

Report on an unannounced inspection of

HMP & YOI Rochester

by HM Chief Inspector of Prisons

23 October–3 November 2017

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Any enquiries regarding this publication should be sent to us at the address below or:
hmiprisons.enquiries@hmiprisons.gsi.gov.uk

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Clive House
5th Floor
70 Petty France
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England

Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	21
Section 2. Respect	29
Section 3. Purposeful activity	43
Section 4. Rehabilitation and release planning	49
Section 5. Summary of recommendations and good practice	55
Section 6. Appendices	59
Appendix I: Inspection team	59
Appendix II: Progress on recommendations from the last report	61
Appendix III: Care Quality Commission Requirement Notice	69
Appendix IV: Prison population profile	71
Appendix V: Prisoner survey methodology and results	75

Glossary of terms

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

Introduction

HMP Rochester is a category C training and resettlement prison in Kent holding 733 adult and young adult male prisoners. The prison was originally built in 1874 but was rebuilt in the first decade of the 20th century as a borstal institution. The large and sprawling site had a mix of relatively new and old accommodation. The older accommodation was particularly poor, which led to the announcement in March 2017 that the prison would close and be completely redeveloped. The recent increase in the prison population, however, led to a further announcement in July that the closure would be delayed until 2019. This process had caused significant disruption and displacement of resources at the prison, and real uncertainty about its future.

At our last inspection in 2015, we found a prison that was failing to deliver acceptable outcomes in all four of our healthy prison tests. Given the closure notice and ongoing uncertainty about the prison's future, we were encouraged at this inspection to see progress in some key areas – to the great credit of the governor and his team. More needed to be done to embed and consolidate the progress made, but this had been achieved despite the uncertainties referred to.

The prison was calmer than before, and poor behaviour was being more proactively challenged. Most men we met during the inspection and who completed our survey reported that they felt safe. Illegal drugs remained a big problem, and a major challenge, but the prison was better focused on these issues. Processes that supported behaviour management were all used frequently, and included the incentives and earned privileges (IEP) scheme, adjudications, use of force and segregation. Some elements needed tighter oversight, particularly the use of special cells, which was too high. There had been no deaths in custody since our last visit, and some lessons seemed to have been learned from previous incidents. Support for the most vulnerable men in the population was generally good, but was mixed for some in crisis who were being managed under the assessment, care in custody and teamwork (ACCT) case management process for prisoners at risk of suicide or self-harm.

The prison was generally respectful, with much improved staff-prisoner relationships and better management of equality and diversity work and complaints. Health care was reasonable overall, but there were ongoing problems with the management of medication and some waiting lists were too long. Much of the living accommodation was unacceptable, and C wing resembled a derelict building. Many cells were cramped, grubby, poorly maintained and without decent furniture, and we again found many offensive displays on walls. While the prison had made efforts to mitigate some aspects, the living environment overall was not suitable and the accommodation needed to be closed. HM Prison and Probation Service (HMPPS) also appeared to have reached this conclusion with the closure notice earlier last year. Despite the postponement of this decision in July, we would encourage HMPPS to revisit this issue at the very earliest opportunity.

The regime suffered from insufficient staff to run a full regime, exacerbated by a significant number of operational and specialist staff leaving the prison after the closure notice. The governor had implemented a restricted regime, which meant men at least had a period of reliable time out of cell each day, prioritising attendance at activities. While vocational training programmes and some education courses were good, many men were employed in workplaces and industries that offered very little training or personal development. Time out of cell overall was insufficient, and many regime activity places were not being run because of staffing shortages. We found far more men than at the last inspection locked up during the working day with nothing useful to do.

Strategic management of work to rehabilitate men held had improved since the last inspection, and despite around three-quarters of men arriving at Rochester without an offender assessment system (OASys) document, the backlog was now well managed and inroads were being made. It was good to see release on temporary licence (ROTL) beginning to be used to promote stronger family ties, and we would encourage the prison to develop this further to assist men in gaining employment on

release. Nevertheless, important elements of offender management work and support for men in reducing their risk of harm and preparing them for release were not good enough.

Uncertainty about the prison's future was having a huge impact on outcomes and well-being at Rochester. The prison was, however, very well led, and had clear and achievable plans to mitigate the impact of the uncertainty and improve areas within the governor's control. Commendable progress had already been made in this regard. We would encourage whatever support or clarity can be provided to ensure any potential deterioration is avoided, and we leave the prison with a number of recommendations which we hope will assist.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

January 2018

Fact page

Task of the establishment

A category C resettlement prison for adult men and young offenders.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 744

Certified normal capacity: 802

Operational capacity: 754

Notable features from this inspection

Significant disruption caused by the closure notice, and then its subsequent postponement.

High levels of need on arrival at the prison.

A more proactive focus on making the prison safer.

Frequent use of special accommodation.

Some accommodation very poor.

Good staff-prisoner relationships and a better focus than we normally see on equality and diversity.

In our survey 99% said they could access phones every day.

Staffing problems affecting time out of cell and activities.

Over two-thirds of men arriving without an offender assessment system document

Prison status and key providers

Public

Physical health provider: Oxleas NHS Foundation Trust

Mental health provider: Oxleas NHS Foundation Trust

Substance misuse provider: The Forward Trust

Learning and skills provider: Novus

Community rehabilitation company (CRC): Kent, Surrey and Sussex CRC

Escort contractor: GEOAmev

Region

Kent and Essex

Brief history

Rochester prison was originally built in 1874 on a former military site above the Medway River. It was rebuilt in the early 20th century as a borstal institution. Its pioneering methods were used as a model for other borstal institutions, which were given statutory authority in 1908 and lasted until their abolition in 1983, when Rochester was converted to a youth custody centre. In 1988, it became a remand centre for Kent courts and sentenced category C and D adult men. Further changes in its role resulted in a mixed site holding immigration detainees, as well as providing a resettlement unit for adult male prisoners at the end of their sentence and a remand and allocation centre for under 21-year-old males. In June 2011, Rochester became a dual-purpose site catering for male young

offenders and adult category C offenders. In March 2017 HM Prison and Probation Service decided to close Rochester and redevelop the site by building a new, larger prison. In July 2017, the closure was postponed until 2019, when it might still be redeveloped as part of the prison reform programme.

Short description of residential units

There were nine residential units. A wing was a drug recovery unit, E wing, the first night centre and C wing, a community development unit for men having difficulties on other wings. The other six (D, E, F, G, H and R) provided general accommodation.

Name of governor and date in post

James Carmichael – January 2016

Independent Monitoring Board chair

Susan Fitzjohn

Date of last inspection

1–11 September 2015

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

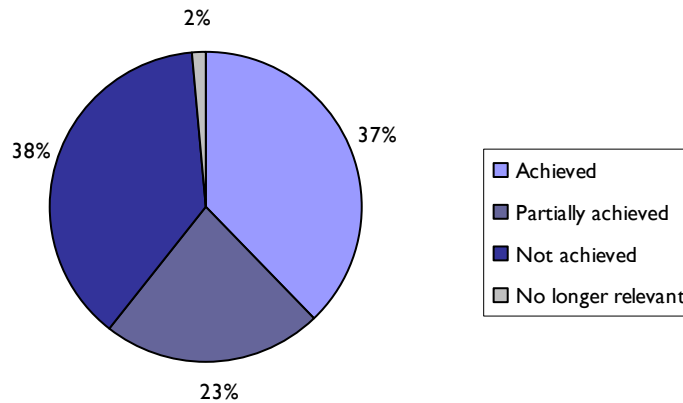
¹ <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

