliable. In our survey, 81% of prisoners said that their call bell was answered within five minutes against the comparator of 22%.
- 2.15** A good IT based communication and entertainment system known as the IX system was available to most prisoners. Terminals in cells broadcast permitted television and radio channels and provided a computing and communications facility. The system was not yet being used to its full potential, for example to choose menus or place shop orders. Prisoners on K wing did not have the system in their cells which was unfair and restricted their access to information, such as prison rules (see paragraph 1.20).
- 2.16** Prisoners were allowed a reasonable range of property and could have items sent in. However, there was no opportunity to buy items from catalogues for those who did not

have people in the community who could send items in (see paragraph 2.26). Excess property was securely stored in reception and, in our survey, 54% of prisoners said they had access to it.

Recommendations

- 2.17** Exercise yards on K and L wings should be properly paved and finished, and seating and recreational equipment should be provided. (Repeated recommendation 2.6)
- 2.18** A solution to the drainage problem on K wing exercise yard should be found or prisoners should be provided with daily access to an alternative outside exercise area.
- 2.19** Toilets on J wing should be adequately screened.
- 2.20** Prisoners required to wear prison clothing should be provided with a regular change of clothes.
- 2.21** The IX communication and entertainment system should be available to all prisoners.

Residential services

- 2.22** Food was of good quality and, in our survey, 69% of prisoners said the food was good and 71% said they had enough to eat. A well balanced menu was offered on a five-week cycle which reflected religious and lifestyle diets. Meal times were appropriate and a breakfast of cereal and toast was served each morning.
- 2.23** The kitchen manager was receptive to suggestions in the food comments books and to requests from the prisoner council which influenced the content of the menu.
- 2.24** The kitchen was clean and well organised. Food was stored appropriately to meet hygiene and religious requirements. Serveries on the wings were clean. Prisoners employed on the serveries and in the kitchens were trained and standards were maintained by regular inspections of the serveries by kitchen staff. The kitchen was inspected annually by the local environmental health department and rated highly.
- 2.25** The shop facility for prisoners was organised locally and delivered a swift and responsive service. The shop manager responded to requests from the prisoner council and to individual requests when possible. In our survey, 77% of prisoners said the shop sold the things they needed and the list of goods available included items appropriate for women. Prisoners could place orders once a week and goods were delivered within 24 hours.
- 2.26** There was no facility for catalogues or mail order shopping and prisoners' family or friends had to send such purchases in. Prisoners with no contacts in the community were at a disadvantage in this respect (see paragraph 2.16).

Recommendation

- 2.27** Prisoners should be able to purchase goods from catalogues and by mail order.

Good practice

- 2.28** *Shop facilities were organised locally which enabled the prison to respond to need, to deliver orders on the day they were placed and to rectify errors swiftly.*

Prisoner consultation, applications and redress

- 2.29** There were prisoner representatives on every wing and consultation meetings were held with them every three months. The notes from meetings were displayed in communal areas. Prisoner representatives told us that they prepared for meetings by informing wing managers about prisoners' concerns and responses were sought from appropriate departments in time for the meetings. The meetings were chaired at a junior level and progress in getting some things done was slow which caused the representatives some frustration. They felt that they lacked the means to make decisions and affect change. Some prisoners we spoke to were unaware of the meeting or were cynical about its value. We found no evidence of any formal recent communication with women.
- 2.30** A well developed applications system was monitored effectively. In our survey, 87% of prisoners said it was easy to make an application and 81% said that applications were dealt with fairly within seven days. Despite the favourable views of prisoners, some staff told us that the system was overcomplicated.
- 2.31** The level of prisoner complaints was low and only 14 had been submitted in the previous six months. Prisoners had to make an application to obtain a complaint form, which was an infringement of confidentiality. In our survey, 38% of prisoners said they had been prevented from making a complaint.
- 2.32** There was a thorough and fair three-stage process for dealing with complaints. If prisoners were not satisfied with the initial response, it was considered by a complaints panel. If the prisoner was not satisfied with the panel's decision, they could appeal to the governor. In our survey, 51% of prisoners who had made complaints said they were dealt with fairly against the comparator of 26%. Complaints that we examined had been dealt with fairly, although some responses were inflexible. Prisoners could also complain to the independent prison monitoring board through a confidential system.
- 2.33** There was no internal support for prisoners with legal concerns other than from their personal officers who were not trained appropriately. Prisoners requiring legal aid could apply to a department of the courts service for a legal representative to be appointed.
- 2.34** The library had a good stock of law books and Prison Service standards and prisoners could use library computers to prepare legal material.
- 2.35** Legal visits were held every weekday. The facilities were good with five comfortable private consulting rooms. A court video link had been set up when needed for a volatile prisoner, but there was no requirement for a fixed virtual court facility.

Recommendations

- 2.36** The prisoner consultation process should be developed to ensure that it is responsive to prisoners' views and agreed actions are carried out.
- 2.37** Prisoners should have direct access to complaints procedures.
- 2.38** Adequate legal services provision should be introduced. (Repeated recommendation 2.47)

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics¹⁰ and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.39** There had been some progress in the management of equality and diversity, but it remained underdeveloped in key areas. An up-to-date policy set out the prison's responsibilities to prisoners from protected characteristic groups. Equality work was the responsibility of an enthusiastic and committed officer. The officer was also responsible for safer custody which often took priority but she was rarely deployed to other work outside safety and equality. A quarterly diversity and equality action team meeting should have provided a strategic focus but meetings were frequently poorly attended despite the deputy governor's regular participation. Community organisations did not attend the meetings and were not involved in the promotion of equality and diversity or providing support to prisoners.
- 2.40** There had been no monitoring of outcomes for prisoners with protected characteristics, although work had started on gathering data. Some equality impact assessments had been completed and discrimination incident report forms (DIRFs) were reviewed at the quarterly meeting. The investigation of DIRFs had improved over the previous two years and records of investigations were thorough.
- 2.41** No prisoner diversity representatives or staff champions had been appointed and there were no forums for protected characteristic groups. Minutes of prisoner council meetings indicated that equality and diversity were rarely discussed. Prisoners therefore had no means of raising equality and diversity concerns with prison managers other than through a DIRF or general complaint.
- 2.42** The prison had developed an equality and diversity training package which was delivered to all staff. This was supplemented by other local training. Several residential staff talked of the insights into prisoners' behaviour that they had acquired from a session on learning disabilities.

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

Protected characteristics

- 2.43** Identification of protected characteristics had been introduced since the previous inspection. Prisoner electronic records were updated with information provided on reception which gave a clearer picture of the needs of the population. Follow up was inconsistent and multidisciplinary care plans were not routinely used for prisoners who required additional support. Fortunately, staff showed good awareness of prisoners in their care and some had identified the support that certain individuals needed. However, there was little formal support or advice to help manage prisoners with protected characteristics.
- 2.44** Records indicated that less than 3% of the population were from a black and minority ethnic background. As at the previous inspection, some prisoners said that Jersey residents were treated more favourably and the lack of monitoring made it difficult for the prison to address this perception. In our survey, 2% of prisoners identified themselves as being from a Traveller community. The prison did not identify prisoners from this background.
- 2.45** The prison now had a policy for the management of foreign national prisoners. Forty prisoners had been identified as foreign nationals at the time of the inspection, about 28% of the population. One had completed his sentence and was held on immigration grounds while awaiting deportation, 11 had been served deportation orders and a further 14 were expecting to be served orders. Prisoners could request a transfer to serve their sentence in their country of origin and two prisoners were repatriated to France during the inspection. Several prisoners told us that transfers to UK prisons were harder to arrange.
- 2.46** Good use was made of staff who spoke other languages to support non-English speaking prisoners and telephone interpreting services were available. More use could have been made of bilingual or multilingual prisoners as peer supporters for non-English speakers, particularly to help them settle during their early days at the prison. English for speakers of other languages classes were run regularly and the library had a range of books in other languages and could order more from the island's library service. Some prison information had been translated into the two mostly commonly spoken languages for prisoners and visitors. Foreign national prisoners who did not have family on the island could make a free international telephone call each month.
- 2.47** The prison was aware of 19 prisoners with a range of disabilities. In our survey, 36 prisoners self-identified as having a disability, and they were more negative than other prisoners about feeling safe at La Moye. These perceptions had not been identified or investigated by the prison. Support for prisoners with a known disability was reasonably good, although no personal emergency evacuation plans were in place. Adaptations had been made to some cells and K and L wings had suitable shower facilities for prisoners with limited mobility.
- 2.48** Prisoners with disabilities and older prisoners could be referred to special gym sessions which took place twice a week. There were no other activities specifically for these groups. Fourteen prisoners were aged 60 or older and four were over 70. Most chose to continue working. Prisoners who were retired or not able to work because of disability were locked up when not involved in regime activities, which was unfair (see paragraphs 1.41 and 3.3). Retired prisoners were paid £10 a week, the same as a prisoner on the basic level of the incentives and earned privileges scheme. Residential staff had not received appropriate training, but they were alert to changes in behaviour in older prisoners which could stem from age related health care issues.
- 2.49** Young male adults had been integrated into the adult male population since the last inspection and now had far more access to the prison regime. However, little had been done to understand the impact of maturity so that systems and services could be tailored to meet their specific needs.

- 2.50** Women prisoners continued to be held separately on H wing. It was a small unit and the women continued to raise concerns about their lack of access to the opportunities available to male prisoners. We were unable to locate any policy on what the prison would do if a woman discovered that she was pregnant in custody, although pregnant women did have access to community antenatal services (see paragraph 2.73). Women prisoners always had access to a female officer on their unit when unlocked and staff demonstrated sensitivity to their individual needs, but more needed to be done at a strategic level to understand and meet the wider needs of women.
- 2.51** The prison had had no recent experience of managing transgender prisoners and were not aware of any in their current population. In our survey, 2% of prisoners had identified as transgender or transsexual. The equality officer had recently produced a guidance note for staff on the care and management of trans prisoners.
- 2.52** Seven prisoners had identified themselves to the prison as gay, bisexual or of another sexual orientation. There were no support mechanisms for these prisoners, other than individual support from the equality officer or other members of staff.

Recommendations

- 2.53** **Multidisciplinary care plans should be put in place outlining how staff can support prisoners with identified needs.**
- 2.54** **The prison should work with women prisoners to better understand their needs and formulate a regime that meets these needs.** (Repeated recommendation 2.30)

Faith and religion

- 2.55** The chaplaincy consisted of two part-time Christian chaplains and community volunteers. Religious support for the three Muslim prisoners at the time of the inspection was dependent on the volunteers and Friday prayers rarely took place. Ramadan had been observed by prisoners who wished to do so and in-cell microwaves were provided for them when breaking their fast.
- 2.56** The chapel was suitable for the number attending corporate worship but it was not cleaned regularly. The Christian chaplains offered separate services each week for the main population, vulnerable prisoners and women. Classes were also available for each of these groups. Prisoners had access to religious artefacts and, in our survey, 77% of prisoners who had a faith said their beliefs were respected. Prisoners spoke positively about the chaplains.
- 2.57** Chaplains offered support to all prisoners who were dealing with bereavement or other bad news. Services were offered to prisoners who were unable to attend funerals. Chaplains visited new arrivals and saw prisoners within two weeks of release to identify outstanding resettlement needs. They were available to all prisoners and attended some prison meetings.
- 2.58** The chaplains coordinated work with two charities, one of which provided through-the-gate support for released prisoners, including finding accommodation, and the other which provided support for families. The chaplaincy managed a volunteer visitors' scheme and arranged free overnight accommodation for prisoners' visitors who did not live on the island.

Good practice

- 2.59** *The availability of free accommodation for prisoners' visitors was important in helping to maintain family ties.*

Health, well-being and social care

Expected outcomes:

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

Strategy, clinical governance and partnerships

- 2.60** The prison commissioned and delivered primary health care services, subcontracting dental and GP provision to local community practices. There was no formal assessment of primary care needs, health delivery or workforce skill mix. Clinical governance arrangements were poor. There were no agreed performance measures, no formal clinical governance meetings and no regular robust partnership meetings to drive systematic service improvement. There were no clinical audits and no mechanisms to gain patient feedback. Not all clinical incidents were captured by prevailing systems, for example neither of the two natural deaths in custody since our last inspection had resulted in a serious incident review to identify good practice and lessons learned. Joint working with the States of Jersey Health and Social Care professional leads was now on a more formal footing.
- 2.61** A senior nurse provided effective clinical leadership to a team of five nurses and one administrative worker. Nurse recruitment and retention were very problematic, which affected strategic development. Nurses were on site from 7.30am to 8pm each day and one nurse was on call overnight. A GP attended for two hours each day Monday to Friday and GPs were on call at other times.
- 2.62** Access to mandatory training and professional development opportunities was good. Formal clinical supervision was not available, although informal support systems were good. We observed excellent interactions between nurses and patients and nurses knew their patients well. Clinical records remained primarily paper based and most of those that we examined were good. Formal care planning was underdeveloped but was being addressed. Patient records were stored securely and appropriately, but we found staff medical records in an unlocked drawer in the GP surgery, which was not acceptable.
- 2.63** The range of clinical policies was appropriate, although some were out of date. Safeguarding arrangements were appropriate.
- 2.64** All prisoners had equal access to health services. The health centre was undergoing extensive refurbishment to offer enhanced accommodation when complete, including a dental decontamination room. J, L and K wings had good clinical rooms, but female prisoners had to attend the health centre for clinics as there was no clinical room. The general cleanliness of rooms was good, but there were no regular audits of infection prevention and control.
- 2.65** Appropriate resuscitation equipment, including automated external defibrillators and oxygen, were easily accessible across the prison and received regular recorded checks. However, emergency medicines for use by health staff were not easily accessible which could create

delays in an emergency. All senior officers were first aid and defibrillator trained which ensured appropriate access out of hours. Ambulances attended promptly when called.

- 2.66** Written information about health services in different languages was provided for all new arrivals. Prisoners applied for services and made complaints through the prison systems. Although confidential medical envelopes could be used, they were not easily accessible, making the system insufficiently confidential. Responses to the two health complaints received so far in 2017 were prompt, courteous and focused. We were advised that many issues were resolved locally before they became formal complaints, but these issues were not formally logged or monitored.

Recommendations

- 2.67** **There should be robust local clinical governance arrangements, including agreed performance measures and regular well attended partnership and clinical governance meetings. Regular clinical audits, prisoner feedback and lessons learned from clinical incidents should drive service improvement.**
- 2.68** **Prisoners should be able to request health services and complain through a confidential dedicated health system.**

Promoting health and well-being

- 2.69** Relevant health promotion was raised with prisoners during consultations and pertinent literature was available, but there was still no systematic health promotion linked to an annual calendar. An identified lead for older prisoners was developing age-appropriate content. Links with the gym were very good. Access for both male and female prisoners was good to community disease prevention and screening programmes, immunisations, sexual health services and blood-borne virus treatment. Prisoners could buy nicotine replacement products easily. However, waiting times for smoking cessation programmes were excessive because of funding issues. It was not clear what would happen when the two Jersey smoking cessation service groups ended in March 2018. The continued lack of barrier protection presented an unacceptable public health risk.