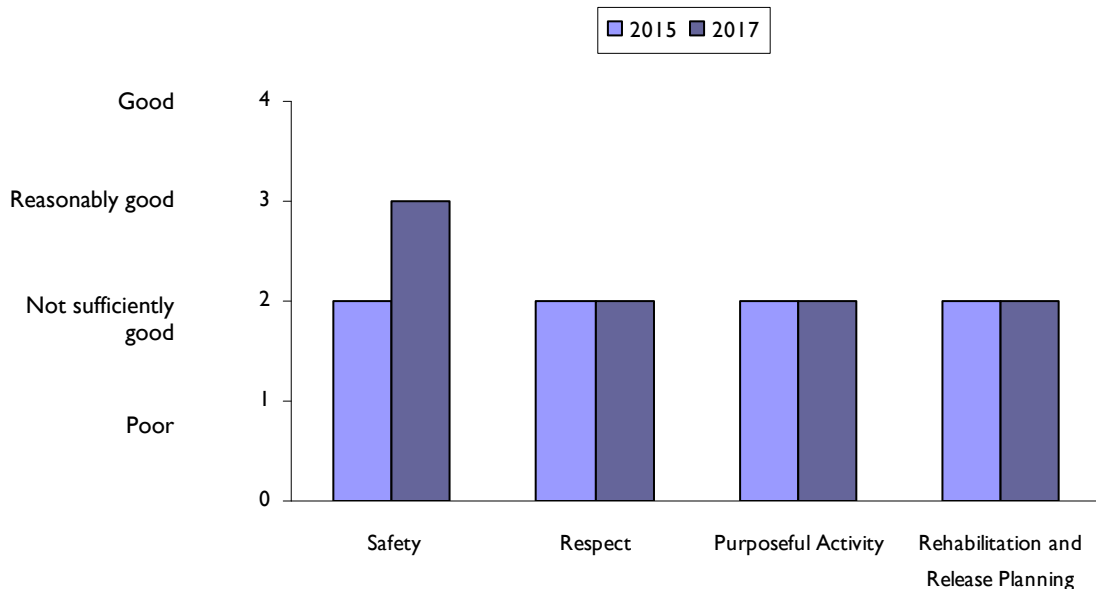
- S1 We last inspected HMP & YOI Rochester in 2015 and made 66 recommendations overall. The prison fully accepted 60 of the recommendations and partially (or subject to resources) accepted six. It did not reject any of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 25 of those recommendations, partially achieved 15 recommendations and not achieved 25 recommendations. One recommendation was no longer relevant.

Figure 1: HMP & YOI Rochester progress on recommendations from last inspection (n=66)



- S3 Since our last inspection outcomes for prisoners stayed the same in all healthy prison areas apart from Safety which had improved. Outcomes were not sufficiently good in each healthy prison area, except for safety where outcomes were reasonably good.

Figure 2: HMP & YOI Rochester healthy prison outcomes 2015 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 *Most journeys to the prison were short and support during prisoners' early days at the prison was reasonable. The prison was calmer than at the last inspection and the number of assaults had not increased. Antisocial behaviour was being more robustly managed. Security focused well on the presenting challenges but the positive drug test rate was high. Use of force was also high but appeared proportionate, although aspects of governance needed to be better. Few men were held in segregation for their own protection. Special cells were being used too often and for too long. There had been no self-inflicted deaths since the last inspection. Work was ongoing to improve support for the most vulnerable men, but the care provided was not consistently good enough. Adult safeguarding arrangements were underdeveloped. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S5 *At the last inspection in 2015 we found that outcomes for prisoners in Rochester were not sufficiently good against this healthy prison test. We made 17 recommendations in the area of safety.⁴ At this inspection we found that four of the recommendations had been achieved, six had been partially achieved and seven had not been achieved.*

S6 Journeys to the prison were generally short. Men arriving were not kept waiting on secure vehicles but were subsequently kept in reception for too long. The reception was clean and tidy. Property was well managed. Peer workers were used well – they welcomed new arrivals and informed them about the prison. The reception interview was confidential, thorough and identified needs effectively. Most men felt safe on their first night. Wing staff knew who new arrivals were and where they were located, but no additional first night checks took place. Access to kit was reasonable, but the first night cells we saw were poor. Showers and phone calls were not routinely available. The peer-led induction was engaging, but induction sessions were not systematically tracked to ensure men completed all the elements.

S7 The senior management team had put considerable energy into making the prison safer and there was now a more proactive approach to confronting poor behaviour than seen at the previous inspection. The number of assaults, however, remained similar. Records indicated a significant spike in incidents during the period after the closure announcement. However, in the most recent quarter prior to the inspection, levels of violence, as well as the use of force and segregation, had declined with relatively few prisoners in our survey saying they felt unsafe. Perpetrators of violence and antisocial behaviour were better identified than previously, but the monitoring of perpetrators needed to be better. Support for victims was good and violence reduction prisoner representatives provided valuable support to all prisoners. We found none of the prisoners were isolating themselves, a significant improvement since our previous inspection. The incentives and earned privileges (IEP) scheme was being used to manage less serious anti-social behaviour. However, the management of the IEP scheme needed to improve as some prisoners accumulated several warnings before having a review.

S8 The number of adjudications had risen sharply. Records showed they were conducted fairly. Funding had been obtained so that all first time offenders with substance misuse problems could be referred to a six-week programme to divert them away from drug use as an alternative to punishment and all men with a substance misuse issue who were adjudicated were referred to a source of support. Management oversight of adjudications and use of

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.

force were sporadic. Data collection relating to behaviour management was reasonable, but analysis and follow-up was limited.

- S9 Use of force had increased since the last inspection and almost 70% of incidents involved the use of full restraint. Some aspects of quality assurance for use of force required improvement, although most incident records were now up to date. Our sample of incident records indicated that force was used as a last resort and that de-escalation was evident. The same was not true of the use of special accommodation, where records did not appear to justify usage in all circumstances. Similarly, oversight was poor, use of strip-clothing was too prevalent and prisoners stayed there too long.
- S10 The use of segregation had increased and was high. The physical environment had improved slightly but the regime remained poor for most. Few prisoners remained in segregation for long periods and some excellent support was offered to those with complex needs. Reviews were timely and always multidisciplinary, but target setting was perfunctory. Too many prisoners on open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had been segregated without sufficient justification.
- S11 Physical security was appropriate and some enhancements had been made to address the vulnerable perimeter. Managers and staff were aware of the main threats relating to mobile phones and drugs, but more needed to be done to ensure all staff knew their role in addressing security matters. Relationships between security and safer custody had improved and information-sharing was good. Intelligence-led searching had improved considerably, although not all suspicion drug tests were carried out. The use of new psychoactive substances (NPS) (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects) was not having as big an impact on the prison as at the last inspection, but drug use remained a significant issue. In our survey, 55% of prisoners said it was easy or very easy to get illicit drugs in the prison. Random mandatory drug testing (MDT) was up to date. The MDT positive rate was high at 22%, increasing to 33% when NPS were included.
- S12 There had been no deaths in custody since our last inspection and recommendations from earlier Prisons and Probation Ombudsman reports had been implemented. Rates of self-harm and open ACCTs were slightly higher than we would have expected, reflecting the population's significant level of need. Staff understood they had a responsibility to care for men in crisis. Men at risk of self-harming were identified well. ACCT documentation had improved, but there was still not enough evidence of meaningful interactions between staff and men. Care plans were not always followed up effectively and case reviews were usually not multidisciplinary. In our survey, less than half of those on an ACCT felt well supported. There were enough Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and they were well supported, but the lack of Listener suites was problematic. Constant supervision took place too frequently. Governance of the process was inadequate and there was very little evidence that alternatives had been considered. Staff undertook some good work with men who had complex needs, but it needed to be better coordinated, and links with the local authority were underdeveloped.

Respect

S13 *Staff-prisoner relationships were good. The state of cellular accommodation across the prison was very poor and some cells were unacceptable. Efforts had been made to improve communal areas, and the grounds were pleasant. The prison had made good efforts to provide men with the basics required for everyday life. The food was unpopular and men supplemented it through the prison shop. Complaints were generally well managed. Equality and diversity work had benefited from a good focus on protected characteristics. Health care provision was reasonably good overall, but social care arrangements needed to improve. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S14 *At the last inspection in 2015 found that outcomes for prisoners in Rochester were not sufficiently good against this healthy prison test. We made 22 recommendations in the area of respect. At this inspection we found that eight of the recommendations had been achieved, five had been partially achieved, eight had not been achieved and one was no longer relevant.*

S15 Interactions between managers, officers and prisoners were generally positive and had benefited from the governor's example and clear expectations. Most staff we observed treated prisoners with respect, and appeared to show an interest in them. However, we did see some staff and managers who were not sufficiently proactive. Many of the staff group were relatively new, but despite this, we found evidence that staff challenged prisoners' poor behaviour, which was an improvement since the previous inspection. The personal officer scheme had also been improved. P-Nomis records (the Prison Service IT system) showed balance and referred to the prisoner's needs as well as behaviour.

S16 The prison environment had been deteriorating for several years and much accommodation, even relatively new accommodation, was either decrepit or in poor condition. There were serious longstanding problems with repairs and maintenance. Living conditions in the older accommodation were poor and sections of C wing resembled a derelict building. Many cells across the prison were grubby and poorly equipped. The facilities on H wing and parts of the newer accommodation were better, but prisoners located there were in cramped cells. The prison still had no control over in-cell offensive displays. However, the grounds were now neat and tidy. Since the last inspection, there had been improvements in some key areas. In our survey, for example, prisoners responded more positively than the comparator when asked about access to showers, clean and suitable clothing and sheets. Communal areas on wings looked better than previously.

S17 Most prisoners commented negatively about the quality and quantity of the food and many men relied on or supplemented their meals with products they purchased from the shop. Prisoners made good use of the toasters and microwave equipment on the wings. Men were generally positive about the range of items available in the shop.

S18 Prisoners were consulted about their everyday life and we saw some changes brought in as a result of these discussions. Meetings were well attended by staff and prisoner representatives but they did not take place every month as scheduled. Prisoners were generally positive about the way the application system worked and in our survey, 67% thought applications were handled fairly. Complaints were dealt with promptly and the replies we examined were helpful and respectful. The full range of complaint forms was not immediately accessible.

S19 The governor had identified equality and diversity as a priority and there was now a more strategic approach to the work, which had resulted in improvements since the previous inspection. Data collection and analysis was better than previously and the prison had identified a number of concerns, some of which had been investigated and resolved. A wide

range of regular prisoner focus groups had taken place during 2017. As a result, some important areas for improvement had been identified and addressed. Several excellent awareness-raising and celebratory events had raised the profile of equality and diversity and improved staff's and prisoners' knowledge and understanding of those with protected characteristics. The number of discrimination incident reporting forms received had risen considerably and was now similar to what we would have expected. Investigations and responses were improving over time and were now at least reasonable. Some provision for protected characteristic groups was very new and needed to be embedded and other activities were still being planned. We did not find any examples of discrimination, but the prison needed to ensure good outcomes were delivered, particularly for vulnerable men with disabilities. Black and minority ethnic men were more negative about staff; the prison needed to explore the reasons for this.

- S20 Chaplains were well integrated into the life of the prison and in our survey, around three-quarters of men were satisfied with the religious support they received. There were chaplains for most faiths and a range of classes.
- S21 While patients we spoke to were broadly complimentary about staff, too many were negative about getting access to health services. Clinical governance was mostly effective but the relationship between the health care department and the prison needed to be strengthened. The range of primary care services was appropriate, but the waiting time for the optician was excessive and the lack of nurse-led triage clinics increased the waiting time for the GP.
- S22 Health care staff assessed and identified men with individual social care needs efficiently, but not all men who needed a care plan had one. Links with the local authority were poor.
- S23 The mental health provision was generally good. Recent recruitment had improved the capacity of the mental health in-reach team and the Dickens Therapy Centre.
- S24 The prison had started to implement an enhanced strategic approach to substance misuse. Substance misuse services remained good despite the instability created by the prison's proposed closure and significant staffing shortages.
- S25 Medication administration was not confidential and queues were not sufficiently well supervised. Medication was not always managed adequately. Dental provision was generally good. However, some improvements were required to strengthen governance to ensure the quality of the service was sufficient.

Purposeful activity

- S26 *Time out of cell was not sufficient. Nevertheless, the regime had been stabilised and men were getting a predictable amount of time out of their cell each day. We found far more men than previously locked up during the working day. Ofsted judged that provision required improvement overall. There were insufficient activity places to occupy all the men held, and the range was too narrow. Attendance at activities had improved, but punctuality needed to be better. Careers advice was very good. The large number of men employed in prison workshops could not achieve accreditation. Outcomes were mixed, but teaching and learning were generally good. **Outcomes for prisoners were not sufficiently good against this healthy prison test***
- S27 *At the last inspection in 2015 we found that outcomes for prisoners in Rochester were not sufficiently good against this healthy prison test. We made 14 recommendations in the area of purposeful activity. At this inspection we found that nine of the recommendations had been achieved and five had not been achieved.*
- S28 The provision of purposeful activity was being hampered by staffing shortages, in no small part resulting from the prison closure announcement earlier in the year. While the governor was seeking to mitigate the consequences, it was having a significant impact on the regime being offered.
- S29 Although the regime was now predictable, the restricted regime meant prisoners did not have sufficient time out of their cells. In our roll checks, we found around 30% of prisoners locked up during the working day.
- S30 Exercise yards remained stark and in our survey only 52% of men said they could exercise outside more than five days a week. The library was welcoming, well stocked and well used. The computing facilities were popular and prisoners had access to good gym facilities and an appropriate range of activities, but they could not achieve employment-related qualifications. Prisoners could participate in creative activities, including music, art, film and media.
- S31 During the inspection, there were not enough activity places for all prisoners, and unemployment averaged about 80. The number of unauthorised absences had significantly declined and attendance was now generally good. Staffing shortages meant only about half of the planned education course places were available; they had also led to a reduction in the prison-managed work provision. The range of courses offered by Novus was too narrow and did not provide sufficient progression opportunities. Teaching and vocational training facilities were under-used. An excellent welding workshop and most of the information and communications technology (ICT) facilities were out of use and ICT and business courses were suspended.
- S32 The new education manager had a clear strategy for developing and improving the provision. Observation of teaching and learning had improved and was good. Prison managers communicated well with Novus to monitor the provision and the contract for education and training. The self-assessment report was robust and provided a good basis for planning improvements. The National Careers Service provision was good. There was also an impressive range of activities to support men seeking employment on release.
- S33 Most teaching and training were good, but some teachers did not make good use of individual learning plans and some learning resources in education required improvement. Some feedback on students' written work was poor and good standards of written English were not consistently reinforced. Arrangements for providing additional learning support were weak – learning support plans lacked detail and it was often not clear what support was

provided. In vocational training, staff planned activities well and assessed learners' knowledge and understanding frequently. However, the qualifications offered did not fully accredit the skills demonstrated by learners or promote progression. Prison workshops offered few opportunities for accreditation or for men's skills development to be recognised. Arrangements for supporting Open University and distance learning students required improvement. The application and enrolment process was well managed, but no academic or study skills support was available for learners.

- S34 Learners behaved well in activities and were respectful towards staff and each other. Many were confident and self-assured in their work. They worked cooperatively in all work areas and responded promptly to instructions from staff. Attendance was weak in some functional skills courses, particularly English. Punctuality was patchy and sessions were frequently interrupted. Mentors were well managed and most had received training and enjoyed their roles.
- S35 Learners enjoyed their work and achieved appropriate standards. There were no significant differences between the achievement rates of different groups of learners. Qualification outcomes were good in most vocational training areas, but poor in English and some maths courses. Prisoners developed good work skills and made good progress. Prisoners gained good job outcomes as a result of the prison's well-managed employer involvement activities.

Rehabilitation and release planning

S36 *Visits had improved but broader children and families work needed further development. Too many men arrived at the prison without an offender assessment system (OASys) document. There was a good focus on addressing the problem at Rochester, but it was having a negative impact on other aspects of offender management and risk reduction work. The management of the highest risk men was generally appropriate. Home detention curfew (HDC) and re-categorisation were well managed and a few men had release on temporary licence (ROTL) opportunities. Some relevant interventions were offered, although they did not meet all men's needs. Release planning and communication with offender supervisors in the community required improvement. Some aspects of resettlement support needed to be improved. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S37 *At the last inspection in 2015 we found that outcomes for prisoners in Rochester were not sufficiently good against this healthy prison test. We made 13 recommendations in the area of resettlement.⁵ At this inspection we found that four of the recommendations had been achieved, four had been partially achieved, and five had not been achieved.*

S38 Although several initiatives supported family work, the loss of the family engagement worker had a significant impact on the provision. Processes for booking visitors in and searching them were respectful but took too long. Men were not always brought to the visits hall on time. The visits hall had been refurbished, which was an improvement. Visits staff were approachable and helpful. Families were generally positive about improvements to the environment. The gym ran family visits, which men and their families appreciated. In our survey, 99% of men said they had daily access to a phone. The use of HDC and ROTL for family contact was encouraging.

⁵ 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.