Recommendation

- 2.70** **Prisoners should have easy access to pertinent health promotion services and information, including barrier protection and smoking cessation.**

Primary care and inpatient services

- 2.71** All new arrivals received a prompt reception health screen and saw a GP the next working day, or sooner if required. Liaison to ensure continuity of care from the community was good and appropriate onward referrals were made. There was a backlog to April 2017 of over 50 prisoners awaiting secondary health screens, which was excessive.
- 2.72** Both male and female prisoners in our survey and those we spoke to were very positive about the quality of health services. There was an appropriate range of primary care services, including easy access to gender-specific services, including contraceptive services and a female GP for women prisoners. Waiting times for most services, including the GP, were short. They were, however, long for the optician although this was partly mitigated by easy

access to reading glasses. It was easy for prisoners to make appointments and non-attendance rates appeared to be very low, although they were not monitored. Lifelong conditions were managed appropriately by the GPs, in line with community practice.

- 2.73** Women continued to have full access to community antenatal services and could apply to mother and baby units in the UK if required. At the time of the inspection there were no pregnant women in the prison.
- 2.74** Access to external hospital appointments was very good. Patients were seen by a nurse the week before their scheduled appointment to advise them that it was imminent and to confirm if they still wanted to attend.
- 2.75** All prisoners were seen face to face a week before release to plan their discharge effectively. All prisoners being released with recognised risk factors, including no fixed abode, no local GP or self-harming concerns, were referred to the Jersey safeguarding nurse lead as part of an island strategy to support vulnerable adults. This was an impressive initiative.

Recommendations

- 2.76** Prisoners should receive secondary health screens within seven days.
- 2.77** Prisoners should be able to attend routine optician appointments within six weeks.

Good practice

- 2.78** *All prisoners being released with recognised risk factors, including no fixed abode, no local GP or self-harming concerns, were referred to the Jersey safeguarding nurse lead as part of an island strategy to support vulnerable adults.*

Social care

- 2.79** Unlike the mainland, the local authority had no direct responsibility to provide packages of social care in the prison. Nurses promptly assessed prisoners for social care needs and referred to occupational therapy or physiotherapy as needed. Nurses then provided any required personal care, including showering. One man had been provided with a wrist alarm which connected to the prison control room when pressed. This ensured prompt support in an emergency. Overall the care provided was good, but we were concerned that the small health team would struggle to meet increasing need with existing resources. Access to health, mobility aids and adaptations was good. Pre-release planning was appropriate.

Mental health care

- 2.80** In our survey, 33% of prisoners said they had a mental health problem, 45% of whom said they had been helped in the prison. Prisoners' mental health needs had been appropriately considered within a Jersey wide mental health needs assessment and service review. The resulting action plan included mental health awareness training for prison staff, but progress was slow.
- 2.81** Women prisoners did not have the high level of need around substance misuse and mental health that we usually see, but the population was very small.

- 2.82** Prison and health staff identified prisoners with mental health conditions promptly and joint working was good. Specialist community mental health nurses delivered one clinic a week for patients with mild to severe mental health needs and a psychiatrist attended once a fortnight. Referrals were reviewed promptly and those with urgent need were seen quickly. Access to most specialist provision for male and female prisoners was good, including eating disorders, but there was no access to clinical psychology which was a significant deficit. The team's caseload varied between three and twelve and, at the time of the inspection, the team were supporting four prisoners with differing needs. Care planning was appropriate and the mental health team used the prison clinical records which supported continuity of care.
- 2.83** The lack of inpatient beds or a care suite meant that a male patient with severe mental health needs who presented a significant risk to others might be supported in the segregation unit before transfer to a more therapeutic environment. We were advised that this occurred rarely.
- 2.84** The mental health service obtained secure mental health inpatient beds from Essex Partnership University NHS Foundation Trust as Jersey lacked these facilities. Assessments were generally prompt, but the necessary risk assessment meetings and processes required to support air transfer caused delays. Seven patients had been transferred since 2014 and had waited for between 19 and 46 days.

Recommendation

- 2.85 Prisoners should have community equivalent access to clinical psychology and psychologically informed interventions.**

Substance misuse treatment¹¹

- 2.86** The comprehensive drug strategy was not informed by a needs assessment to ensure it addressed the right issues. The drug strategy meeting had good attendance from wider community partners, but only two meetings had taken place in 2017.
- 2.87** In our survey, 28% of prisoners said they had an alcohol problem and 30% a drug problem on arrival, but only 49% and 41% respectively said they had received help. Only one in seven of the women who responded to our survey reported a drug problem on arrival and none an alcohol problem. None reported developing a problem with illicit drugs.
- 2.88** Newly arrived prisoners requiring substance misuse treatment were identified promptly, received appropriate first night prescribing and were reviewed by a GP the next day. During the first few days, prison officers completed regular observations, but nurses did not see patients regularly for daytime clinical monitoring to ensure the prescribing was appropriate.
- 2.89** There had been 62 prescribing interventions for substance misuse in the eight months to August 2017, with alcohol the most prevalent followed by opiate and/or benzodiazepine dependency. Clinical prescribing for opiate dependence was more flexible than at our last inspection, but remained too focused on abstinence. Prisoners arriving on community methadone or buprenorphine prescriptions were only maintained if their sentence was under three months or for women who were pregnant. Those dependent on other opiates were generally prescribed a 12 to 14 day dihydrocodeine reduction plan, but this could be individually adjusted. Recorded clinical assessments still did not address all aspects of substance misuse and care planning remained underdeveloped.

¹¹ In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.90** The prison had been unable to recruit a full-time substance misuse recovery practitioner for almost two years, largely because of Jersey employment and residency rules. Negotiations to buy the service from the Jersey community drug and alcohol service were at an early stage. In the interim a skilled practitioner who also worked as the community arrest referral substance misuse worker delivered three sessions a week, which complemented effective through-the-gate support. However, this resource was not adequate to provide systematic harm reduction advice to all new arrivals or address all identified needs.
- 2.91** At the time of the inspection, the substance misuse worker was supporting 42 male and female prisoners. The practitioner made a brief record in the clinical notes, but core records and assessments were still not accessible to support continuity of care. The only group intervention was an accredited offending behaviour programme (addressing substance-related offending – secure) which was delivered once a year to six prisoners. Alcoholics Anonymous self-help groups ran fortnightly, but take up was low. There were no peer recovery champions.
- 2.92** Substance misuse interventions remained well integrated into sentence planning. Pre-release planning was appropriate.

Recommendations

- 2.93** **Clinical treatment for substance misuse should be safe and should include comprehensive assessments, effective monitoring during stabilisation, and flexible prescribing based on individual need which adheres to current best practice guidance.**
- 2.94** **All prisoners with substance misuse problems should have easy access to a full range of psychosocial support, including peer support, which meets their identified needs.**

Medicines optimisation and pharmacy services

- 2.95** Community prescribing was promptly confirmed and maintained. A reasonable array of stock medicines was held, but these were not reviewed systematically and there were no agreed stock levels or records showing use. A pharmacist attended once a month to complete checks, but these were not systematic or recorded. In line with the local community, pharmacy-led clinics were not provided.
- 2.96** In-possession risk assessments were routinely completed and regularly reviewed. High-risk medicines were appropriately supervised, but some medicines that we usually see in possession, including insulin, were routinely given under supervision regardless of individual risk. This denied patients the essential ability to self-manage in preparation for release. All prisoners had secure in-cell storage.
- 2.97** Medicines were stored securely and tidily, but we found some over-the-counter remedies among prescription medicines and some excess named patient medicines that should have been returned to the pharmacy. Systems to date-check medicines were inadequate and we found several expired items. Medicine trolleys for J, K and L wings were still being pushed to the wing-based clinical room twice a day for medicine administration while prisoners were unlocked. This continued to create unnecessary risk. Medicines were no longer administered from the laundry on the women's unit (H wing), which was positive. However, the arrangements for women through the gate from G wing remained unsatisfactory because there were no hand wash facilities or adequate surface from which to administer safely.

- 2.98** Medicines were administered on the wings at 8am and 7pm each day, and more frequent administration was facilitated as required. Recording of administration was appropriate. Methadone was administered from the main health care department. During the week controlled drugs were checked and administered by two nurses in line with best practice, but at weekends the single nurse on duty completed these procedures alone, which created the risk of errors. Prison staff supervised and managed medicine administration queues well.
- 2.99** We no longer saw evidence of one prisoner's supplies being administered to another prisoner. We remained concerned that the practice of nurses opening gabapentin and pregabalin capsules and mixing the powder contents in water before administration could affect its efficacy. We were advised that a senior pharmacist had approved this practice but the supporting protocol was not made available to us. Prisoners had good access to an appropriate range of over-the-counter remedies. Arrangements to continue medicines on transfer or release were appropriate.
- 2.100** Attendance at the medicines and therapeutics committee meeting was reasonable, but the meeting was held once a year which was too infrequent and the agenda was not robust enough to be effective.

Recommendation

- 2.101 Medicines management procedures and protocols should ensure the safe and effective ordering, receipt, storage and supply of all medicines to effect best patient outcomes, overseen by an effective medicines and therapeutics committee.**

Dental services and oral health

- 2.102** Male and female prisoners had equal access to the one dental session provided each week, but it did not meet the high level of need. However, the range and quality of care provided were good. Access to urgent care was good, but prisoners waited up to 14 weeks for a routine appointment and had long gaps between appointments for continuing treatment. Oral health promotion was provided during interventions. The well equipped dental surgery was very small and had a damaged floor. Equipment was serviced appropriately, but the safety of equipment and procedures was not monitored appropriately.

Recommendations

- 2.103 Prisoners should be able to access routine dental appointments within six weeks and have continuing treatment within a reasonable time frame.**
- 2.104 Effective governance processes should ensure the quality and safety of dental services. Dental equipment should comply with current required standards, including infection prevention and control.**

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 Time out of cell was reasonable for many prisoners. The published core day indicated that a fully employed prisoner, which included most of L wing, could achieve almost 10 hours out of cell on most weekdays and about six hours at weekends.
- 3.2 Unemployed prisoners only received about four or five hours out of cell which included periods of association in the early evening, exercise in the open air, four hourly gym sessions a week and a weekly visit to the library. Activity places were unnecessarily restricted for prisoners on K wing who were prohibited from applying for off-unit education or work. Nearly all of them, apart from a small group of wing cleaners, were unemployed (see paragraph 1.20).
- 3.3 Part-time workers and those not required to work because they had no scheduled activity were locked up, as were those who were unable to work because they had a disability or illness or were retired.
- 3.4 During roll checks in the mornings and afternoons of the core day we found an average of 25% of prisoners locked in their cells.
- 3.5 All prisoners were locked up every Wednesday morning to facilitate staff training, even when there had been regime curtailments and cancellations at other times in the week.
- 3.6 The library was well managed and provided a service which met the diverse needs of prisoners. Opening times during the week were good but the library was closed on Monday afternoons. This was a missed opportunity to provide some activity for the significant number of prisoners locked in their cells on residential units with little to do. Nevertheless, all prisoners received at least one hourly session in the library every week.
- 3.7 The library was bright, spacious and well equipped. There were separate well furnished rooms for private study and prisoners could use computers. The range of reading material was very good and included fiction and non-fiction books, local and national newspapers, magazines, easy reads, graphic novels and classic literature.
- 3.8 There was a good range of educational and vocational books for prisoners taking courses, and additional resources could be acquired through an inter-library loan service.
- 3.9 There was a good range of books in languages other than English, particularly Portuguese and Polish. Legal material relating to European and UK law was readily available along with prison rules and other prison publications.
- 3.10 The Storybook Dads scheme, which enabled prisoners to record a story for their children, had been used by five prisoners so far in 2017.

- 3.11** A new management information system monitored library use by different groups of prisoners, for example by house blocks or prisoner ethnicity. Library staff were increasingly using this information to adapt the service to the needs of prisoners.
- 3.12** Provision of physical education was excellent and a range of good vocational qualifications were offered.
- 3.13** Prisoners had very good access to a wide range of indoor and outdoor sports facilities and equipment, including a multi-use sports hall, weight room, cardiovascular suite, outdoor synthetic football pitch, and a number of classrooms. All equipment was well maintained and all areas were clean. Sessions were clearly popular with prisoners. About 91% were involved in PE activities and every prisoner could attend at least four sessions a week. Women and young adult prisoners could attend every day.
- 3.14** Prisoners received a clear and comprehensive induction to the gym which covered the facilities and programmes offered, including dedicated remedial sessions and sessions for older prisoners and those with disabilities. Gym staff assessed prisoners' health before they used the facilities, and ensured they understood safe use of the gym equipment. Gym and health care staff worked closely and ensured that prisoners accessed the gym facilities quickly.
- 3.15** Healthy living and the importance of exercise remained very well promoted through PE courses, courses in health education, and remedial PE. Trained prisoner orderlies continued to provide good health and well-being support as well as basic PE. Staff provided very good remedial support to prisoners considered unsuitable to participate in normal physical activities. PE staff worked with women to draw up a gender-appropriate programme, including Pilates.

Recommendations

- 3.16 All prisoners should be able to attend the full range of purposeful activities.**
- 3.17 Prisoners who do not attend activities through no fault of their own should not be locked up during the core day unless they present a particular risk.**

Education, skills and work activities (Ofsted)¹²

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹³

3.18 Ofsted made the following assessments about the learning and skills and work provision:

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

Management of education, skills and work

3.19 Prison leaders and managers had not responded well enough to the recommendations in our previous report. There was very little improvement in formal performance monitoring and management arrangements. Prisoners' involvement in employment, education or training after release was not tracked to establish if they were entering meaningful activity in these areas. There were no means of gauging whether the number of prisoners reoffending was reducing. The analysis and use of data for tracking, progress and achievement monitoring and reporting remained poor. Too few links with local employers had been developed. Monthly performance reports to the prison governor included a range of data with no value.

3.20 Quality improvement arrangements were not coherent or rigorous. Self-assessment was not evaluative, did not include contributions from a wide enough range of staff or prisoners and relied too heavily on third party audits. Formal quality improvement planning was not in place and business planning did not include consideration of the areas for improvement identified at the previous inspection. A quality improvement group was focused on prison-wide compliance with standards, and not specifically on education, skills and work. Lesson observations were conducted routinely and teachers were prompted to take actions where needed. Managers did not collate and analyse annual lesson observation records to generate a profile of strengths and weaknesses in teaching and learning.

3.21 Working relationships between education, skills and work and resettlement staff had improved since the previous inspection, but the range of courses designed to improve prisoners' job search, employability or life skills in preparation for release was still only in the very early stages of development and did not yet meet prisoners' varied resettlement needs. Most prisoners had no opportunity to improve these essential skills before leaving the

¹² This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹³ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

prison. This was a particular concern for the majority of prisoners whom we interviewed, including those who were nearing release. Advisers from Careers Jersey did not visit the prison frequently enough in order to provide initial careers advice and guidance to prisoners. This was by invitation of the education, skills and work department and such guidance was provided for only a few prisoners each year. However, some support and advice from other agencies was available for prisoners closer to their release dates.