- S39 The strategic approach to managing rehabilitation and release planning was reasonable, and many aspects were clearly outlined in the reducing reoffending and offender management policy documents. However, there remained some gaps and the senior team needed a greater focus on ensuring the overall quality of rehabilitation and release planning work was sufficient. Probation staff's caseloads were too high for them to have been able to offer consistent effective engagement. This was particularly a concern for those assessed as posing a medium risk of harm. Around 70% of men arrived without an OASys document. The prison had made substantial progress in addressing the backlog, although around 100 men were still without one, including 36 assessed as posing a high risk of harm. A further 70 multi-agency public protection arrangement (MAPPA) cases had not been reviewed through OASys in the past year.
- S40 The quality of most OASys documents we reviewed was sufficient. High-risk men were reasonably well managed, but contact between offender supervisors, particularly officer offender supervisors, and all prisoners was too infrequent and perfunctory. OASys and related sentence plans were not routinely reviewed, even at the point of men's release. Public protection arrangements were generally appropriate. However, the inter-departmental risk management team (IDRMT) needed a greater focus on MAPPA cases pre-release.
- S41 Around half of all prisoners assessed were released on HDC. Decisions were appropriate and delays had been substantially reduced. Re-categorisation reviews were timely and decisions generally appropriate. The prison had recently relaunched ROTL. The number participating remained low, but assessment procedures were reasonable.
- S42 The range of accredited programmes was limited to the Thinking Skills Programme (TSP) and Resolve (which addresses violent behaviour). Only 54 places a year were available, which was insufficient to meet the population's needs. The Sycamore Tree victim awareness programme was also scheduled to run four times a year and other basic victim empathy work was also undertaken. Finance benefit and debt support was mainly limited to opening bank accounts, although further interventions were scheduled. Housing support was reasonably well focused and there was evidence that considerable efforts were often made to resolve outstanding issues. However, around 15% of those released had no address.
- S43 The prison undertook some good work to prepare men for release, but assessments and resettlement plans were too variable. Roles were not clarified, it was unclear which staff should have been liaising with community-based responsible officers and in a number of cases, this did not happen or key information was missing. Very little peer support was available and there was an extremely limited Meet at the Gate service for more vulnerable prisoners.

Main concerns and recommendations

- S44 Concern: Use of the segregation special cells was much higher than we would have expected in this type of prison. In several cases, it was unclear why the cells had been used, and there was evidence that men were held in these conditions for too long. Oversight of the use of these cells was weak.
- Recommendation: Special cells should only be used when necessary, and for the shortest time possible.**
- S45 Concern: While steps had been taken to address the vulnerable perimeter of the prison and to reduce the supply of illegal drugs entering the prison, the availability and use of illegal substances remained a significant concern.

Recommendation: The prison needs to ensure that action identified in the comprehensive plan to address the availability and use of illegal drugs is carried out within the timescales outlined and any new threats identified and addressed promptly.

- S46 Concern: Much of the living accommodation was poor and not fit to hold prisoners. The decision to delay the redevelopment of the site until at least 2019 had caused uncertainty and was having a significant detrimental impact on outcomes for prisoners. While the governor and his team were working hard to offset the impact of this decision, more clarity was needed regarding the prison's future.

Recommendation: A plan about the closure and potential redevelopment of Rochester should be drawn up to provide the governor and prisoners with more clarity about the prison's future.

- S47 Concern: The announced closure of the prison had led to a significant number of staff leaving the prison. This had negatively affected the regime and reduced the number and range of activity places offered. Given Rochester's role as a training and resettlement prison, this was having a detrimental impact on its core functions.

Recommendation: The prison should ensure men have a good amount of time out of their cells every day and all men should have the opportunity during this time to engage in purposeful activities that support their rehabilitation.

- S48 Concern: Over 70% of men arriving at Rochester either did not have an OASys document, or it was not up to date. As a result, considerable resources were being diverted to producing OASys documents, which had a detrimental impact on the ability of offender supervisors to provide more proactive case management and have regular contact with men.

Recommendation: Prisoners should have an up-to-date OASys assessment and regular proactive contact with their offender supervisor.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

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

- 1.1 The prison received an average of 18 men each week. Most men had relatively short journeys to the prison and told us that escort staff were respectful during the journey. Refreshments had been offered while travelling. The van we saw was grubby and had graffiti. Men were no longer locked out of the prison over lunch and did not wait long in the vans. Prisoners were not handcuffed and as they had all arrived from other prisons, they were not routinely strip-searched, which was proportionate. Information appeared to be correctly handed over to prison staff.
- 1.2 The reception was clean and tidy. Prisoners' property was well managed. An officer and a prison orderly recorded the property and men could decide which items to keep with them. If property had not arrived from the sending prison, staff followed up matters. Men received a kettle and were offered a reception pack (containing items such as biscuits, sweets and orange juice). Reception staff were approachable and respectful.
- 1.3 Peer workers welcomed men to the prison. Men waiting in the holding room were met by equality and safer custody orderlies and Insiders (prisoners who introduce new arrivals to prison life), who completed paperwork with them and answered questions about the prison.
- 1.4 The reception interview was confidential and thorough and identified men's needs effectively. Appropriate checks were made to see if men were at risk or a risk to others. All men were seen by health care staff.
- 1.5 Men were held too long in reception. Those who had completed reception interviews returned to the holding room until everyone had had their interview, instead of moving to the first night wing. In our survey, only 47% of prisoners said they spent less than two hours in reception and we observed that the process usually took around three hours. This was unnecessary considering the relatively small number of men arriving at the prison.
- 1.6 New arrivals were first located on E wing and included men who were detoxing who would usually be moved onto A wing after a couple of days. In our survey, most men said they felt safe on their first night. Wing staff knew who new arrivals were and where they were located. However, night staff did not carry out any additional welfare checks.
- 1.7 Access to kit was reasonable. Men received a pack with all essential items. First night cells were in poor repair. Although attempts had been made to clean the cells, the accommodation was substandard. As men were locked up early, not all of them could have a shower.
- 1.8 In our survey, 30% of men, more than the comparator of 16%, had difficulties getting phone numbers on reception and 33%, more than the comparator of 18%, had problems contacting family. Men were not routinely offered a first night phone call, although they could ask to make one. The system for accessing in-cell phones was confusing. Men could apply for a

prison in-cell phone and wait two to three weeks or buy an in-cell phone that was available sooner.

- I.9** On weekdays, the prison induction took place the day after reception. At weekends, it was left to peer supporters to assist men with any queries. The peer-led initial prison induction was comprehensive and engaging. Additional sessions took place over the ensuing week but there was no comprehensive induction booklet, although men received a 'passport', or checklist, which also contained some basic information. Staff from each department signed off the passport once men had attended their induction talk, but no-one oversaw or accounted for the process. Insiders accompanied new arrivals to their sessions for the first few mornings and showed them around the prison.
- I.10** Men moved to another wing after a week where possible, but it could take longer, depending on available spaces.
- I.11** The prison had recently reviewed first night processes and drafted a coherent and realistic action plan to improve the provision.

Recommendations

- I.12** **First night cells should be clean, functional and appropriately equipped.**
- I.13** **Men should be offered a free telephone call on arrival at the prison.**

Good practice

- I.14** *Peer workers who greeted men and went through paperwork with them ensured new arrivals were welcomed and had the opportunity to ask questions.*

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.15** The closure notice for the prison, and that decision's subsequent suspension (see Fact page), had affected prisoners and staff and there had been an increase in violent incidents and action to deal with the behaviour between April and July 2017. During the previous quarter, however, the number of incidents and the use of force and segregation had been much lower. While we cannot be sure that the rise in violence during spring and early summer 2017 was directly the result of the closure announcement, this was likely to have been a contributory factor and it was encouraging that as the prison had settled down after the announcements, the number of incidents had started to decline.
- I.16** In our survey, only 15% of men reported feeling unsafe. The vast majority of prisoners we spoke to said they felt safe, and many told us the prison had improved over recent months. The prison was relatively calm and a proactive approach was being taken to managing behaviour and providing a safer environment. Perpetrators of violence and antisocial

behaviour were better identified than previously. Staff challenged poor behaviour and prisoners under the influence of drugs confidently and formal measures, such as use of the incentives and earned privileges schemes (IEP) and adjudications, had increased (see paragraph I.23).

- I.17** One hundred and seventy-five perpetrators of antisocial behaviour were being monitored and 165 were receiving support after experiencing such behaviour. The incidents included minor altercations and more serious fights and assaults. Perpetrators were not always adequately monitored, but victims were offered good support. Staff often mediated between prisoners to manage minor conflict and disputes. Violence reduction prisoner representatives provided a valuable service – they met all new arrivals and provided them with a follow-up visit three days later. They were involved in safer custody matters and were well informed about what was happening.
- I.18** The relationship between security and the safer custody team had improved, information-sharing was good and incidents were accurately recorded. Wing observation books were checked regularly to ensure all relevant information on antisocial behaviour and violence had been shared. Weekly violence reduction forums considered all incidents of antisocial behaviour and ensured all were investigated, although there were some delays before investigations took place.
- I.19** Those on the basic level of the scheme were poorly monitored. Many were reinstated to the standard level of the scheme as there was insufficient information available to make a fully informed judgement. Prisoners who were repeatedly demoted to the basic level did not receive support or have their behaviour challenged. Prisoners could apply for the enhanced level after they had been in the prison for 12 weeks and applications were dealt with promptly.
- I.20** Prisoners who were particularly vulnerable were identified. We found no prisoners who were isolating themselves, which was a significant improvement since the last inspection. C wing offered some vulnerable men a safer environment (see paragraph I.49). The wing was due to be closed within six weeks of our inspection and managers needed to review how prisoners on the wing would be managed safely in the future.
- I.21** Regular safer custody meetings were held and a range of data considered and analysed, but few concerns had been identified as requiring action.

Recommendation

- I.22** **The IEP scheme should be implemented in full, reviews carried out at appropriate times and prisoners on the basic level given sufficient support to improve their behaviour.**

Adjudications

- I.23** As part of a proactive and organised response to managing poor behaviour, the number of adjudications had increased significantly since the last inspection and was high. The main charges were for possession of unauthorised items, non-compliance and drugs. The documentation we examined showed that they were carried out fairly, which our observations of the process confirmed. Most written records of hearings were detailed and punishments in line with the published tariff. We found evidence of prisoners with substance misuse issues being referred to appropriate services and safer custody matters dealt with appropriately. Funding had been secured so first-time drug offenders could be referred to a

six-week programme to divert them away from drug use rather than face adjudication (see paragraph I.16). The deputy governor carried out quality assurance, but adjudication standardisation meetings were not held frequently.

Use of force

- I.24** There had been 117 uses of force in the six months prior to our inspection. Almost 70% had involved full restraint. Documentation was now collated more consistently and we were able to examine full records of restraint. The records and the video recordings we viewed demonstrated that force was used as a last resort and de-escalation was evident.
- I.25** Special accommodation was used too frequently and we were not convinced its use was always justified. The cells were stark and prisoners held there complained they were cold. The use of strip-clothing was prevalent and often unjustified. All but one prisoner had been left in the cell with just a blanket to sit or lie on. Some prisoners had been refused meals because of their behaviour and prisoners did not have the chance to demonstrate that they had changed their behaviour, which meant many remained in the cell for too long. Special accommodation documentation was poorly completed and there was no managerial oversight. (See main recommendation S44.)
- I.26** Meetings about use of force were sporadic. Although data collection was now reasonable, analysis was limited and no action was identified to address any issues arising.

Recommendation

- I.27** **The prison should establish quality assurance procedures and lines of accountability for the use of force to ensure all incidents, including planned interventions, are reviewed promptly to assess if force was used proportionately and as a last resort.**

Segregation

- I.28** The use of segregation had increased and was high – 246 prisoners were segregated in the previous six months. However, the use of segregation for prisoners seeking protection had declined after C wing had been opened. Only five prisoners had remained in segregation for more than three months (see paragraph I.49).
- I.29** The physical environment had improved slightly. Most cells had been decorated and graffiti removed. The showers and exercise yards remained in poor condition.
- I.30** The prison still had no formal segregation unit policy or supporting procedures to ensure all prisoners were assessed to determine if they were suitable for access to the regime. The regime remained poor for most, although prisoners could apply to attend religious services and one prisoner was attending work and association on a wing every day.
- I.31** Reintegration planning only took place for prisoners with complex issues who stayed in the unit for longer periods. These prisoners had received some excellent support. Reviews were timely and always multidisciplinary, but target setting was too often perfunctory. Too many prisoners on open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm – 46 in the previous six months – had been segregated without sufficient justification.

Recommendation

I.32 Showers in the segregation unit should be refurbished.

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.33** Physical security was appropriate and some enhancements had been made to address the vulnerable perimeter wall. Several prisoners who were no longer suitable to remain in category C conditions had been transferred elsewhere to provide a safer environment.
- I.34** Managers were aware of the main threats relating to mobile phones and drugs. As at our last inspection, security objectives requiring feedback from staff were carried over from one security meeting to the next.
- I.35** Relationships between security and safer custody had improved and information-sharing was good. Intelligence-led searching had improved considerably, although not all suspicion drugs tests were carried out. There was no drug supply reduction strategy, but an action plan identified concerns and outlined what needed to be done to address them. Anecdotal evidence from staff and prisoners and drug-testing results clearly indicated that new psychoactive substances (NPS) (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects) were not having as pervasive an impact on safety at the prison as when we last visited.
- I.36** In our survey, 55% of prisoners said it was easy or very easy to get illicit drugs in the prison. Random mandatory drug testing (MDT) was now up to date. The MDT positive rate was high at 22%, increasing to over 33% when NPS were included (see main recommendation S45).

Recommendations

- I.37 Security objectives should be fully disseminated to all staff to ensure adequate feedback on areas of most concern. (Repeated recommendation I.40)**
- I.38 The prison should carry out all required suspicion drug tests.**

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.39** There had been no deaths in custody since our last inspection. Recommendations from previous Prisons and Probation Ombudsman reports had been implemented and lessons learnt. Seventy-three members of staff were trained in suicide and self-harm prevention and training was ongoing.
- I.40** In our survey, 77% of men said they had problems when they arrived at the prison, higher than the comparator of 63% and more than last time; 35% said they were depressed and 8% felt suicidal when they arrived at the prison. Staff were aware of their responsibility to keep men safe. Night staff we spoke to were well versed in emergency procedures. First aid equipment and defibrillators were on each wing, but not all of them were checked and maintained regularly enough.
- I.41** Men in crisis or who had self-harmed were identified promptly. Processes for sharing information between different departments about incidents were effective. In the previous six months, there were more incidents of self-harm (116) and ACCTs opened than we would have expected, but it was consistent with the levels of distress indicated by our survey in the population.
- I.42** The safer custody team had initiated improvements, but not all of them were embedded across the whole prison. ACCT documents had improved since our last inspection. Details were completed well and quality assured. Assessments were generally thorough. However, documents showed limited evidence of meaningful interactions between staff and prisoners. Most entries consisted of observations and where conversations had been recorded, they mostly covered practical issues rather than men's emotional well-being. Initial care plans were good, but they were not followed up systematically. Reviews were rarely multidisciplinary. Custodial managers organised reviews and the processes for letting other departments know when they were taking place needed strengthening.
- I.43** In our survey, less than half of prisoners who had been involved in the ACCT process said they felt the prison supported them well and those we spoke to also reflected this view. Some men felt their situation had not improved and too little was done to assist them with underlying issues.
- I.44** There were enough Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) to meet men's needs and they were well supported. Retaining Listeners was a problem, as men were often released or progressed to category D conditions. Listeners' work was hampered by having no Listener suites.
- I.45** Constant observation took place more frequently than we would have expected. Thirty-four men on 39 occasions had been subject to constant watch in the six months before the inspection. Custodial managers could sign off constant watch, contrary to national policy, which stipulated that a duty governor in consultation with the health care team should authorise it. It was used when men had self-harmed, irrespective of their wider

circumstances. Staff had little understanding of the potential detrimental impact of being watched constantly and there was very little evidence that alternatives had been considered.

- I.46** Information about self-harm was analysed effectively. Safer custody meetings were well attended and discussed a good range of issues but did not focus enough on prevention.