- 3.22** Too few courses with qualifications were offered at higher levels, particularly at level 2. Those that were offered were scheduled infrequently. Overall, too little work, work-related or vocational training opportunities were available to all prisoners. Most courses offered were recreational non-qualification courses, including art, drama, guitar playing, badminton and creative crafts. These sessions were popular; most prisoners attended their sessions regularly and art classes were particularly well attended. The minority of prisoners with foundation level functional English, mathematics and information technology skills had a good range of higher level courses to choose from.
- 3.23** The range of education, skills and work activities for prisoners on K wing was narrow compared to other wings (see paragraph 1.20). The range for the very small number of women prisoners had increased since the previous inspection but was still significantly less than for men and frequently gender stereotyped. There was too little provision for prisoners who did not speak English.
- 3.24** Work-based opportunities for prisoners outside their accommodation were limited, but of good quality, particularly in carpentry and horticulture. The number of accredited vocational training places was modest, and over the past year had reduced in construction trades because of long-term staff absence. Eighteen prisoners were involved in higher-level courses through distance learning, but there was not enough support for prisoners who had been out of formal education a long time to achieve and make good progress in their studies. The PE department provided popular and successful qualification-based programmes in gym instructing, health and well-being.
- 3.25** The well-trained, experienced and motivated education, skills and work staff managed the provision on a day-to-day basis very well, which was a particular strength. They believed strongly in the value of purposeful activity and worked hard to ensure that prisoners were able to engage in activities which they found interesting and engaging. Most prisoners we interviewed had taken, or intended to take, multiple courses during their time at the prison. They recognised and respected the efforts of staff to engage them in education or training.
- 3.26** The arrangements to allocate prisoners to education, skills and work activities were very efficient and user-centred, demonstrating great flexibility and allowance for individual requirements. Management strategies to ensure prisoners attended their scheduled sessions were very effective. Pay rates for education, skills and work were equitable and not a disincentive to participation.

Recommendations

- 3.27 Prisoners' entry to employment or training should be tracked and analysed.**
- 3.28 Self-assessment practice should be highly evaluative and inclusive and should provide a foundation for routine and formal quality improvement action planning.**
- 3.29 The range of data collected and analysed should be expanded to include comparators and benchmarks which provide clear perspectives on prisoners' progress and achievements.**
- 3.30 Prison leaders and managers should refocus the provision so that prisoners' entry to training or employment on release is the main objective.**
- 3.31 Prison leaders and managers should introduce a broad range of purposeful activities to improve prisoners' employability and life skills, including higher-level vocational qualifications which support prisoners' chances of entry to sustained employment and training on release.**
- 3.32 Careers advice should be routinely available to all prisoners.**
- 3.33 The number of vocational courses at level 2 or higher should be increased and scheduled regularly.**
- 3.34 The range of and access to education, skills and work provision for men on K wing should be the same as for prisoners on other wings.**
- 3.35 The range of and access to education, skills and work provision for women should be further increased.**

Quality of provision

- 3.36** The quality of teaching, learning and assessment remained good. Prisoners were made well aware of the options open to them through effective personal induction, including explanation of the courses offered. The range of support for prisoners with assessed learning needs was good.
- 3.37** The majority of prisoners participated willingly and actively in their education, skills and work sessions. The standard of prisoners' vocational work was good in bricklaying, carpentry and horticulture. Most prisoners developed their personal and social skills well but their employability skills much less so.
- 3.38** Prisoners were learning and developing creative skills well in recreational sessions, notably in art where most prisoners were at beginner or intermediate level. The atmosphere in all the recreational sessions observed by inspectors was very positive and featured mutual respect between prisoners and teachers. The small number of prisoners following functional skills sessions were alert and engaged well with learning and most were motivated and keen to achieve. Functional skills teaching and learning were effective in vocational training sessions.
- 3.39** Two small groups of prisoners worked shifts in the prison kitchen and operated effectively individually and as teams. They met deadlines and followed instructions carefully. Safe practices were adopted throughout. Horticulture provided a well-established opportunity for

about 15 prisoners to participate in commercial activity, which supplied pot plants to external markets.

- 3.40** Training in industrial cleaning was individual and to a good standard. Tutors prepared bespoke course materials, which supported each learner's progress well. In bricklaying, diligent learners followed tasks carefully and accurately.
- 3.41** Women prisoners were enjoying a six-week accredited badminton course taught by an experienced external coach. The women developed good techniques and described the progress they were making. Women prisoners spoke highly of their gym courses covering health, basic physiology and nutrition. However, the offer to women was still very limited and they very rarely had access to vocational courses such as construction trades.
- 3.42** Vulnerable prisoners could attend a small range of purposeful activities including carpentry, horticulture and basic cookery. All their activities were completed thoroughly.
- 3.43** Prisoners continued to make good use of the in-cell virtual learning environment and intranet to support their learning, although this was not available to prisoners on K wing.
- 3.44** Too many prisoners attending vocational activities were not stretched sufficiently. Not all instructors created opportunities for prisoners to produce more complex and demanding products or allocated key-worker roles in workshops. Two of the four prisoners in the bricks workshop had previous experience as bricklayers, and the level of work was well within their capability. Kitchen workers followed low-level qualifications which the majority easily achieved. Prisoners in horticulture did not have enough opportunities to consolidate their skills.
- 3.45** Prison leaders and managers were not providing opportunities for highly experienced prisoners to become trained peer mentors to support teaching and learning.
- 3.46** Teachers clearly knew the prisoners well and responded constructively to them, but lessons and lesson planning frequently focused too much on the activity and much less on how and what skills would be developed. Prisoners' individual learning plans were primarily teachers' records of a prisoner's activity and not a means by which individual learning could be reviewed and planned and targets set.

Recommendations

- 3.47** **Prison leaders and managers should ensure that all prisoners can attend activities which build on their previous skills and particularly lead to higher-level qualifications. Prisoners' prospects for employment should be improved through the development of appropriate skills.**
- 3.48** **A scheme for training peer mentors should be introduced as a priority to provide support for teaching and learning.**
- 3.49** **Individual learning plans with clear targets should be used by all teachers to review and plan prisoners' learning.**

Personal development and behaviour

- 3.50** Prisoners developed their personal skills and behaviour well. They took great pride in their work, notably in art sessions. Women prisoners displayed a particularly positive attitude towards learning and engaged willingly.
- 3.51** Prisoners' attendance at sessions was very good, their punctuality less so. The minority of prisoners with little previous experience of education or training frequently became active and enthusiastic learners. Prisoners felt safe and were able to raise concerns with staff. Most demonstrated a good working knowledge of equality and diversity in practice.
- 3.52** Most prisoners did not feel well prepared for entry to training or employment on release.

Outcomes and achievements

- 3.53** The great majority of those who started a qualification-based course completed it and achieved the qualification. The attainment of qualifications for the relatively few prisoners taking functional skills exams was high, although most were achieving units of qualifications rather than the full qualification. The available data, which prison managers had not analysed, indicated that significantly fewer prisoners had sat these exams so far in 2017 and there were indications that the overall achievement rate, while still high, was lower than for the equivalent period last year.
- 3.54** Most prisoners achieved their qualifications in construction courses. A very high proportion who took PE courses passed them. No data were available to confirm whether different groups of prisoners were more or less successful than others.
- 3.55** Most prisoners felt they had made at least some progress in their personal skills and behaviour from their initial assessment of ability, but this was a subjective view. A small minority of prisoners had reassessed their life plans and begun to identify appropriate next steps, such as formal training or academic study.

Recommendation

- 3.56** **Data should be collected which shows how well prisoners have improved and made progress in their learning and attainment compared with their starting points.**

Section 4. Rehabilitation and release planning

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

Children and families and contact with the outside world

Expected outcomes:

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

- 4.1 There was no formal or coordinated strategy for promoting the maintenance of family links, although some positive work was being undertaken in different areas of the prison. Although there were no parenting courses or family interventions, the chaplaincy coordinated some support for families by a charity which provided a family support worker (see paragraph 2.58). The library facilitated a service which enabled prisoners to send their children an audio recording of a story they had read (see paragraph 3.10). Five prisoners had used this service in 2017 and there was scope to promote it more widely.
- 4.2 The initial assessment of women prisoners considered how best to support their ties with family and children, particularly if they had been the primary carer. The prison did their best to transfer women closer to their home when this was requested.
- 4.3 No children or family days were organised which reduced opportunities for prisoners to maintain quality relationships with their children, particularly if they had been primary carers. During visits, children could have physical contact with their parent and, if approved in advance, prisoners could sit on the floor and play with their child.
- 4.4 Prisoners were positive about access to telephones. In our survey, 98% said they could make calls each day and staff described special circumstances when additional phone credit had been authorised. Mail arrangements were organised well, although 39% of prisoners said they had experienced problems in sending or receiving mail or parcels. Some prisoners experienced delays in having contact with their children while confirmation was awaited from community agencies that the contact was allowed.
- 4.5 A new visits facility had opened since the previous inspection which provided space for up to 23 visits in the main visits area and a further four in a small annex. There were vending machines for drinks and snacks and a small play area for children, although prisoners could not join their children in the play area. A good range of visits times were offered, including evenings and weekends.
- 4.6 Visitors and prisoners said that visits generally started on time. Admission procedures were swift. Prisoners had to wear a coloured sash during visits but were not subject to random strip-searching, and supervision during visits was unobtrusive. No prisoners were subject to closed visits at the time of the inspection. Reviews of prisoners on closed visits included consideration of open visits for the prisoners when their children visited.

Recommendation

- 4.7** The prison should extend the range of provision available to support the children and families of prisoners, which should include family visits and parenting courses. (Repeated recommendation 4.42)

Good practice

- 4.8** *The charity family support worker offered much needed advocacy and support for prisoners' families.*

Reducing risk, rehabilitation and progression

Expected outcomes:

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

- 4.9** The prison had an up-to-date resettlement strategy and an effective sentence management policy which coordinated the management of risk, offending behaviour needs and resettlement services.
- 4.10** Identification of needs started very quickly after arrival. All prisoners had a plan, including prisoners on remand. A sentence plan was produced for prisoners serving over six months and a resettlement plan for those serving less than six months. The plans that we assessed were appropriately focused and, in our survey, 73% of prisoners said that they understood what they needed to do to achieve the objectives set in their plans.
- 4.11** The specific resettlement needs of women were not explicitly identified in any of the prison's policies. This was somewhat mitigated by the prison's considerate focus on individual needs when drawing up sentence and release plans. Probation officers and prison case managers spoke to women about how support could be provided on release. There was also additional support for women in finding suitable release accommodation and they usually had accommodation identified before release.
- 4.12** Relationships between the psychology service, sentence planning officers and probation staff were good and they worked cooperatively to share risk information and to draw up sentence plans.
- 4.13** The prison had invested in an electronic recording system, the prisoner information management system, which was updated throughout the day and was easy to navigate. The system collated all information on prisoners and provided accessible management information and a good overview of prisoners. All prison staff were able to add information and observations to the system.
- 4.14** Staff in the resettlement and sentence management unit had a good understanding of the services available and promoted them to prisoners.
- 4.15** Progression was limited for some prisoners, a number of whom came from the UK and wanted to transfer to a prison closer to home. The prison completed transfer forms quickly, but prisoners faced significant delays in being transferred. The Minister for Home Affairs and the governor had attended a meeting with a senior official of HMPPS to try to resolve this, but the problems remained.

- 4.16** There was good engagement with a few voluntary organisations which provided support on release, but there were no formal arrangements with housing and employment providers. This had a significant impact on the management of risks and outcomes for prisoners.
- 4.17** Prisoners were encouraged to take responsibility for meeting sentence planning targets and, to promote this, prisoners made their own referral to the psychology team to be assessed for their suitability to undertake offending behaviour programmes. However, the risk with this approach was that some of the less confident or unmotivated prisoners may not self-refer and their risks would not be reduced through offending behaviour work. Referral rates were tracked and monitored, and follow-up action was taken when needed.
- 4.18** One probation officer post was funded by the prison and risk of harm to others was identified promptly and effectively. This information was shared with relevant agencies and steps were taken to protect victims.
- 4.19** Obtaining information from children's services proved difficult. When the prison made a referral they did not always learn the outcome, which hindered the ability to plan.
- 4.20** The Jersey multi-agency public protection arrangements (JMAPP) were used in appropriate cases. The prison held 40 level 2 and 3 cases, who posed a significant risk to others and needed a joint approach. Offending behaviour programmes were prioritised for these prisoners. Prison staff made good contributions to JMAPP assessments and planning and attention was paid to protecting actual and potential victims of domestic abuse.
- 4.21** The arrangements for post-release supervision differed from those in England and Wales. There was no statutory post-release supervision for most prisoners, apart from a small number of young offenders. Probation staff offered voluntary supervision, but there were very few formal sanctions or methods to challenge negative behaviour after release.

Recommendations

- 4.22** **Critical information should be provided promptly by children's services.**
- 4.23** **Post-release supervision arrangements with the probation service should be strengthened to provide support and a range of enforceable measures to ensure public protection and reduce the risks of further offending.**

Good practice

- 4.24** *Risk assessments highlighted any additional support needed to protect actual and potential victims of domestic abuse.*

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.25** The prison had developed a range of accredited offending behaviour programmes over the past five years which were based on need and included programmes for sexual and violent offending.
- 4.26** It had proved difficult to run programmes because there were not always enough prisoners to start a programme. This was a particular problem for the small number of women held at La Moye. Many prisoners spent long periods on remand and, once sentenced, did not have enough time to complete a programme. To mitigate this, the psychologist and probation officers carried out one-to-one work with some prisoners.
- 4.27** In our survey, 42% of prisoners said they had completed offending behaviour work, and 89% of these said it had helped them to achieve their objectives.
- 4.28** Following assessment, the prison had recently introduced a healthy relationships intervention called the Building Better Relationships programme. This was a positive initiative.
- 4.29** The prison had introduced a new early release scheme and, for the small number of prisoners who were eligible, this provided a good opportunity for them to work and live in the community. However, there was no longer the opportunity for a daily temporary release for those prisoners who did not have access to suitable accommodation, which was a pre-requisite for the early release scheme. Numerous prisoners we spoke to were frustrated by the perceived inequality of this and few prisoners had the opportunity to be tested in the community prior to release.
- 4.30** The lack of release on temporary licence (ROTL) and the voluntary nature of post-release supervision meant that statutory agencies had no mechanism to test public protection arrangements before the end of most prisoners' sentences. Prisoners were not able to prepare for release in a planned and monitored way.

Recommendation

- 4.31 Prisoners should be able to prepare for release, following risk assessment, by spending planned and managed short periods in the community.**

Release planning

Expected outcomes:

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

- 4.32** In our survey, only 38% of prisoners said that the prison was near their home or release address. Many prisoners we spoke to were frustrated by not being able to transfer quickly to the UK and other countries. These prisoners' resettlement needs were different to those who were likely to remain on Jersey after release and there was little support for them.
- 4.33** Prisoners nearing release could attend an event called 'the market place', which was held every two months and involved a range of agencies who visited the prison to offer

information and advice. Voluntary service agencies, including faith based charity the Freedom Ministries, offered some mentoring, accommodation and other practical support on release. Advice on how to claim income support was popular with prisoners but 'the market place' did not provide any consistent formal route to employment on release.