Recommendations

- I.47 ACCT documents should demonstrate that men were being appropriately cared for.**
- I.48 Constant supervision processes should only be used when needed, and after alternatives have been explored.**

Protection of adults at risk⁶

- I.49** Since our last inspection, C wing had changed function. It had a higher staff-prisoner ratio and accepted men who were having difficulties on other wings, were in debt or being bullied. It provided a safer environment, which men living there appreciated (see paragraphs 1.20 and 1.28). However, men on the wing could not access all the prison's activities or opportunities.
- I.50** Some good work had been undertaken with men with complex needs. This had included multidisciplinary input and in some cases, contact and meetings with families. Individual care plans were in place for the men with the most needs. However, systems for managing men with complex or additional support needs were not streamlined. There were too many different plans and wing processes, and men were discussed at several different meetings. Work to support men with additional needs required better coordination.
- I.51** The prison had introduced a new safeguarding adults policy, but most staff were unaware of it and what it contained (see also paragraph 2.77). Links with the local authority were underdeveloped and a recently drafted memorandum of understanding had not been agreed (see paragraph 2.77 and recommendation 2.79).

⁶ Safeguarding duties apply to an adult who:

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

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 Interactions we observed between officers and prisoners were generally positive, which was reinforced by what prisoners told us and what they said in our survey. Most staff we observed treated prisoners with respect, and showed an interest in them. However, we did also see a small number of staff being dismissive or reactive.
- 2.2 Many of the staff group were relatively new, but despite this, we found evidence of staff appropriately challenging prisoners' poor behaviour and explaining why certain procedures needed to be followed, which was an improvement on our previous findings.
- 2.3 The governor had made changes to make managers more visible within the prison. This involved custody managers moving offices so they could spend more time on the wings. Members of the management team were now also more accessible to prisoners.
- 2.4 The personal officer scheme had improved. Although wing entries were usually only made every month, records on the Prison Service IT system P-Nomis were balanced and referred to prisoners' needs, as well as their behaviour. Records also sometimes showed personal officers contacting prisoners' families or liaising with other departments inside the prison. These broader interactions needed to be strengthened so that personal officers could function more effectively as key workers.
- 2.5 Good use continued to be made of peer supporters across a range of activities, including education, health care and equalities, benefiting men and contributing to the safe and efficient running of the prison.

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

- 2.6 The estate had suffered from a lack of investment over a long period and although some improvements had taken place, much of it was run down and remained in poor condition. Working relationships between prison staff and the maintenance provider were described as excellent, but despite this, serious problems with outstanding repairs and maintenance still existed. Because of weaknesses in the overall infrastructure, expensive emergency repairs constantly had to be carried out (see paragraph S16).

- 2.7** Living conditions in the older accommodation were poor and most cells were grubby and poorly equipped. The furniture and fittings were often broken and prisoners used towels and sheets to screen the toilet and windows. The worst accommodation was on C wing, where some of the cells were not habitable. A closure notice had been issued for this part of the prison and it was due to be shut soon, which was good.
- 2.8** We found a disabled prisoner on B wing who had been in a cell with a completely blocked toilet for several days, presenting a health hazard. Although he was eventually offered an alternative cell, we were disappointed he had not been relocated promptly.
- 2.9** The newer accommodation, particularly H wing, was better than the old units. Nevertheless, many cells holding two men were cramped and the plumbing system was now obsolete, making repairs difficult. The heating system was unreliable and prisoners complained about the poorly regulated temperature. Despite these limitations, prisoners in this part of the prison seemed relatively content and valued having keys for their cells.
- 2.10** Attempts had been made to improve conditions in all residential areas. There was less graffiti in cells, and cleaning and hygiene checks were now being carried out regularly. Prisoners could also paint their own cells. As a result, living conditions overall at the prison were better than at our last visit and communal areas looked fresher than previously. However, offensive material was still on display in many cells within the prison.
- 2.11** Since the last inspection, there had also been significant improvements in some key domestic areas. Survey results in response to access to showers, clean and suitable clothing and clean sheets, were all better than the comparator.
- 2.12** During the inspection, not all the washing machines and dryers on the wings were working. The equipment was to be upgraded and facilities throughout the prison were beginning to be refitted.
- 2.13** The grounds were well maintained, neat and tidy.

Recommendation

- 2.14** **Prisoners should be held in adequately equipped cells within a decent residential environment.**

Residential services

- 2.15** Prisoners selected their meals from a standard four-week menu. Breakfast packs were issued and prisoners told us they sometimes ate their breakfast the night before because they were hungry. A light meal was served at lunchtime, consisting of a filled roll or pasta. There was a hot meal in the evening and once a week prisoners received a packet of biscuits. Suitable arrangements were in place to cater for diets restricted for religious, cultural or medical reasons. Separate, clearly identifiable tableware and utensils were used during the preparation, cooking and serving of halal food.
- 2.16** Most prisoners we spoke to were negative about the quality and quantity of the food. Although costly, many men relied entirely on items they bought from the prison shop, rather than eat the prison food, or supplemented what they received with shop items. Toasters and microwave equipment on the wings were used frequently and some men used them to cook for themselves and others. This often resulted in the equipment being left in an untidy state.

- 2.17** The kitchen was clean and conditions on the wing servery had improved since the previous inspection and we found most of them clean and tidy.
- 2.18** Although items on the shop list were not cheap, the range of products available had been extended and included newspapers and magazines. Men could also order products through catalogues. Prisoners were very positive about the shop and in our survey 75% said it sold what they needed.

Recommendation

- 2.19** **Managers should address the prisoners' negative views of the food and seek ways to improve it.**

Prisoner consultation, applications and redress

- 2.20** Prisoners had various opportunities to share their views about everyday life. Discussion meetings were held on the wings, as well as centrally. These forums were well attended by staff and prisoner representatives, but they did not always take place as scheduled and they were not always minuted. We were given some good examples about how changes had been introduced through the consultation process. For example, prisoners could now have more private cash (depending on their incentives and earned privileges (IEP) scheme level), seating had been introduced for elderly visitors and long-term prisoners could now receive an additional parcel, enabling them to replace old clothing.
- 2.21** Prisoners were positive about the way the application system worked. Although there was no formal tracking system to monitor the process, the arrangements appeared to work efficiently and 67% of prisoners in our survey said they thought applications were dealt with fairly.
- 2.22** The sample of complaints we examined were all dealt with promptly and replies were helpful and respectful. In some cases, staff had gone to great lengths to resolve problems that had occurred previously at other establishments. The full range of complaint forms and envelopes were not immediately accessible in all wings. Few forms for confidential access complaints (which are about staff or are particularly sensitive or personal) were readily available. This could explain why the number of confidential access complaints prisoners submitted appeared relatively low, at around four or five a month.
- 2.23** Approximately 100 complaints were generated each month. Most related to disagreements about re-categorisation or home detention curfew decisions, as well as about wages or living conditions. The information was collated every month and a simple analysis carried out. There were no clear trends.
- 2.24** The prison had no information on how prisoners could seek redress. Information regarding the Prisons and Probation Ombudsman and the Legal Ombudsman was not available and their work was not promoted widely enough.
- 2.25** Legal visits took place every week day morning. There were seven interview rooms, which were private, and solicitors could gain access to their clients when necessary. There were also three video conference suites, which were used primarily by probation staff up to 30 times a month. In the small number of cases where video facilities were required to produce a prisoner for court, the individual would be transferred to another prison, where there was suitable equipment.

Recommendation

2.26 Prisoners should have ready access to confidential access complaint forms.

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 characteristics⁷ 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

- 2.27** The strategic approach to equality and diversity had improved. The written strategy was appropriate and was being implemented via a well-attended quarterly multidisciplinary meeting chaired by the governor or deputy. The meeting considered a reasonable range of data to identify any potential discrimination and there was evidence that the prison had identified and resolved some concerns.
- 2.28** Equalities staff ran quarterly prisoner focus groups for each protected characteristic and maintained an ongoing action plan, which had led to improvements. Some concerns remained outstanding, but the action plan suggested continued progress was being made.
- 2.29** Managers had organised an awards event where both staff and prisoners were recognised for their efforts in promoting diversity. In September 2017, staff and prisoners enjoyed Uniting Nations, a series of events to promote and foster a community acceptance of difference. The programme covered all protected characteristic groups, involved visiting speakers and included a training session on unconscious bias, film and discussion groups, games, quizzes and displays.
- 2.30** In the six months before our inspection, 36 discrimination incident reporting forms (DIRFs) had been submitted, more than at our previous inspection, but not excessive. Most of the complaints were about race. The timeliness and quality of responses to DIRFs had improved and most were now reasonable. However, the prison still failed to ensure that sufficiently rigorous investigations took place or that work carried out was properly recorded, particularly for allegations against specific staff, where we were not always confident the investigator was sufficiently independent.
- 2.31** We saw evidence of both prisoners and staff being formally challenged about their behaviour and in the previous six months two prisoners had been referred to the lead staff member for Prevent (a government strategy to challenge extremist views) to undertake a mentoring programme.
- 2.32** Three equalities peer workers supported the equalities staff, particularly during induction where they gathered data about each new arrival. They understood the protected characteristics and the importance of inclusion and respect. However, they had a limited understanding of what support the prison could offer, did not interview men in private and

⁷ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

had not all received peer mentor training. With more assertive support and training they would have been an even more useful resource.