- 4.34** There was very limited accommodation for prisoners if they could not return to live with family or friends. Rental properties were expensive and prisoners could not apply for social housing until they were released. The Shelter Trust offered a few supported places at their hostel but they could not meet demand and some chose not to go there. There was no separate accommodation for high-risk prisoners.
- 4.35** The lack of suitable accommodation threatened public protection. We came across a case of a high-risk man who had recently committed sexual offences and was also at risk himself. He was not eligible for CER and was released at the end of his sentence with no formal supervision. Because he refused a place with The Shelter Trust, the man was released to live in a tent on the island.
- 4.36** Probation staff provided some support for women who had been in an abusive relationship and could make referrals to the multi-agency risk assessment conference (MARAC) if required. Probation staff had a good understanding of the critical nature of relationships and how they could lead to offending. They offered one-to-one work and signposting for voluntary community support on release.

Recommendation

- 4.37** **Suitable accommodation should be provided for high-risk prisoners on release to reflect public protection concerns.**

Good practice

- 4.38** *The market place provided useful advice and information for prisoners before release.*

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** Segregated prisoners should be accommodated in cells with decent sanitation, electric power and adequate furniture, including a table, seating and storage. They should have outdoor exercise in an area of reasonable size which is not oppressively enclosed. An appropriate regime should be provided for segregated prisoners. (S42)
- 5.2** Management oversight of diversity should be prioritised to ensure that the needs of prisoners with protected characteristics are identified, assessed and met and that any negative perceptions or disproportionate outcomes are understood and addressed. (S43)
- 5.3** Prison leaders and managers should refocus the content, breadth and relevance of the education, skills and work provision so that prisoners are prepared to enter programmes of education, training or sustained employment on release, thereby improving their life chances and reducing the risk of reoffending. (S44)

Recommendations

To the governor

Early days in custody

- 5.4** The prisoner Insider project should be developed to make this a paid role and to ensure that all new arrivals have access to an Insider. (1.11)

Managing behaviour

- 5.5** Local data, such as the annual survey, analysis of assaults and information from local investigations, should be used to inform strategy and produce an action plan to maintain the low level of violent incidents. (1.21)
- 5.6** Attendance at the safer custody meeting should be improved and supported by managers. (1.22)
- 5.7** All prisoners should be given reasonable access to the regime, IT facilities and purposeful activities at the earliest opportunity following arrival. (1.23)
- 5.8** Prisoners should be offered the opportunity to seek legal advice during a disciplinary hearing. (1.26, repeated recommendation 1.52)
- 5.9** There should be a forum in place to identify good practice and analyse data and trends to further reduce the number of charges laid. (1.27)

- 5.10** Male staff should not observe women in segregation cells and images should be appropriately obscured for decency. (1.39)
- 5.11** Prisoners in cells with observation cameras should not be monitored while showering or using the toilet. (1.40)

Security

- 5.12** Security arrangements should be proportionate and based on risk assessments. (1.48, repeated recommendation 1.40)
- 5.13** Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. Women should only be strip-searched in exceptional circumstances. (1.49, repeated recommendation 1.41)
- 5.14** The security committee should meet regularly. They should analyse intelligence and set appropriate security objectives which are communicated to all staff. (1.50)

Safeguarding

- 5.15** Safer custody meetings should be well attended. (1.62)
- 5.16** Risk and concern assessment documents should demonstrate consistent care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and well attended multidisciplinary reviews which include the prisoner. (1.63)
- 5.17** Listeners should have 24-hour access to prisoners. (1.64)

Staff-prisoner relationships

- 5.18** Prisoners should be trained and paid to provide support, advice and mentoring to fellow prisoners in roles appropriate to the needs of the population. (2.6)

Daily life

- 5.19** Exercise yards on K and L wings should be properly paved and finished, and seating and recreational equipment should be provided. (2.17, repeated recommendation 2.6)
- 5.20** A solution to the drainage problem on K wing exercise yard should be found or prisoners should be provided with daily access to an alternative outside exercise area. (2.18)
- 5.21** Toilets on J wing should be adequately screened. (2.19)
- 5.22** Prisoners required to wear prison clothing should be provided with a regular change of clothes. (2.20)
- 5.23** The IX communication and entertainment system should be available to all prisoners. (2.21)
- 5.24** Prisoners should be able to purchase goods from catalogues and by mail order. (2.27)
- 5.25** The prisoner consultation process should be developed to ensure that it is responsive to prisoners' views and agreed actions are carried out. (2.36)
- 5.26** Prisoners should have direct access to complaints procedures. (2.37)

- 5.27** Adequate legal services provision should be introduced. (2.38, repeated recommendation 2.47)

Equality, diversity and faith

- 5.28** Multidisciplinary care plans should be put in place outlining how staff can support prisoners with identified needs. (2.53)
- 5.29** The prison should work with women prisoners to better understand their needs and formulate a regime that meets these needs. (2.54, repeated recommendation 2.30)

Health, well-being and social care

- 5.30** There should be robust local clinical governance arrangements, including agreed performance measures and regular well attended partnership and clinical governance meetings. Regular clinical audits, prisoner feedback and lessons learned from clinical incidents should drive service improvement. (2.67)
- 5.31** Prisoners should be able to request health services and complain through a confidential dedicated health system. (2.68)
- 5.32** Prisoners should have easy access to pertinent health promotion services and information, including barrier protection and smoking cessation. (2.70)
- 5.33** Prisoners should receive secondary health screens within seven days. (2.76)
- 5.34** Prisoners should be able to attend routine optician appointments within six weeks. (2.77)
- 5.35** Prisoners should have community equivalent access to clinical psychology and psychologically informed interventions. (2.85)
- 5.36** Clinical treatment for substance misuse should be safe and should include comprehensive assessments, effective monitoring during stabilisation, and flexible prescribing based on individual need which adheres to current best practice guidance. (2.93)
- 5.37** All prisoners with substance misuse problems should have easy access to a full range of psychosocial support, including peer support, which meets their identified needs. (2.94)
- 5.38** Medicines management procedures and protocols should ensure the safe and effective ordering, receipt, storage and supply of all medicines to effect best patient outcomes, overseen by an effective medicines and therapeutics committee. (2.101)
- 5.39** Prisoners should be able to access routine dental appointments within six weeks and have continuing treatment within a reasonable time frame. (2.103)
- 5.40** Effective governance processes should ensure the quality and safety of dental services. Dental equipment should comply with current required standards, including infection prevention and control. (2.104)

Time out of cell

- 5.41** All prisoners should be able to attend the full range of purposeful activities. (3.16)

- 5.42** Prisoners who do not attend activities through no fault of their own should not be locked up during the core day unless they present a particular risk. (3.17)

Education, skills and work activities

- 5.43** Prisoners' entry to employment or training should be tracked and analysed. (3.27)
- 5.44** Self-assessment practice should be highly evaluative and inclusive and should provide a foundation for routine and formal quality improvement action planning. (3.28)
- 5.45** The range of data collected and analysed should be expanded to include comparators and benchmarks which provide clear perspectives on prisoners' progress and achievements. (3.29)
- 5.46** Prison leaders and managers should refocus the provision so that prisoners' entry to training or employment on release is the main objective. (3.30)
- 5.47** Prison leaders and managers should introduce a broad range of purposeful activities to improve prisoners' employability and life skills, including higher-level vocational qualifications which support prisoners' chances of entry to sustained employment and training on release. (3.31)
- 5.48** Careers advice should be routinely available to all prisoners. (3.32)
- 5.49** The number of vocational courses at level 2 or higher should be increased and scheduled regularly. (3.33)
- 5.50** The range of and access to education, skills and work provision for men on K wing should be the same as for prisoners on other wings. (3.34)
- 5.51** The range of and access to education, skills and work provision for women should be further increased. (3.35)
- 5.52** Prison leaders and managers should ensure that all prisoners can attend activities which build on their previous skills and particularly lead to higher-level qualifications. Prisoners' prospects for employment should be improved through the development of appropriate skills. (3.47)
- 5.53** A scheme for training peer mentors should be introduced as a priority to provide support for teaching and learning. (3.48)
- 5.54** Individual learning plans with clear targets should be used by all teachers to review and plan prisoners' learning. (3.49)
- 5.55** Data should be collected which shows how well prisoners have improved and made progress in their learning and attainment compared with their starting points. (3.56)

Children and families and contact with the outside world

- 5.56** The prison should extend the range of provision available to support the children and families of prisoners, which should include family visits and parenting courses. (4.7, repeated recommendation 4.42)

Reducing risk, rehabilitation and progression

- 5.57** Critical information should be provided promptly by children's services. (4.22)
- 5.58** Post-release supervision arrangements with the probation service should be strengthened to provide support and a range of enforceable measures to ensure public protection and reduce the risks of further offending. (4.23)

Interventions

- 5.59** Prisoners should be able to prepare for release, following risk assessment, by spending planned and managed short periods in the community. (4.31)

Release planning

- 5.60** Suitable accommodation should be provided for high-risk prisoners on release to reflect public protection concerns. (4.37)

Examples of good practice

- 5.61** Staff maintained respectful relationships with prisoners while setting a good example in their behaviour and appearance. (2.7)
- 5.62** Shop facilities were organised locally which enabled the prison to respond to need, to deliver orders on the day they were placed and to rectify errors swiftly. (2.28)
- 5.63** The availability of free accommodation for prisoners' visitors was important in helping to maintain family ties. (2.59)
- 5.64** All prisoners being released with recognised risk factors, including no fixed abode, no local GP or self-harming concerns, were referred to the Jersey safeguarding nurse lead as part of an island strategy to support vulnerable adults. (2.78)
- 5.65** The charity family support worker offered much needed advocacy and support for prisoners' families. (4.8)
- 5.66** Risk assessments highlighted any additional support needed to protect actual and potential victims of domestic abuse. (4.24)
- 5.67** The market place provided useful advice and information for prisoners before release. (4.38)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Angela Johnston	Inspector
Yvonne McGuckian	Inspector
Gordon Riach	Inspector
Andy Rooke	Inspector
Majella Pearce	Lead health and social care inspector
Nick Crombie	Ofsted inspector
Tony Gallagher	Ofsted inspector
Catherine Haley	Observer from Healthcare Improvement Scotland
Helen Ranns	Researcher
Joe Simmonds	Researcher

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection in February 2013, prisoners, including women and young adults, spoke positively about feeling safe. Reception staff were caring and supportive, although there were no peer workers. First night and induction arrangements were adequate and met basic needs. There were few serious violent incidents and reported bullying was lower than at comparator prisons. The number of self-harm incidents was low, although more individual care planning was required. The environment at La Moye was not appropriate for young people under the age of 18. Some security arrangements were disproportionate. The availability of drugs was low, as was the demand for detoxification and clinical treatment. Disciplinary procedures were administered fairly. Segregation conditions were poor. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendations

The States of Jersey should make alternative arrangements for holding children in custody. (HP52)

Achieved

The segregation unit should be decommissioned or completely refurbished and the quiet cell should be taken out of use permanently. (HP53)

Not achieved

Recommendations

Reception holding rooms should be equipped with material to keep prisoners occupied and prisoners should remain in reception for the shortest possible time. (I.8)

Achieved

Format, delivery and record keeping for the induction programme should be improved and when not actively involved in induction prisoners should be unlocked. (I.9)

Not achieved

Formal monitoring arrangements for perpetrators of antisocial behaviour should be used when investigations recommend this and targets should be tailored to the individual. (I.16)

Achieved

Quality assurance and governance should be in place to make sure RCA documents are being used appropriately to ensure good care for prisoners at risk. (I.26)

Partially achieved

Access to Listeners and Samaritans should be improved. (I.27)

Not achieved

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.33)

Achieved

Security arrangements should be proportionate and based on risk assessments. (I.40)

Not achieved (Recommendation repeated, I.48)

Prisoners should only be strip-searched on the basis of intelligence or specific suspicion.

Women should only be strip-searched in exceptional circumstances. (I.41)

Not achieved (Recommendation repeated, I.49)

Basic level prisoners should be set individual targets, given timely reviews and have access to a consistent regime. (I.47)

Achieved

There should be adequate managerial oversight of the IEP scheme. (I.48)

Achieved

Prisoners should be able to access legal advice. (I.52)

Not achieved (Recommendation repeated, I.26)

The prison should implement adjudication standardisation meetings, published tariffs and quality assurance procedures. (I.53)

Partially achieved

Governance of use of force, including special accommodation, strip-clothing and planned interventions, should be improved. (I.60)

Partially achieved

Prisoners supported on RCA documents should only be located in the CCU in exceptional circumstances. (I.67)

Not achieved

Governance arrangements for the use of segregation, including GOOD, the regime and staffing should be improved. (I.68)

Partially achieved

A GP with a special interest in the management of substance misuse should be engaged to develop clinical protocols for opiate substitute treatment, including stabilisation, detoxification and maintenance prescribing regimes, which are in line with best practice. (I.78)

Not achieved

Comprehensive assessments, care plans and reviews that demonstrate patient involvement should be developed. (I.79)

Not achieved

A drug and alcohol needs analysis should be undertaken. (I.80)

Not achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in February 2013, most residential units, including the women's accommodation, were good, but improvements were required on G wing and in the segregation unit. Staff-prisoner relationships were among the best we have observed and staff demonstrated a good knowledge of their population. Strategic management of equality and diversity was poor and there was a general lack of communication with minority groups and, in particular, with women. However, most prisoners from minority groups reported that staff treated them respectfully. Faith and religious service provision for most prisoners was adequate, but there was no provision for Muslim prisoners. A good basic health care service was available to all. Food was good, as was the prison shop provision. However, women felt there were too few gender specific products. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Exercise yards on K and L wings should be properly paved and finished, and seating and recreational equipment should be provided. (2.6)

Not achieved (Recommendation repeated, 2.17)

There should be sufficient privacy screening for all communal showers and J wing in-cell toilets. (2.7)

Achieved

The prison should implement an equality and diversity strategy with solid structures and including monitoring, impact assessments and regular communication with prisoners from all protected characteristics. (2.20)

Not achieved

The prison should implement a separate foreign national strategy that ensures the needs of all foreign national prisoners are regularly met. (2.28)

Not achieved

The prison should consider integrating young adult prisoners with adult prisoners across the establishment. (2.29)

Achieved

The prison should work with women prisoners to better understand their needs and formulate a regime that meets these needs. (2.30)

Achieved (Recommendation repeated, 2.54)

The prison should ensure that the faith needs of Muslim prisoners are met. (2.35)

Achieved

Confidential complaint forms should only be opened by an appropriate manager. (2.41)

Not achieved

Investigations into staff-related issues should always be thoroughly investigated. (2.42)

Achieved

Adequate legal services provision should be introduced. (2.47)

Not achieved (Recommendation repeated, 2.38)

There should be a health needs analysis. (2.60)

Partially achieved

There should be a formal governance arrangement between the prison's health services and the States of Jersey health and social care department. (2.61)

Not achieved

Clinical records should be stored confidentially and securely. (2.62)

Achieved

The health centre should be extended. (2.63)

Achieved

The complaints system should preserve medical confidentiality. (2.64)

Not achieved

Barrier protection should be available to all prisoners who require it. (2.65)

Not achieved

The pharmacist should be supported to develop pharmacy-led clinics and medicine use reviews for the prison population. (2.75)

No longer relevant

Dispensing the medication of one prisoner to another is inappropriate and should stop immediately. (2.76)

Achieved

The administration of the contents of pregabalin and gabapentin capsules in water should be reviewed to ensure that it is safe, and robust written procedures put in place. (2.77)

Partially achieved

The medicines trolleys should be secured to the wall, kept locked when not in use, and their transportation through prisoner areas should cease to reduce security risks. (2.78)

Partially achieved

It is inappropriate for the laundry room to be used for medicines administration on H wing; alternative arrangements should be made. (2.79)

Partially achieved

The health needs analysis should include an assessment of the requirement for dental services and treatments at the prison. (2.86)

Not achieved

The dental surgery should be enlarged and the decontamination facilities should be in a separate room. (2.87)

Achieved

The segregation unit should not be used to provide ongoing care for patients with complex and serious mental health problems. (2.89)

Achieved

The transfer of patients to external mental health services should be expedited and occur within agreed good practice transfer guidelines timescales. (2.90)

Partially achieved

There should be a wider range of goods for female prisoners and religious items should be available. (2.102)

Achieved

Purposeful activity

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

At the last inspection in February 2013, prisoners were offered adequate time out of cell, with fully employed prisoners receiving around 10 hours. There was a sound learning and skills strategy and a varied and flexible curriculum with a good range of courses, and prisoners' achievements were impressive. There was sufficient vocational training but the range available to women was limited. Women and prisoners on K wing also had limited work opportunities. The library was accessible and spacious and provision was very good. Physical education (PE) was well managed with impressive facilities and high levels of attendance. Outcomes for prisoners were good against this healthy prison test.

Recommendations

Aspects of quality assurance, including self-assessment, management meetings and observations of teaching and learning, should be further improved. (3.9)

Partially achieved

The prison should improve the collection, analysis and use of learning and skills data to better inform management decisions. (3.10)

Not achieved

The prison should continue to ensure that women and young adults have access to a full range of appropriate purposeful activities. (3.14)

Partially achieved

The prison should ensure that catering qualifications are offered at a higher level to provide learners with better employment prospects on release. (3.15)

Achieved

The prison should collect and use data regarding the proportion of prisoners who progress into employment or education and training on release to inform the variety of provision offered. (3.21)

Not achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection in February 2013, there was no up-to-date strategic plan for resettlement but informal arrangements had led to solid progress in developing services. More work was required to enhance links with other related service providers. Sentence planning arrangements were generally good, although there was a lack of clarity regarding how the establishment would ensure targets would be achieved. Release on temporary licence (ROTL) assessments were robust, but the criteria were quite restrictive. Public protection arrangements were sound. All reintegration pathways were broadly covered, although support at the actual point of release was limited. Visits arrangements were adequate and the opening of a new improved facility was welcomed. The range of programmes was good. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

The prison should develop a clear and up-to-date resettlement policy that outlines the function and strategic direction of the service. (4.6)

Achieved

Progress against identified resettlement developments and objectives should be reviewed and monitored by a multidisciplinary resettlement forum which should, as far as possible, incorporate the Jersey community, specifically in regard to the resettlement of prisoners post release.

Partially achieved

Sentence plans should focus specifically on issues relating to risk of harm and risk of reoffending. (4.16)

Achieved

The prison should clearly identify who is responsible for managing sentence plans and for working with prisoners to ensure targets are achieved. (4.17)

Not achieved

Custody planning should be introduced for prisoners on remand or serving sentences of less than six months (four months for young adults). (4.18)

Achieved

Release on temporary licence (ROTL) should be extended to offer working out provision, at least on a voluntary basis, to all prisoners, subject to a risk assessment. (4.19)

Not achieved

The prison should undertake a needs assessment of prisoners' resettlement requirements and ensure that such provision is available prior to release. (4.26)

Not achieved

The prison should ensure that accommodation advice and support is consistently available to prisoners, including those returning to the UK where possible. (4.29)

Not achieved

The prison should develop further links with employers, training providers and colleges to increase the prospects of prisoners entering into employment, education or training when they leave. (4.31)

Partially achieved

The prison should improve the working links between the learning and skills and resettlement departments so that it is able to offer prisoners a better, more coordinated service to help them move into employment, training and education on release. (4.32)

Not achieved

Joint work between prison-based health and drug and alcohol services should be improved and links with community providers strengthened to ensure prisoners have continued treatment in the community and post-release support. (4.37)

Achieved

The prison should extend the range of provision available to support the children and families of prisoners, which should include family visits and parenting courses. (4.42)

Achieved (Recommendation repeated, 4.7)

Prisoners should not have to wear coloured sashes or bibs during visits. (4.43)

Not achieved

The prison and Jersey probation service should develop a strategy to ensure the coordinated and effective provision of treatment for sex offenders during their sentence. (4.47)

Achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	Under 18s	18–20 yr olds	21 and over	%
Sentenced	0	4	100	73.26
Recall	N/A	N/A	N/A	N/A
Convicted unsentenced	N/A	N/A	N/A	N/A
Remand	0	0	38	26.74
Civil prisoners	N/A	N/A	N/A	N/A
Detainees	N/A	N/A	N/A	N/A
Total	0	4	138	100

Sentence	Under 18s	18–20 yr olds	21 and over	%
Unsentenced	0	0	1	0.96
Less than six months	0	0	4	3.85
six months to less than 12 months	0	2	5	6.73
12 months to less than 2 years	0	1	18	18.27
2 years to less than 4 years	0	1	22	22.12
4 years to less than 10 years	0	0	46	44.23
10 years and over (not life)	0	0	4	3.85
ISPP (indeterminate sentence for public protection)	0	0	0	0
Life	0	0	0	0
Total	0	4	100	100

Age	Number of prisoners	%
Under 21 years	4	2.82
Under 18's	0	0
21 years to 29 years	26	18.31
30 years to 39 years	47	33.10
40 years to 49 years	34	23.94
50 years to 59 years	17	11.97
60 years to 69 years	10	7.04
70 plus years	4	2.82
Please state maximum age here:	77	N/A
Total	142	100

Nationality	Under 18s	18–20 yr olds	21 and over	%
British	0	2	100	71.83
Foreign nationals	0	2	38	28.17
Total	0	4	138	100

Security category	Under 18s	18–20 yr olds	21 and over	%
Uncategorised unsentenced	N/A	N/A	N/A	N/A
Uncategorised sentenced	N/A	N/A	N/A	N/A
Category A	N/A	N/A	N/A	N/A
Category B	N/A	N/A	N/A	N/A
Category C	N/A	N/A	N/A	N/A
Category D	N/A	N/A	N/A	N/A
Other	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A

Ethnicity	Under 18s	18–20 yr olds	21 and over	%
White				
British	0	1	90	64.08
Irish	0	0	1	0.70
Gypsy/Irish Traveller				
Other white	0	3	43	32.39
Mixed				
White and black Caribbean				
White and black African				
White and Asian				
Other mixed	0	0	1	0.70
Asian or Asian British				
Indian				
Pakistani				
Bangladeshi	0	0	2	1.40
Chinese				
Other Asian	0	0	1	0.70
Black or black British				
Caribbean				
African				
Other black				
Other ethnic group				
Arab				
Other ethnic group				
Not stated				
Total	0	4	138	100

Religion	Under 18s	18–20 yr olds	21 and over	%
Baptist	0	0	0	0
Church of England	0	0	21	14.79
Roman Catholic	0	3	57	42.25
Other Christian denominations	0	0	15	10.56
Muslim	0	0	3	2.11
Sikh				
Hindu				
Buddhist				
Jewish				
Other	0	1	39	28.17
No religion	0	0	3	2.11
Total	0	4	138	100

Other demographics	Under 18s	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	N/A	N/A	N/A	N/A
Total	0	0	0	0

Sentenced prisoners only

Length of stay	Under 18s	18–20 yr olds		21 and over	
		Number	%	Number	%
Less than 1 month	0	0	0	6	5.77
1 month to 3 months	0	2	1.92	7	6.73
3 months to six months	0	1	0.96	12	11.54
six months to 1 year	0	1	0.96	24	23.08
1 year to 2 years	0	0	0	32	31.73
2 years to 4 years	0	0	0	17	16.35
4 years or more	0	0	0	2	1.92

Sentenced prisoners only

	Under 18s	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	1	0.96
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	N/A	N/A	N/A	N/A
Total	0	0	1	0.96

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	11	28.95
1 month to 3 months	0	0	19	50.00
3 months to six months	0	0	6	15.79
six months to 1 year	0	0	2	5.26
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	0	0	38	100

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

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

HMIP researchers have developed a self-completion questionnaire to support HMIP Expectations. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison¹⁴.

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMIP researchers from a P-Nomis prisoner population printout ordered by cell location. Using a robust statistical formula, HMIP researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment¹⁵. In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent¹⁶ to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 11 September 2017 the prisoner population at La Moye Prison was 140; 133 were adult males and seven were adult female. Questionnaires were distributed to all prisoners. We received a total of 129 completed questionnaires: 122 from the male prisoners and seven from the female prisoners, a response rate of 92%. Three prisoners declined to participate in the survey and eight questionnaires were either not returned at all, or returned blank. No female prisoners refused to complete or return a questionnaire.

¹⁴ Qualitative analysis of these written comments is undertaken by HMIP researchers and used by inspectors.

¹⁵ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁶ For further information about the ethical principles which underpin our survey methodology, please see 'Ethical principles for research activities' which can be downloaded from HMIP's website <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for La Moye Prison. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared¹⁷. Missing responses have been excluded from all analyses.

Full survey results

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

Responses from La Moye Prison 2017¹⁸ compared with those from other HMIP surveys¹⁹

- Survey responses from La Moye Prison in 2017 compared with survey responses from the most recent inspection at all other English and Welsh local prisons.
- Survey responses from La Moye Prison in 2017 compared with survey responses from La Moye Prison in 2013.

Comparisons between different residential locations within La Moye Prison 2017

- responses of prisoners on the vulnerable prisoner unit (J wing) compared with those on K and L wings.

Comparisons between sub-populations of prisoners within La Moye Prison 2017²⁰

- disabled prisoners' responses compared with those who do not have a disability.
- responses of prisoners with mental health problems compared with those who do not have mental health problems.
- responses of prisoners aged 50 and over compared with those under 50.
- responses of prisoners who have served in the armed forces compared with those who have not.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group²¹.

In the comparator analyses, statistically significant²² differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are no valid comparative data for that question.

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

¹⁷ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

¹⁸ Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

¹⁹ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁰ These analyses are carried out on summary data from selected survey questions only.

²¹ A minimum of 10 responses which must also represent at least 10% of the total response.

²² A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Background information

I.1	What wing or houseblock are you currently living on?	
	J wing	37 (30%)
	K wing	21 (17%)
	L wing	64 (52%)
I.2	How old are you?	
	Under 21	4 (3%)
	21 - 25	8 (7%)
	26 - 29	14 (11%)
	30 - 39	41 (34%)
	40 - 49	29 (24%)
	50 - 59	12 (10%)
	60 - 69	10 (8%)
	70 or over	4 (3%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	82 (69%)
	White - Irish	4 (3%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background	13 (11%)
	Mixed - White and Black Caribbean	1 (1%)
	Mixed - White and Black African	0 (0%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	4 (3%)
	Asian/ Asian British - Indian	1 (1%)
	Asian/ Asian British - Pakistani	0 (0%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	0 (0%)
	Black/ Black British - African	0 (0%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	1 (1%)
	Any other ethnic group	11 (9%)
I.4	How long have you been in this prison?	
	Less than 6 months	43 (36%)
	6 months or more	76 (64%)
I.5	Are you currently serving a sentence?	
	Yes	93 (76%)
	Yes - on recall	0 (0%)
	No - on remand or awaiting sentence	28 (23%)
	No - immigration detainee	1 (1%)
I.6	How long is your sentence?	
	Less than 6 months	7 (6%)
	6 months to less than 1 year	9 (7%)
	1 year to less than 4 years	37 (30%)
	4 years to less than 10 years	36 (30%)
	10 years or more	4 (3%)
	IPP (indeterminate sentence for public protection)	0 (0%)
	Life	0 (0%)
	Not currently serving a sentence	29 (24%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	41 (34%)
	No	67 (55%)
	Don't remember	14 (11%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	92 (75%)
	2 hours or more	21 (17%)
	Don't remember	9 (7%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	111 (91%)
	No	8 (7%)
	Don't remember	3 (2%)
2.4	Overall, how were you treated in reception?	
	Very well.....	72 (59%)
	Quite well.....	41 (34%)
	Quite badly.....	6 (5%)
	Very badly.....	1 (1%)
	Don't remember	2 (2%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	29 (24%)
	Contacting family	25 (21%)
	Arranging care for children or other dependants	3 (3%)
	Contacting employers	4 (3%)
	Money worries	44 (37%)
	Housing worries	21 (18%)
	Feeling depressed	54 (45%)
	Feeling suicidal.....	9 (8%)
	Other mental health problems.....	16 (13%)
	Physical health problems.....	18 (15%)
	Drug or alcohol problems (e.g. withdrawal).....	28 (23%)
	Problems getting medication	19 (16%)
	Needing protection from other prisoners.....	8 (7%)
	Lost or delayed property	17 (14%)
	Other problems.....	13 (11%)
	Did not have any problems.....	23 (19%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	51 (45%)
	No	40 (35%)
	Did not have any problems when I first arrived	23 (20%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement			85 (71%)
	Toiletries / other basic items			90 (75%)
	A shower			81 (68%)
	A free phone call.....			54 (45%)
	Something to eat.....			98 (82%)
	The chance to see someone from health care.....			75 (63%)
	The chance to talk to a Listener or Samaritans.....			55 (46%)
	Support from another prisoner (e.g. Insider or buddy).....			38 (32%)
	Wasn't offered any of these things.....			7 (6%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean.....			24 (20%)
	Quite clean.....			57 (48%)
	Quite dirty			29 (24%)
	Very dirty			7 (6%)
	Don't remember			3 (3%)
3.3	Did you feel safe on your first night here?			
	Yes			98 (82%)
	No			18 (15%)
	Don't remember.....			3 (3%)
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	73 (64%)	33 (29%)	8 (7%)
	Free PIN phone credit?	84 (77%)	21 (19%)	4 (4%)
	Numbers put on your PIN phone?	94 (84%)	13 (12%)	5 (4%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			63 (56%)
	No			40 (35%)
	Have not had an induction.....			10 (9%)

On the wing

4.1	Are you in a cell on your own?		
	Yes		92 (77%)
	No, I'm in a shared cell or dormitory		28 (23%)
4.2	Is your cell call bell normally answered within 5 minutes?		
	Yes		97 (81%)
	No		8 (7%)
	Don't know		14 (12%)
	Don't have a cell call bell.....		1 (1%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	100 (85%)	18 (15%)	0 (0%)
Can you shower every day?	116 (98%)	2 (2%)	0 (0%)
Do you have clean sheets every week?	100 (86%)	14 (12%)	2 (2%)
Do you get cell cleaning materials every week?	98 (84%)	19 (16%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	89 (75%)	27 (23%)	2 (2%)
Can you get your stored property if you need it?	61 (54%)	20 (18%)	32 (28%)

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

Very clean.....	38 (32%)
Quite clean.....	75 (63%)
Quite dirty	7 (6%)
Very dirty	0 (0%)

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

Very good.....	18 (15%)
Quite good.....	63 (54%)
Quite bad.....	28 (24%)
Very bad.....	8 (7%)