Recommendations

- 2.33** DIRFs containing allegations about members of staff should be answered by an appropriately senior and sufficiently independent manager.
- 2.34** Equalities peer workers should have a good understanding of the forms of support available for prisoners with protected characteristics and should interview prisoners in private.

Good practice

- 2.35** *The Uniting Nations event helped promote equality and diversity as well as cooperation, respect and dialogue across the prison.*

Protected characteristics

- 2.36** Too few external organisations were actively engaged in the management of equality and diversity, but managers were working with Kent Refugee Help and Resettlement and Care of Older Ex-Offenders and Prisoners on future plans. There were no equality and diversity care plans to help prison staff manage individual prisoners on wings and we felt that some men might have benefited from this approach.
- 2.37** In our survey, black and minority ethnic men (20% of the population) were more negative than white men about respectful treatment, victimisation by staff and support to achieve their targets. The reasons for these perceptions were unclear and needed further investigation. In our conversations, men from Gypsy, Roma and Traveller communities were negative about the support provided. We judged that the prison had made significant attempts to interact with them.
- 2.38** Around 6% of men were foreign nationals. The prison's records showing their immigration status were comprehensive, but there had been a lack of support over many months. During our inspection, the first of a new programme of Home Office immigration clinics took place and was well received. A few staff now had access to a telephone interpretation service, but prisoners or staff were generally used to interpret. Foreign national prisoners could have a free five-minute phone call each month if they had not received a visit and could top up their phone account with their private cash. None of the men had been detained on immigration grounds alone during our inspection.
- 2.39** In our survey, 39% of men said they had a disability. This group was more negative than others about victimisation by staff and prisoners, behaviour management and planning and progression. The prison was aware of nearly all these men and had data suggesting over half had learning disabilities (see also paragraph 3.27) or a mental health problem. Some parts of the prison were not accessible for wheelchair users, notably the chapel and library. Men with disabilities could have a buddy to help them with day-to-day tasks. The scheme was managed appropriately, but buddies had no formal training. Personal emergency evacuation plans (PEEPs) were in place for those who needed them and were reasonable.
- 2.40** Several reasonable adjustments had been made for specific individuals but there was a need for closer cooperation between the prison, the health care provider and the local authority

to make sure adjustments were made promptly and were reviewed (see paragraph 2.77 and recommendation 2.79). The prison's policy specified that men who were retired or unfit for work (five individuals) should not be locked up during the working day, but it was not always adhered to.

- 2.41** The prison was supporting two men who were exploring their gender identity. The prison had also taken steps towards ensuring that prisoners of all sexual orientations were respected. Five prisoners had been identified as having homophobic attitudes and the equalities manager was aware of a handful of gay or bisexual men. Prisoners could now ask for the LGBT Foundation helpline to be added to their phone account as a number that would not be monitored. During LGBT awareness month, there had been a poster competition, a quiz and a sale of rainbow cakes during visits.
- 2.42** The 69 young adults (9%) were dispersed throughout the adult population but could attend Kinetic, a weekly meeting run by a community organisation to encourage social awareness, thinking skills and resilience. The prison had identified that young adults were disproportionately represented in proven adjudications and in our survey men under 25 were more negative about the IEP scheme and victimisation by staff. The prison needed to formulate an appropriate strategy.
- 2.43** There were relatively few older men. They had access to an over-40s gym session (see paragraph 3.6).

Recommendation

- 2.44** **The prison should investigate why black and ethnic minority men have negative perceptions of their treatment and develop a strategy to address the issues identified.**

Faith and religion

- 2.45** There were chaplains for all the major faiths and all but one of the minority faiths represented in the population. Most faith groups had time and space allocated for worship, as well as a study group each week. A programme of festivals was organised for which the prison kitchen provided meals.
- 2.46** In our survey, around three quarters of men were satisfied with the religious support they received and 96% said they could attend religious services if they wanted to. However, staff told us that prisoners sometimes arrived late to Sunday morning and Friday afternoon services.
- 2.47** The chapel was on the first floor and there was no lift, but it was otherwise appropriate. The multi-faith room was large, well-appointed and easily accessible. The room we criticised at our previous inspection was no longer used by the chaplaincy and an alternative small space had been made available.
- 2.48** Chaplains attended meetings across the prison and were involved in segregation reviews. They attended some assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm. They had also been very involved in the United Nations events (see paragraph 2.29). Chaplains were involved in the induction process and visited men in segregation, in line with their statutory responsibilities. They also offered ongoing pastoral support, particularly to those who had been bereaved.

Health, well-being and social care

Expected outcomes:

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

2.49 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁸ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. An area has been identified that requires improvement with a subsequent notice issued by the CQC which has been detailed within Appendix III of this report.

Strategy, clinical governance and partnerships

2.50 Health services were provided by Oxleas NHS Foundation Trust. Governance arrangements and partnership working remained reasonably effective, but senior health care managers were not sufficiently involved with the prison management team.

2.51 Despite staff shortages, the staff skills mix was appropriate to meet patients' needs. Too often, health care managers undertook clinical work to cover shortfalls, which affected their strategic leadership role.

2.52 Interactions were professional and patients were positive about nursing staff. Although issues relating to health care services were discussed at the prison offender council, health staff rarely attended. Patient consultation took place through regular satisfaction surveys, however we were not clear how findings informed service development.

2.53 All health care staff had access to Datix, the electronic health care incident reporting system, so they could log any incidents. In 2017 to date, only 23 incidents had been reported, which was low. However, managers were confident that all incidents had been reported. Most related to medication management. There was evidence of the prison carrying out appropriate investigations and some lessons had been learned.

2.54 Compliance with mandatory training was good and staff had access to a range of training. Staff told us managers supported them well and clinical supervision took place regularly.

2.55 Health care services were delivered across two centres. Clinical rooms in the new health care centre met infection control requirements, but space was limited and clinics were often only run if a room was available. The old health care centre delivered pharmacy, mental health and substance misuse services. The treatment room used for medicines administration and the clinical substance use room did not meet infection control standards and required improvement. An infection control audit was imminent.

2.56 Clinical equipment was well maintained and monitoring arrangements were good. However, some portable appliance testing was not up to date. Emergency response equipment was appropriate and regularly checked.

2.57 The prison had a confidential health complaints system, but people we spoke with were not aware of it and used the prison system, which was not sufficiently confidential and meant

⁸ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

responses were delayed. Around 10 complaints a month were received, mainly about medication. Responses were polite and most addressed the issues raised, but some were not prompt enough and did not highlight the escalation options. Complaints to the substance misuse service and responses were noted in patients' case notes, which was inappropriate.

- 2.58** The Care Quality Commission issued a 'requirement to improve' notice following the inspection (see Appendix III).

Recommendations

- 2.59** Senior health care managers should be fully involved with the prison management team.
- 2.60** Prisoners should be able to complain easily about health services through a well-advertised single confidential system and responses should highlight escalation options.

Promoting health and well-being

- 2.61** We did not observe a whole prison approach to promoting health and well-being, however health care services linked up well with the gym.
- 2.62** Limited health promotion material was available on residential wings, but useful information was outlined in the induction book, including instructions on correct hand-washing techniques and preventative measures to reduce the risk of communicable diseases.
- 2.63** The new health care centre provided an impressive, dedicated health promotion space, and a wealth of literature was freely available in a range of languages. Staff took advantage of national health promotion campaigns to promote services.
- 2.64** Enthusiastic, well-trained health care support workers provided sexual health and smoking cessation services, which were popular. Preparations for the prison going smoke free in February 2018 were progressing well. Condoms were available but not well advertised. NHS health checks were undertaken regularly, and the waiting list was short. Flu vaccination clinics were provided and uptake was good.