5.2 Do you get enough to eat at mealtimes?

Always.....	35 (29%)
Most of the time	49 (41%)
Some of the time	28 (24%)
Never	7 (6%)

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

Yes	90 (77%)
No	26 (22%)
Don't know	1 (1%)

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

Yes	104 (87%)
No	15 (13%)

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

Yes	99 (83%)
No	20 (17%)

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

Yes	55 (45%)
No	66 (55%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	39 (33%)
	Quite helpful.....	33 (28%)
	Not very helpful.....	17 (15%)
	Not at all helpful.....	8 (7%)
	Don't know.....	13 (11%)
	Don't have a personal / named officer.....	7 (6%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	10 (9%)
	Sometimes.....	27 (23%)
	Hardly ever.....	64 (55%)
	Don't know.....	15 (13%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	72 (61%)
	No.....	46 (39%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	35 (29%)
	Yes, but things don't change.....	24 (20%)
	No.....	37 (31%)
	Don't know.....	23 (19%)

Faith

7.1	What is your religion?	
	No religion.....	33 (28%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	78 (66%)
	Buddhist.....	1 (1%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim.....	3 (3%)
	Sikh.....	0 (0%)
	Other.....	4 (3%)
7.2	Are your religious beliefs respected here?	
	Yes.....	66 (55%)
	No.....	5 (4%)
	Don't know.....	15 (13%)
	Not applicable (no religion).....	33 (28%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	61 (51%)
	No.....	6 (5%)
	Don't know.....	20 (17%)
	Not applicable (no religion).....	33 (28%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	80 (66%)
	No.....	3 (2%)
	Don't know.....	5 (4%)
	Not applicable (no religion).....	33 (27%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	64 (53%)
	No	56 (47%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	46 (39%)
	No	72 (61%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	115 (98%)
	No	2 (2%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	21 (18%)
	Quite easy	37 (31%)
	Quite difficult.....	18 (15%)
	Very difficult.....	35 (30%)
	Don't know	7 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	27 (23%)
	About once a week.....	34 (29%)
	Less than once a week.....	31 (26%)
	Not applicable (don't get visits)	25 (21%)
8.6	Do visits usually start and finish on time?	
	Yes	78 (89%)
	No	10 (11%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	77 (88%)
	No	11 (13%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	100 (83%)
	Yes, but these times are not usually kept to	17 (14%)
	No	3 (3%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	20 (17%)
	2 to 6 hours	53 (46%)
	6 to 10 hours.....	28 (24%)
	10 hours or more.....	8 (7%)
	Don't know	7 (6%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	8 (7%)
	2 to 6 hours	84 (70%)
	6 to 10 hours.....	22 (18%)
	10 hours or more.....	3 (3%)
	Don't know	3 (3%)

9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?		
	None.....		2 (2%)
	1 or 2.....		17 (14%)
	3 to 5.....		14 (12%)
	More than 5.....		80 (67%)
	Don't know.....		7 (6%)
9.5	How many days in a typical week do you get association, if you want it?		
	None.....		1 (1%)
	1 or 2.....		2 (2%)
	3 to 5.....		11 (9%)
	More than 5.....		90 (76%)
	Don't know.....		14 (12%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None.....		2 (2%)
	1 or 2.....		6 (5%)
	3 to 5.....		11 (9%)
	More than 5.....		96 (80%)
	Don't know.....		5 (4%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more.....		95 (80%)
	About once a week.....		4 (3%)
	Less than once a week.....		4 (3%)
	Never.....		16 (13%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more.....		10 (8%)
	About once a week.....		64 (54%)
	Less than once a week.....		25 (21%)
	Never.....		20 (17%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes.....		65 (56%)
	No.....		32 (27%)
	Don't use the library.....		20 (17%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes.....			103 (87%)
	No.....			11 (9%)
	Don't know.....			5 (4%)
10.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	88 (76%)	21 (18%)	7 (6%)
	Are applications usually dealt with within 7 days?	82 (76%)	19 (18%)	7 (6%)

10.3	Is it easy for you to make a complaint?			
	Yes			59 (50%)
	No			31 (26%)
	Don't know			29 (24%)
10.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	26 (24%)	25 (23%)	58 (53%)
	Are complaints usually dealt with within 7 days?	30 (29%)	16 (15%)	58 (56%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			26 (23%)
	No			43 (38%)
	Not wanted to make a complaint.....			44 (39%)
10.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know Don't need this
	Communicate with your solicitor or legal representative?	80 (69%)	20 (17%)	9 (8%) 7 (6%)
	Attend legal visits?	82 (77%)	7 (7%)	11 (10%) 7 (7%)
	Get bail information?	32 (30%)	24 (23%)	27 (26%) 22 (21%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			47 (40%)
	No			61 (52%)
	Not had any legal letters			9 (8%)

Health care

11.1	How easy or difficult is it to see the following people?				
		Very easy	Quite easy	Quite difficult	Very difficult Don't know
	Doctor	20 (17%)	61 (52%)	28 (24%)	4 (3%) 4 (3%)
	Nurse	33 (30%)	58 (52%)	10 (9%)	1 (1%) 9 (8%)
	Dentist	6 (5%)	20 (18%)	31 (28%)	39 (35%) 16 (14%)
	Mental health workers	11 (10%)	23 (21%)	13 (12%)	16 (15%) 45 (42%)
11.2	What do you think of the quality of the health service from the following people?				
		Very good	Quite good	Quite bad	Very bad Don't know
	Doctor	29 (25%)	51 (44%)	21 (18%)	5 (4%) 10 (9%)
	Nurse	30 (27%)	51 (46%)	12 (11%)	2 (2%) 15 (14%)
	Dentist	23 (21%)	25 (23%)	8 (7%)	10 (9%) 42 (39%)
	Mental health workers	15 (14%)	21 (20%)	5 (5%)	7 (7%) 56 (54%)
11.3	Do you have any mental health problems?				
	Yes				37 (32%)
	No				77 (68%)
11.4	Have you been helped with your mental health problems in this prison?				
	Yes				17 (15%)
	No				21 (18%)
	Don't have any mental health problems				77 (67%)

11.5	What do you think of the overall quality of the health services here?	
	Very good.....	27 (23%)
	Quite good.....	57 (48%)
	Quite bad.....	20 (17%)
	Very bad.....	6 (5%)
	Don't know.....	9 (8%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	36 (30%)
	No	83 (70%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	15 (13%)
	No	21 (18%)
	Don't have a disability	83 (70%)
12.3	Have you been on an ACCT in this prison?	
	Yes	9 (9%)
	No	89 (91%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	8 (8%)
	No	2 (2%)
	Have not been on an ACCT in this prison	89 (90%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	48 (42%)
	Quite easy	26 (23%)
	Quite difficult.....	3 (3%)
	Very difficult.....	6 (5%)
	Don't know	31 (27%)
	No Listeners at this prison	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	33 (28%)
	No	86 (72%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	16 (13%)
	No	17 (14%)
	Did not / do not have an alcohol problem.....	86 (72%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	36 (30%)
	No	84 (70%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	3 (3%)
	No	116 (97%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	5 (4%)
	No	115 (96%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	14 (12%)
	No	20 (17%)
	Did not / do not have a drug problem.....	84 (71%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	5 (4%)
	Quite easy	11 (9%)
	Quite difficult.....	7 (6%)
	Very difficult.....	21 (18%)
	Don't know	72 (62%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	1 (1%)
	Quite easy	2 (2%)
	Quite difficult.....	3 (3%)
	Very difficult.....	33 (29%)
	Don't know	75 (66%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	36 (30%)
	No	84 (70%)
14.2	Do you feel unsafe now?	
	Yes	12 (10%)
	No	108 (90%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	34 (31%)
	Threats or intimidation	24 (22%)
	Physical assault	12 (11%)
	Sexual assault.....	2 (2%)
	Theft of canteen or property	21 (19%)
	Other bullying / victimisation	17 (15%)
	Not experienced any of these from prisoners here.....	64 (58%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	49 (43%)
	No	66 (57%)

14.5	Have you experienced any of the following types of bullying / victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	24 (22%)
	Threats or intimidation.....	19 (18%)
	Physical assault.....	1 (1%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property.....	4 (4%)
	Other bullying / victimisation.....	11 (10%)
	Not experienced any of these from staff here.....	74 (69%)

14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes.....	65 (57%)
	No.....	49 (43%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes.....	64 (56%)
	No.....	35 (30%)
	Don't know what the incentives / rewards are.....	16 (14%)

15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes.....	55 (47%)
	No.....	22 (19%)
	Don't know.....	19 (16%)
	Don't know what this is.....	20 (17%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes.....	5 (4%)
	No.....	115 (96%)

15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes.....	2 (2%)
	No.....	3 (3%)
	Don't remember.....	0 (0%)
	Not been restrained here in last 6 months.....	115 (96%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes.....	8 (7%)
	No.....	109 (93%)

15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	6 (86%)	1 (14%)
	Could you shower every day?	4 (67%)	2 (33%)
	Could you go outside for exercise every day?	3 (50%)	3 (50%)
	Could you use the phone every day (if you had credit)?	5 (83%)	1 (17%)

Education, skills and work

16.1	Is it easy or difficult to get into the following activities in this prison?	Easy	Difficult	Don't know	Not available here
	Education	75 (65%)	26 (23%)	13 (11%)	1 (1%)
	Vocational or skills training	62 (56%)	28 (25%)	19 (17%)	1 (1%)
	Prison job	60 (53%)	45 (39%)	9 (8%)	0 (0%)
	Voluntary work outside of the prison	0 (0%)	23 (21%)	33 (30%)	54 (49%)
	Paid work outside of the prison	2 (2%)	23 (20%)	28 (25%)	60 (53%)
16.2	If you have done any of these activities while in this prison, do you think they will help you on release?	Yes, will help	No, won't help	Not done this	
	Education	56 (51%)	30 (28%)	23 (21%)	
	Vocational or skills training	52 (50%)	24 (23%)	27 (26%)	
	Prison job	48 (45%)	41 (38%)	18 (17%)	
	Voluntary work outside of the prison	13 (14%)	9 (9%)	74 (77%)	
	Paid work outside of the prison	16 (16%)	8 (8%)	74 (76%)	
16.3	Do staff encourage you to attend education, training or work?				
	Yes				63 (55%)
	No				43 (37%)
	Not applicable (e.g. if you are retired, sick or on remand).....				9 (8%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)				
	Yes				78 (67%)
	No				38 (33%)
17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?				
	Yes				57 (73%)
	No				9 (12%)
	Don't know what my objectives or targets are				12 (15%)
17.3	Are staff here supporting you to achieve your objectives or targets?				
	Yes				42 (58%)
	No				19 (26%)
	Don't know what my objectives or targets are				12 (16%)
17.4	If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?	Yes, this helped	No, this didn't help	Not done / don't know	
	Offending behaviour programmes	25 (37%)	3 (4%)	39 (58%)	
	Other programmes	19 (32%)	2 (3%)	38 (64%)	
	One to one work	24 (38%)	4 (6%)	35 (56%)	
	Being on a specialist unit	5 (8%)	3 (5%)	51 (86%)	
	ROTL - day or overnight release	5 (8%)	4 (7%)	52 (85%)	

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		33 (27%)
	No		75 (62%)
	Don't know		13 (11%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		5 (16%)
	Quite near		7 (22%)
	Quite far		8 (25%)
	Very far		12 (38%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes		11 (33%)
	No		22 (67%)
18.4	Are you getting help to sort out the following things for when you are released?		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	6 (19%)	12 (38%)
	Getting employment	5 (16%)	13 (42%)
	Setting up education or training	3 (10%)	9 (31%)
	Arranging benefits	7 (22%)	12 (38%)
	Sorting out finances	5 (16%)	15 (48%)
	Support for drug or alcohol problems	4 (13%)	9 (29%)
	Health / mental health support	4 (13%)	8 (26%)
	Social care support	3 (10%)	7 (23%)
	Getting back in touch with family or friends	6 (20%)	8 (27%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		57 (47%)
	No		64 (53%)
19.2	Are you a UK / British citizen?		
	Yes		88 (74%)
	No		31 (26%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		3 (2%)
	No		118 (98%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		16 (13%)
	No		104 (87%)
19.5	What is your gender?		
	Male		119 (99%)
	Female		0 (0%)
	Non-binary		1 (1%)
	Other		0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	111 (94%)
	Gay / lesbian / homosexual	0 (0%)
	Bisexual	3 (3%)
	Other	4 (3%)
19.7	Do you identify as transgender or transsexual?	
	Yes	2 (2%)
	No	110 (98%)

Final question about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	8 (7%)
	Less likely to offend	65 (56%)
	Made no difference	44 (38%)

La Moye Prison 2017

Survey responses compared with those from other HMIP surveys of local prisons

In this table summary statistics from La Moye Prison 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other English and Welsh local prisons (34 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.

- Summary statistics from La Moye Prison in 2017 are compared with those from La Moye Prison in 2013. Please note that we do not have comparable data for the new questions introduced in September 2017.

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

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

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

Number of completed questionnaires returned

La Moye Prison 2017	All other English and Welsh local prisons	La Moye Prison 2017	La Moye Prison 2013
122	6,196	122	120

n=number of valid responses to question (La Moye Prison 2017)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =122	3%	6%	3%	3%
	Are you 25 years of age or younger?	<i>n</i> =122	10%		10%	
	Are you 50 years of age or older?	<i>n</i> =122	21%	12%	21%	17%
	Are you 70 years of age or older?	<i>n</i> =122	3%	2%	3%	2%
1.3	Are you from a minority ethnic group?	<i>n</i> =118	16%	24%	16%	13%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =119	36%		36%	
1.5	Are you currently serving a sentence?	<i>n</i> =122	76%	70%	76%	74%
	Are you on recall?	<i>n</i> =122	0%	10%	0%	1%
1.6	Is your sentence less than 12 months?	<i>n</i> =122	13%	20%	13%	6%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =122	0%	3%	0%	0%
7.1	Are you Muslim?	<i>n</i> =119	3%	12%	3%	5%
11.3	Do you have any mental health problems?	<i>n</i> =114	33%		33%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =119	30%	30%	30%	13%
19.1	Do you have any children under the age of 18?	<i>n</i> =121	47%	53%	47%	41%
19.2	Are you a foreign national?	<i>n</i> =119	26%	12%	26%	21%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =121	3%	5%	3%	0%
19.4	Have you ever been in the armed services?	<i>n</i> =120	13%	6%	13%	5%
19.5	Is your gender female or non-binary?	<i>n</i> =120	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =118	6%	3%	6%	4%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =112	2%		2%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =122	34%		34%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =122	75%	41%	75%	71%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =122	91%	77%	91%	85%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =122	93%		93%	

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2.5	When you first arrived, did you have any problems?	n=120	81%	80%	81%	55%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=120	24%	34%	24%	22%
	- Contacting family?	n=120	21%	36%	21%	16%
	- Arranging care for children or other dependents?	n=120	3%		3%	
	- Contacting employers?	n=120	3%	6%	3%	4%
	- Money worries?	n=120	37%	24%	37%	24%
	- Housing worries?	n=120	18%	23%	18%	9%
	- Feeling depressed?	n=120	45%		45%	
	- Feeling suicidal?	n=120	8%		8%	
	- Other mental health problems?	n=120	13%		13%	
	- Physical health problems	n=120	15%	19%	15%	17%
	- Drugs or alcohol (e.g. withdrawal)?	n=120	23%		23%	
	- Getting medication?	n=120	16%		16%	
	- Needing protection from other prisoners?	n=120	7%	9%	7%	5%
	- Lost or delayed property?	n=120	14%	17%	14%	11%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=91	56%	32%	56%	58%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=120	71%	71%	71%	67%
	- Toiletries / other basic items?	n=120	75%	58%	75%	76%
	- A shower?	n=120	68%	29%	68%	61%
	- A free phone call?	n=120	45%	52%	45%	20%
	- Something to eat?	n=120	82%	70%	82%	63%
	- The chance to see someone from health care?	n=120	63%	65%	63%	76%
	- The chance to talk to a Listener or Samaritans?	n=120	46%	30%	46%	38%
	- Support from another prisoner (e.g. Insider or buddy)?	n=120	32%		32%	
	- None of these?	n=120	6%		6%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=120	68%		68%	
3.3	Did you feel safe on your first night here?	n=119	82%	66%	82%	85%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=114	64%	22%	64%	41%
	- Free PIN phone credit?	n=109	77%		77%	
	- Numbers put on your PIN phone?	n=112	84%		84%	
3.5	Have you had an induction at this prison?	n=113	91%	75%	91%	59%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=103	61%	54%	61%	80%

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ON THE WING					
4.1	Are you in a cell on your own?	n=120	77%		77%
4.2	Is your cell call bell normally answered within 5 minutes?	n=120	81%	22%	81%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=118	85%	47%	85%
	- Can you shower every day?	n=118	98%	73%	98%
	- Do you have clean sheets every week?	n=116	86%	60%	86%
	- Do you get cell cleaning materials every week?	n=117	84%	49%	84%
	- Is it normally quiet enough for you to relax or sleep at night?	n=118	75%	53%	75%
	- Can you get your stored property if you need it?	n=113	54%	18%	54%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=120	94%		94%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=117	69%		69%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=119	71%		71%
5.3	Does the shop / canteen sell the things that you need?	n=117	77%	48%	77%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=119	87%	72%	87%
6.2	Are there any staff here you could turn to if you had a problem?	n=119	83%	68%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=121	46%	28%	46%
6.4	Do you have a personal officer?	n=117	94%		94%
	<i>For those who have a personal officer:</i>				
6.4	Is your personal or named officer very / quite helpful?	n=110	66%		66%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=116	9%		9%
6.6	Do you feel that you are treated as an individual in this prison?	n=118	61%		61%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=119	50%		50%
	If so, do things sometimes change?	n=59	59%		59%
FAITH					
7.1	Do you have a religion?	n=119	72%	69%	72%
	<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=86	77%		77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=87	70%		70%
7.4	Are you able to attend religious services, if you want to?	n=88	91%		91%

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n=120</i>	53%		53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n=118</i>	39%	48%	39%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n=117</i>	98%		98%
8.4	Is it very / quite easy for your family and friends to get here?	<i>n=118</i>	49%		49%
8.5	Do you get visits from family/friends once a week or more?	<i>n=117</i>	52%		52%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	<i>n=88</i>	89%		89%
8.7	Are your visitors usually treated respectfully by staff?	<i>n=88</i>	88%		88%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=120</i>	98%		98%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	<i>n=117</i>	86%		86%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n=116</i>	17%	30%	17%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n=116</i>	7%	8%	7%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n=120</i>	7%		7%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n=120</i>	3%		3%
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n=120</i>	67%		67%
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n=118</i>	76%		76%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n=120</i>	80%		80%
9.7	Do you typically go to the gym twice a week or more?	<i>n=119</i>	80%		80%
9.8	Do you typically go to the library twice a week or more?	<i>n=119</i>	8%	5%	8%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n=97</i>	67%	52%	67%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	<i>n=119</i>	87%	71%	87%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	<i>n=109</i>	81%	45%	81%
	Are applications usually dealt with within 7 days?	<i>n=101</i>	81%	30%	81%
10.3	Is it easy for you to make a complaint?	<i>n=119</i>	50%	48%	50%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	<i>n=51</i>	51%	26%	51%
	Are complaints usually dealt with within 7 days?	<i>n=46</i>	65%	21%	65%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n=69</i>	38%		38%

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Number of completed questionnaires returned

n=number of valid responses to question (La Moye Prison 2017)

La Moye Prison 2017	All other English and Welsh local prisons	La Moye Prison 2017	La Moye Prison 2013
122	6,196	122	120

<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =109	73%		73%
	Attend legal visits?	<i>n</i> =100	82%		
	Get bail information?	<i>n</i> =83	39%		
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =108	44%	48%	44%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	<i>n</i> =117	69%		69%
	- Nurse?	<i>n</i> =111	82%		82%
	- Dentist?	<i>n</i> =112	23%		23%
	- Mental health workers?	<i>n</i> =108	32%		32%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	<i>n</i> =116	69%		69%
	- Nurse?	<i>n</i> =110	74%		74%
	- Dentist?	<i>n</i> =108	44%		44%
	- Mental health workers?	<i>n</i> =104	35%		35%
11.3	Do you have any mental health problems?	<i>n</i> =114	33%		33%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	<i>n</i> =38	45%		45%
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n</i> =119	71%		71%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	<i>n</i> =119	30%	30%	30%
	<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	<i>n</i> =36	42%		42%
12.3	Have you been on an ACCT in this prison?	<i>n</i> =98	9%		9%
	<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?	<i>n</i> =10	80%		80%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n</i> =115	64%		64%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	<i>n</i> =119	28%	22%	28%
	<i>For those who had / have an alcohol problem:</i>				
13.2	Have you been helped with your alcohol problem in this prison?	<i>n</i> =33	49%	52%	49%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n</i> =120	30%	35%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n</i> =119	3%	12%	3%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n</i> =120	4%		4%
	<i>For those who had / have a drug problem:</i>				
13.6	Have you been helped with your drug problem in this prison?	<i>n</i> =34	41%	56%	41%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n</i> =116	14%		14%
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n</i> =114	3%		3%

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La Moye Prison 2017	All other English and Welsh local prisons
122	6,196

La Moye Prison 2017	La Moye Prison 2013
122	120

Number of completed questionnaires returned

n=number of valid responses to question (La Moye Prison 2017)

SAFETY						
14.1	Have you ever felt unsafe here?	<i>n=120</i>	30%	53%	30%	18%
14.2	Do you feel unsafe now?	<i>n=120</i>	10%	25%	10%	4%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=111</i>	31%		31%	
	- Threats or intimidation?	<i>n=111</i>	22%		22%	
	- Physical assault?	<i>n=111</i>	11%		11%	
	- Sexual assault?	<i>n=111</i>	2%		2%	
	- Theft of canteen or property?	<i>n=111</i>	19%		19%	
	- Other bullying / victimisation?	<i>n=111</i>	15%		15%	
	- Not experienced any of these from prisoners here	<i>n=111</i>	58%	67%	58%	75%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=115</i>	43%		43%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=108</i>	22%		22%	
	- Threats or intimidation?	<i>n=108</i>	18%		18%	
	- Physical assault?	<i>n=108</i>	1%		1%	
	- Sexual assault?	<i>n=108</i>	1%		1%	
	- Theft of canteen or property?	<i>n=108</i>	4%		4%	
	- Other bullying / victimisation?	<i>n=108</i>	10%		10%	
	- Not experienced any of these from staff here	<i>n=108</i>	69%	67%	69%	74%
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=114</i>	57%		57%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=115</i>	56%		56%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=116</i>	47%		47%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=120</i>	4%	12%	4%	4%
	<i>For those who have been restrained in the last 6 months:</i>					
15.4	Did anyone come and talk to you about it afterwards?	<i>n=5</i>	40%		40%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=117</i>	7%	20%	7%	20%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>					
15.6	Were you treated well by segregation staff?	<i>n=7</i>	86%		86%	
	Could you shower every day?	<i>n=6</i>	67%		67%	
	Could you go outside for exercise every day?	<i>n=6</i>	50%		50%	
	Could you use the phone every day (if you had credit)?	<i>n=6</i>	83%		83%	

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Number of completed questionnaires returned

n=number of valid responses to question (La Moye Prison 2017)

	La Moye Prison 2017	All other English and Welsh local prisons	La Moye Prison 2017	La Moye Prison 2013
	122	6,196	122	120

EDUCATION, SKILLS AND WORK				
16.1	In this prison, is it easy to get into the following activities:			
	- Education?	n=115	65%	
	- Vocational or skills training?	n=110	56%	
	- Prison job?	n=114	53%	
	- Voluntary work outside of the prison?	n=110	0%	
	- Paid work outside of the prison?	n=113	2%	
16.2	In this prison, have you done the following activities:			
	- Education?	n=109	79%	67%
	- Vocational or skills training?	n=103	74%	75%
	- Prison job?	n=107	83%	85%
	- Voluntary work outside of the prison?	n=96	23%	
	- Paid work outside of the prison?	n=98	25%	
<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=86	65%	48%
	- Vocational or skills training?	n=76	68%	49%
	- Prison job?	n=89	54%	34%
	- Voluntary work outside of the prison?	n=22	59%	
	- Paid work outside of the prison?	n=24	67%	
16.3	Do staff encourage you to attend education, training or work?			
		n=106	59%	
PLANNING AND PROGRESSION				
17.1	Do you have a custody plan?			
		n=116	67%	
<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?			
		n=78	73%	
17.3	Are staff helping you to achieve your objectives or targets?			
		n=73	58%	
17.4	In this prison, have you done:			
	- Offending behaviour programmes?	n=67	42%	
	- Other programmes?	n=59	36%	
	- One to one work?	n=63	44%	
	- Been on a specialist unit?	n=59	14%	
	- ROTL - day or overnight release?	n=61	15%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=28	89%	
	- Other programmes?	n=21	91%	
	- One to one work?	n=28	86%	
	- Being on a specialist unit?	n=8	63%	
	- ROTL - day or overnight release?	n=9	56%	

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Number of completed questionnaires returned

La Moye Prison 2017	All other English and Welsh local prisons	La Moye Prison 2017	La Moye Prison 2013
122	6,196	122	120

n=number of valid responses to question (La Moye Prison 2017)

PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	n=121	27%		27%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	n=32	38%		38%	
18.3	Is anybody helping you to prepare for your release?	n=33	33%		33%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	n=32	56%		56%	
	- Getting employment?	n=31	58%		58%	
	- Setting up education or training?	n=29	41%		41%	
	- Arranging benefits?	n=32	59%		59%	
	- Sorting out finances?	n=31	65%		65%	
	- Support for drug or alcohol problems?	n=31	42%		42%	
	- Health / mental Health support?	n=31	39%		39%	
	- Social care support?	n=30	33%		33%	
	- Getting back in touch with family or friends?	n=30	47%		47%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	n=18	33%		33%	
	- Getting employment?	n=18	28%		28%	
	- Setting up education or training?	n=12	25%		25%	
	- Arranging benefits?	n=19	37%		37%	
	- Sorting out finances?	n=20	25%		25%	
	- Support for drug or alcohol problems?	n=13	31%		31%	
	- Health / mental Health support?	n=12	33%		33%	
	- Social care support?	n=10	30%		30%	
	- Getting back in touch with family or friends?	n=14	43%		43%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=117	56%		56%	

La Moye Prison 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

White prisoners' responses are compared with those of prisoners from black or minority ethnic groups

British nationals' responses are compared with those of foreign nationals

Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

Black and minority ethnic	White
19	99

Foreign national	British national
31	88

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%	4%	7%	2%
	Are you 50 years of age or older?	16%	23%	13%	25%
1.3	Are you from a minority ethnic group?			33%	10%
7.1	Are you Muslim?	17%	0%	3%	2%
11.3	Do you have any mental health problems?	12%	36%	24%	35%
12.1	Do you consider yourself to have a disability?	22%	31%	27%	31%
19.2	Are you a foreign national?	50%	19%		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%	3%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	84%	92%	97%	90%
2.4	Overall, were you treated very / quite well in reception?	84%	94%	100%	92%
2.5	When you first arrived, did you have any problems?	63%	86%	83%	81%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	42%	57%	70%	52%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	84%	83%	83%	83%
3.5	Have you had an induction at this prison?	89%	91%	93%	91%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	63%	61%	67%	60%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	84%	79%	74%	84%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	74%	88%	80%	87%
	- Can you shower every day?	100%	98%	100%	98%
	- Do you have clean sheets every week?	90%	86%	87%	86%
	- Do you get cell cleaning materials every week?	74%	85%	84%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	63%	77%	87%	73%
	- Can you get your stored property if you need it?	63%	52%	67%	51%

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Number of completed questionnaires returned

Black and minority ethnic	White
19	99

Foreign national	British national
31	88

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	78%	70%
5.3	Does the shop / canteen sell the things that you need?	63%	81%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	89%
6.2	Are there any staff here you could turn to if you had a problem?	72%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	46%
6.6	Do you feel that you are treated as an individual in this prison?	47%	64%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	63%	79%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	56%	75%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	53%	53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	32%	41%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	17%	17%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	7%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	67%	66%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	78%	91%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	93%	79%
10.3	Is it easy for you to make a complaint?	61%	47%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	52%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	70%	32%

63%	74%
65%	81%
83%	90%
74%	86%
45%	47%
52%	66%
84%	73%
64%	75%
61%	52%
23%	45%
100%	98%
95%	85%
14%	19%
3%	8%
72%	66%
87%	87%
89%	78%
48%	50%
43%	51%
43%	34%

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Number of completed questionnaires returned

Black and minority ethnic	White
19	99

Foreign national	British national
31	88

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	79%	67%
	- Nurse?	83%	82%
	- Dentist?	33%	22%
	- Mental health workers?	41%	31%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	0%	49%
11.5	Do you think the overall quality of the health services here is very / quite good?	58%	73%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	25%	40%
SAFETY			
14.1	Have you ever felt unsafe here?	42%	28%
14.2	Do you feel unsafe now?	26%	7%
14.3	Not experienced bullying / victimisation by other prisoners	63%	57%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	58%	39%
14.5	Not experienced bullying / victimisation by members of staff	68%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	59%	57%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	44%	60%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	35%	52%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	17%	5%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	58%	61%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	68%	68%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	58%	58%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	38%	33%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	29%	60%

76%	67%
89%	79%
15%	27%
28%	32%
29%	50%
68%	72%
56%	39%
32%	29%
10%	9%
56%	60%
53%	37%
68%	69%
61%	55%
50%	58%
32%	54%
3%	5%
7%	6%
65%	59%
69%	67%
63%	55%
33%	33%
57%	55%

La Moye Prison 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners aged 50 and over are compared with those of prisoners under 50.

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Number of completed questionnaires returned

	50 and over	Under 50
Number of completed questionnaires returned	26	96

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	4%
	Are you 50 years of age or older?		
1.3	Are you from a minority ethnic group?	12%	17%
7.1	Are you Muslim?	0%	3%
11.3	Do you have any mental health problems?	22%	35%
12.1	Do you consider yourself to have a disability?	44%	27%
19.2	Are you a foreign national?	15%	29%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	96%	90%
2.4	Overall, were you treated very / quite well in reception?	96%	92%
2.5	When you first arrived, did you have any problems?	92%	78%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	60%	55%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	88%	81%
3.5	Have you had an induction at this prison?	87%	92%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	55%	63%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	83%	80%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	100%	81%
	- Can you shower every day?	96%	99%
	- Do you have clean sheets every week?	84%	87%
	- Do you get cell cleaning materials every week?	83%	84%
	- Is it normally quiet enough for you to relax or sleep at night?	76%	75%
	- Can you get your stored property if you need it?	68%	50%

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

Number of completed questionnaires returned

	50 and over	Under 50
Number of completed questionnaires returned	26	96

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	84%	67%
5.3	Does the shop / canteen sell the things that you need?	83%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	96%	85%
6.2	Are there any staff here you could turn to if you had a problem?	81%	84%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	50%	44%
6.6	Do you feel that you are treated as an individual in this prison?	68%	59%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	63%	81%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	85%	66%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	56%	53%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	39%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	12%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	9%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	69%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	85%	87%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	87%	79%
10.3	Is it easy for you to make a complaint?	50%	50%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	75%	47%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	17%	42%

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

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

Number of completed questionnaires returned

	50 and over	Under 50
	26	96

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	77%	67%
	- Nurse?	79%	83%
	- Dentist?	18%	24%
	- Mental health workers?	24%	33%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	67%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	88%	66%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	64%	32%
SAFETY			
14.1	Have you ever felt unsafe here?	15%	34%
14.2	Do you feel unsafe now?	8%	11%
14.3	Not experienced bullying / victimisation by other prisoners	74%	53%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	54%	40%
14.5	Not experienced bullying / victimisation by members of staff	77%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	75%	52%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	64%	53%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	56%	45%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	9%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	73%	56%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	70%	67%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	57%	58%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	50%	32%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	54%	56%

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
37	77

Have a disability	Do not have a disability
36	83

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	67%	75%
5.3	Does the shop / canteen sell the things that you need?	74%	79%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	83%	88%
6.2	Are there any staff here you could turn to if you had a problem?	81%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	43%	48%
6.6	Do you feel that you are treated as an individual in this prison?	57%	63%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	78%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	65%	76%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	54%	54%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	43%	38%
8.3	Are you able to use a phone every day (if you have credit)?	94%	100%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	85%	89%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	23%	16%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	7%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	71%	64%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	76%	92%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	74%	84%
10.3	Is it easy for you to make a complaint?	57%	46%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	41%	39%

57%	77%
67%	81%
77%	92%
74%	88%
47%	46%
47%	68%
71%	82%
68%	74%
47%	56%
49%	35%
94%	100%
81%	90%
31%	11%
9%	6%
52%	72%
78%	92%
70%	87%
50%	51%
40%	60%
48%	33%

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

Mental health problems	No mental health problems
37	77

Have a disability	Do not have a disability
36	83

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	61%	74%
	- Nurse?	85%	80%
	- Dentist?	21%	25%
	- Mental health workers?	33%	32%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	49%	
11.5	Do you think the overall quality of the health services here is very / quite good?	70%	72%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	41%	46%
SAFETY			
14.1	Have you ever felt unsafe here?	43%	25%
14.2	Do you feel unsafe now?	11%	9%
14.3	Not experienced bullying / victimisation by other prisoners	44%	62%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	36%	45%
14.5	Not experienced bullying / victimisation by members of staff	73%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	56%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	50%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	54%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	8%	3%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	7%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	61%	64%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	58%	72%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	60%	57%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	40%	32%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	54%	53%

60%	74%
85%	82%
9%	30%
30%	32%
41%	50%
64%	73%
43%	
47%	22%
19%	5%
46%	63%
49%	40%
63%	73%
68%	53%
40%	63%
31%	56%
8%	2%
9%	6%
50%	65%
62%	69%
50%	63%
22%	38%
46%	60%

La Moye Prison 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who have served in the armed forces are compared with those of prisoners who have not.

Please note that this analysis is based on summary data from selected survey questions only.

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

Number of completed questionnaires returned

Veterans	Non-veterans
16	104

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	4%
	Are you 50 years of age or older?	25%	21%
1.3	Are you from a minority ethnic group?	27%	15%
7.1	Are you Muslim?	6%	2%
11.3	Do you have any mental health problems?	27%	33%
12.1	Do you consider yourself to have a disability?	40%	29%
19.2	Are you a foreign national?	44%	23%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	13%	0%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	94%	90%
2.4	Overall, were you treated very / quite well in reception?	100%	91%
2.5	When you first arrived, did you have any problems?	81%	80%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	54%	55%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	69%	84%
3.5	Have you had an induction at this prison?	93%	91%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	64%	61%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	75%	81%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	88%	84%
	- Can you shower every day?	93%	99%
	- Do you have clean sheets every week?	64%	89%
	- Do you get cell cleaning materials every week?	87%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	60%	78%
	- Can you get your stored property if you need it?	64%	52%

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

Number of completed questionnaires returned

	Veterans	Non-veterans
Number of completed questionnaires returned	16	104

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	67%	72%
5.3	Does the shop / canteen sell the things that you need?	69%	78%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	88%	87%
6.2	Are there any staff here you could turn to if you had a problem?	67%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	44%	46%
6.6	Do you feel that you are treated as an individual in this prison?	60%	61%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	86%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	86%	68%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	63%	52%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	21%	42%
8.3	Are you able to use a phone every day (if you have credit)?	100%	98%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	92%	87%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	13%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	7%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	83%	64%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	93%	85%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	71%	82%
10.3	Is it easy for you to make a complaint?	44%	51%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	51%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	39%

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

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

Number of completed questionnaires returned

	Veterans	Non-veterans
Number of completed questionnaires returned	16	104

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	81%	68%
	- Nurse?	80%	82%
	- Dentist?	36%	22%
	- Mental health workers?	55%	29%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	67%	44%
11.5	Do you think the overall quality of the health services here is very / quite good?	88%	69%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	43%	41%
SAFETY			
14.1	Have you ever felt unsafe here?	44%	28%
14.2	Do you feel unsafe now?	13%	10%
14.3	Not experienced bullying / victimisation by other prisoners	40%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	53%	41%
14.5	Not experienced bullying / victimisation by members of staff	71%	68%
14.6	If you were being bullied / victimised by staff here, would you report it?	75%	55%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	47%	48%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	7%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13%	6%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	50%	61%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	86%	65%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	46%	60%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	60%	29%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	46%	56%

La Moye Prison 2017

Comparison of survey responses from different residential locations

In this table responses from J Wing is compared with those from K and L Wings.

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

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

Vulnerable prisoner unit (J Wing)	K & L Wing
37	85

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	4%
	Are you 25 years of age or younger?	16%	7%
	Are you 50 years of age or older?	27%	19%
	Are you 70 years of age or older?	11%	0%
1.3	Are you from a minority ethnic group?	23%	13%
1.4	Have you been in this prison for less than 6 months?	17%	44%
1.5	Are you currently serving a sentence?	89%	71%
	Are you on recall?	0%	0%
1.6	Is your sentence less than 12 months?	14%	13%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	0%
7.1	Are you Muslim?	3%	2%
11.3	Do you have any mental health problems?	29%	34%
12.1	Do you consider yourself to have a disability?	39%	27%
19.1	Do you have any children under the age of 18?	57%	43%
19.2	Are you a foreign national?	33%	23%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
19.4	Have you ever been in the armed services?	19%	11%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	12%	4%
19.7	Do you identify as transgender or transsexual?	0%	3%

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

Vulnerable prisoner unit (J Wing)	
K & L Wing	
Number of completed questionnaires returned	
37	85

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	30%	35%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	73%	77%
2.3	When you were searched in reception, was this done in a respectful way?	87%	93%
2.4	Overall, were you treated very / quite well in reception?	87%	95%
2.5	When you first arrived, did you have any problems?	94%	75%
2.5	Did you have problems with:		
	- Getting phone numbers?	25%	24%
	- Contacting family?	31%	17%
	- Arranging care for children or other dependents?	0%	4%
	- Contacting employers?	3%	4%
	- Money worries?	42%	35%
	- Housing worries?	19%	17%
	- Feeling depressed?	69%	35%
	- Feeling suicidal?	17%	4%
	- Other mental health problems?	19%	11%
	- Physical health problems?	14%	16%
	- Drugs or alcohol (e.g. withdrawal)?	31%	20%
	- Getting medication?	11%	18%
	- Needing protection from other prisoners?	19%	1%
	- Lost or delayed property?	22%	11%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	53%	58%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	53%	79%
	- Toiletries / other basic items?	69%	77%
	- A shower?	58%	71%
	- A free phone call?	47%	44%
	- Something to eat?	83%	81%
	- The chance to see someone from health care?	67%	61%
	- The chance to talk to a Listener or Samaritans?	61%	39%
	- Support from another prisoner (e.g. Insider or buddy)?	39%	29%
	- None of these?	8%	5%
3.2	On your first night in this prison, was your cell very / quite clean?	68%	68%

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

Vulnerable prisoner unit (J Wing)	
K & L Wing	
Number of completed questionnaires returned	
37	85

3.3	Did you feel safe on your first night here?	75%	86%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	53%	69%
	- Free PIN phone credit?	85%	73%
	- Numbers put on your PIN phone?	86%	83%
3.5	Have you had an induction at this prison?	83%	95%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	63%	60%
ON THE WING			
4.1	Are you in a cell on your own?	73%	78%
4.2	Is your cell call bell normally answered within 5 minutes?	81%	81%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	89%	83%
	- Can you shower every day?	95%	100%
	- Do you have clean sheets every week?	92%	84%
	- Do you get cell cleaning materials every week?	84%	84%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	79%
	- Can you get your stored property if you need it?	66%	49%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	92%	95%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	64%	72%
5.2	Do you get enough to eat at meal-times always / most of the time?	72%	70%
5.3	Does the shop / canteen sell the things that you need?	78%	77%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	84%	89%
6.2	Are there any staff here you could turn to if you had a problem?	76%	87%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	43%	46%
6.4	Do you have a personal officer?	100%	91%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	76%	60%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	6%	10%
6.6	Do you feel that you are treated as an individual in this prison?	56%	63%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	61%	45%
	If so, do things sometimes change?	46%	68%

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

Vulnerable prisoner unit (J Wing)	K & L Wing
37	85

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	75%	71%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	89%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	70%
7.4	Are you able to attend religious services, if you want to?	96%	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	60%	51%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	44%	37%
8.3	Are you able to use a phone every day (if you have credit)?	97%	99%
8.4	Is it very / quite easy for your family and friends to get here?	76%	37%
8.5	Do you get visits from family/friends once a week or more?	76%	41%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	84%	91%
8.7	Are your visitors usually treated respectfully by staff?	88%	88%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	97%	98%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	86%	85%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	14%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	11%	5%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	5%	7%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	3%	2%
9.4	Do you have time to do domestics more than 5 days in a typical week?	62%	69%
9.5	Do you get association more than 5 days in a typical week, if you want it?	83%	74%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	87%	77%
9.7	Do you typically go to the gym twice a week or more?	76%	82%
9.8	Do you typically go to the library twice a week or more?	5%	10%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	71%	65%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	89%	86%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	77%	82%
	Are applications usually dealt with within 7 days?	76%	84%

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10.3	Is it easy for you to make a complaint?	56%	47%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	45%	55%
	Are complaints usually dealt with within 7 days?	68%	63%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	50%	30%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	83%	69%
	Attend legal visits?	91%	78%
	Get bail information?	52%	32%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	47%	42%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	72%	68%
	- Nurse?	85%	81%
	- Dentist?	29%	21%
	- Mental health workers?	36%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	81%	64%
	- Nurse?	79%	71%
	- Dentist?	59%	38%
	- Mental health workers?	45%	30%
11.3	Do you have any mental health problems?	29%	34%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	36%	48%
11.5	Do you think the overall quality of the health services here is very / quite good?	73%	70%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	39%	27%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	27%	52%
12.3	Have you been on an ACCT in this prison?	8%	10%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	67%	86%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	74%	60%

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ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	16%	33%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	50%	48%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	19%	35%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	4%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	3%	5%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	57%	37%
13.7	Is it very / quite easy to get illicit drugs in this prison?	17%	12%
13.8	Is it very / quite easy to get alcohol in this prison?	3%	3%
SAFETY			
14.1	Have you ever felt unsafe here?	43%	24%
14.2	Do you feel unsafe now?	14%	8%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	47%	23%
	- Threats or intimidation?	32%	17%
	- Physical assault?	15%	9%
	- Sexual assault?	3%	1%
	- Theft of canteen or property?	38%	10%
	- Other bullying / victimisation?	18%	14%
	- Not experienced any of these from prisoners here	41%	65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	53%	38%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	27%	20%
	- Threats or intimidation?	33%	11%
	- Physical assault?	0%	1%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	12%	0%
	- Other bullying / victimisation?	18%	7%
	- Not experienced any of these from staff here	58%	73%
14.6	If you were being bullied / victimised by staff here, would you report it?	58%	57%

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BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	51%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	51%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	3%	5%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	0%	50%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	6%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	50%	100%
	Could you shower every day?	0%	100%
	Could you go outside for exercise every day?	50%	50%
	Could you use the phone every day (if you had credit)?	50%	100%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	72%	62%
	- Vocational or skills training?	55%	57%
	- Prison job?	34%	61%
	- Voluntary work outside of the prison?	0%	0%
16.2	In this prison, have you done the following activities:		
	- Education?	87%	75%
	- Vocational or skills training?	82%	70%
	- Prison job?	82%	84%
	- Voluntary work outside of the prison?	33%	18%
	- Paid work outside of the prison?	36%	19%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	72%	61%
	- Vocational or skills training?	75%	65%
	- Prison job?	52%	55%
	- Voluntary work outside of the prison?	50%	67%
	- Paid work outside of the prison?	64%	69%
16.3	Do staff encourage you to attend education, training or work?	62%	58%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	77%	63%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	70%	75%
17.3	Are staff helping you to achieve your objectives or targets?	59%	57%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	44%	41%
	- Other programmes?	33%	37%
	- One to one work?	36%	49%
	- Been on a specialist unit?	19%	11%
	- ROTL - day or overnight release?	19%	13%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	90%	89%
	- Other programmes?	100%	86%
	- One to one work?	88%	85%
	- Being on a specialist unit?	50%	75%
	- ROTL - day or overnight release?	50%	60%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	22%	30%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	38%	38%
18.3	Is anybody helping you to prepare for your release?	25%	36%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	63%	54%
	- Getting employment?	86%	50%
	- Setting up education or training?	57%	36%
	- Arranging benefits?	88%	50%
	- Sorting out finances?	75%	61%
	- Support for drug or alcohol problems?	43%	42%
	- Health / mental Health support?	63%	30%
	- Social care support?	43%	30%
	- Getting back in touch with family or friends?	57%	44%

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18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	20%	39%
	- Getting employment?	33%	25%
	- Setting up education or training?	25%	25%
	- Arranging benefits?	43%	33%
	- Sorting out finances?	17%	29%
	- Support for drug or alcohol problems?	0%	40%
	- Health / mental Health support?	20%	43%
	- Social care support?	33%	29%
	- Getting back in touch with family or friends?	25%	50%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	53%