Primary care and inpatient services

- 2.65** Prisoners received a primary health screening on the day of reception. Assessments we reviewed were comprehensive and clearly identified individual needs. Referrals were made where appropriate. Patients' consent was sought for access to community medical records, and we saw evidence of appropriate information-sharing with other prison departments. No secondary health screening took place, but all men's needs were met through the primary screening.
- 2.66** In our survey, patients were negative about access to health care services. A health care application system was in place, but some used the prison application system, which meant there was a delay.
- 2.67** Waiting times were too long – up to three weeks for a routine GP appointment and up to 12 weeks to see the optician. Staffing shortages had led to a lack of nurse-led triage clinics, which contributed to the long wait to see a doctor for a routine appointment. The triage

process was not robust enough to ensure patients' needs were met. Nursing staff held daily clinics for prisoners reporting sick, and emergency slots were allocated every day to patients needing to see a GP urgently.

- 2.68** Staffing shortages meant that men's long-term conditions were managed by the GP. Not all patients with long-term conditions had care plans, but we saw evidence of ongoing reviews and relevant referrals. While there was no need for end of life care during the inspection, the prison had no end of life policy or arrangements for palliative care should they have been required.
- 2.69** A single staff member in the health care team liaised regularly with the prison to manage emergency and scheduled escorts, as well as maintain links with local hospitals so appointments could be booked. The prison provided two escort slots per day, however, more were provided when needed.
- 2.70** Discharge clinics were scheduled three days a week and we found these clinics excellent. Patients received advice and support to register with a GP on release, and referrals were made where appropriate.

Recommendations

- 2.71** **Waiting times for the optician should not exceed six weeks and for the GP, two weeks.**
- 2.72** **Robust triage systems should be in place to ensure patients' needs are met in a timely manner.**

Good practice

- 2.73** *Regular discharge clinics provided patients returning to the community with excellent support.*

Social care

- 2.74** Prisoners with social care needs were referred by prison staff to the health care team who carried out an initial assessment. Referrals to the local authority were prompt, but we found that poor communication between the prison, the health care provider and the local authority had led to increased waiting times for a full social care assessment.
- 2.75** Initial care plans were in place for some individuals and the health care team completed PEEPs for individuals with identified needs, however, care plans were not reviewed regularly. During our inspection, none of the prisoners were receiving care packages from the local authority; however, peer supporters assisted some prisoners with mobility issues.
- 2.76** Appropriate equipment and adaptations were provided, but not always promptly or to an acceptable standard. Prisoners with restricted mobility could obtain support in an emergency.
- 2.77** The prison had introduced a new safeguarding adults policy, which included social care arrangements, but it was not well embedded, and a memorandum of understanding had not yet been agreed with the local authority (see also paragraph 1.51). Despite evidence of joint working between health care staff and the prison to support people with social care needs,

links with the local authority were poor. Prisoners' social care needs were not consistently met.

Recommendations

- 2.78** Suitable equipment and appropriate adaptations should be provided promptly.
- 2.79** A memorandum of understanding should be agreed formally between the prison and local authority to ensure men's social care needs are consistently met.

Mental health care

- 2.80** In our survey, 54% of respondents said they had a mental health problem. Only 35% rated the service provided by mental health workers as very or quite good.
- 2.81** The mental health in-reach team and the Dickens Therapy Centre (DTC) team from Oxleas NHS Foundation Trust provided a good integrated primary and secondary care mental health service.
- 2.82** The DTC team comprised a counsellor and two assistant psychologists. The team had recently revised the delivery of groups to accommodate staffing levels, offering half-day workshops on mood management and coping mechanisms. However, recent staff recruitment meant that there were plans to increase service provision in the near future.
- 2.83** An impressive range of self-help material and books were available. An emotional well-being peer mentor supervised and supported by DTC staff, provided good support.
- 2.84** Patients were referred to mental health services by health care staff who identified men's mental health needs during the reception screening. Prison officers and probation staff could also refer men as could prisoners themselves. There had been 286 referrals from July to September 2017.
- 2.85** Effective triage processes were in place to identify urgent referrals and patients causing a particular concern. These men were prioritised and seen on the same day. However, during the inspection, 45 non-urgent referrals were waiting to be seen. The prison was focusing on reducing the waiting list following the increase in staff capacity.
- 2.86** A weekly multidisciplinary meeting discussed current caseloads and new patients. Patient allocations were appropriate and took account of staff's skills, capacity and prior knowledge of the patient. Staff carried primary and secondary care patient caseloads. During the inspection, only nine patients were being managed under the care programme approach (mental health services for individuals diagnosed with a mental illness). We saw good mental health assessment records and care plans, although some had not been reviewed recently enough.
- 2.87** Links with the rest of the prison were good. The mental health team chaired the monthly complex case meeting, attended by a wide range of stakeholders (see also paragraph 1.50). The in-reach team visited the segregation unit every day (except Sunday) and saw all prisoners. An enhanced review of all segregated prisoners took place every week, and staff attended ACCT reviews when appropriate. We saw some impressive multi-professional working to support people with complex needs who were due to be discharged from the prison.

- 2.88** One of the in-reach team nurses provided prison officers with mental health awareness training as part of the prison's suicide and self-harm training. Fifty-two staff had been trained, and more sessions were planned in the following months.
- 2.89** No patients had been transferred to secure services under the Mental Health Act in the six months prior to our inspection.

Substance misuse treatment⁹

- 2.90** The prison had appointed a full-time drug strategy lead staff member for six months until March 2018 to develop a whole prison approach to substance misuse. Promising action plans were in place. Joint working with the prison and health care team was good and included regular complex case meetings.
- 2.91** The Forward Trust provided integrated psychosocial and clinical services. The support remained good, despite the planned prison closure, which had destabilised the service – for example an intensive accredited treatment programme had been discontinued. Staff had been redeployed or had left and permanent staff could not be recruited until a new contract was agreed, which caused significant staff shortages.
- 2.92** During the inspection, the psychosocial team supported 276 prisoners (38% of the population). New referrals were seen promptly and a prisoner recovery champion saw all new arrivals. Individual support was generally good, although some prisoners with less serious needs were not seen frequently enough because of high caseloads.
- 2.93** All prisoners had access to acupuncture and several medium-intensity group interventions. Additional dedicated groups ran on C Wing. Workshops ran based on demand.
- 2.94** A practitioner attended the segregation unit every week to offer support. A monthly book club featured books on positive change. Weekly separate Alcoholics Anonymous and Narcotics Anonymous groups were well attended. The number of peer supporters had been reduced to two, but more were in training. There were concrete plans to reintroduce a recovery ethos on A wing.
- 2.95** The number of people receiving opiate substitution treatment had significantly increased in the previous six months – from around 60 to 86. This was due to more short-stay prisoners, less abstinence orientated prescribing and prisoners requiring treatment for an illicit drug problem they had developed in the prison. Around a quarter were on reducing doses.
- 2.96** Prescribing was flexible and psychosocial practitioners attended all prescribing reviews. All Forward Trust staff recorded interventions on SystemOne (the electronic clinical records system), which ensured the health team could be kept informed about patients' treatment.
- 2.97** Pre-release planning was good and included overdose training and the provision of naloxone (a drug designed to reverse an opiate overdose). The Forward Trust organised a quarterly aftercare fair with the prison, where prisoners being released in the following three months could access a range of community services.

⁹ 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).

Medicines optimisation and pharmacy services

- 2.98** Medicines were supplied by the in-house pharmacy, which also served seven other local prisons. There were four pharmacists, four pharmacy technicians and four pharmacy assistants.
- 2.99** Medicines were mostly stored securely, but the controlled drugs cabinets in the pharmacy were not securely fixed to the wall. The refrigerator temperature in the old health care treatment room were often out of range, and the medicines were not kept tidily in the cupboards. We found several loose strips of tablets in stock, and some out-of-date insulin injections. Key logs were used to audit the movement of controlled drugs keys, and the Methameasure (computerised methadone dispensing) was cleaned and calibrated regularly.
- 2.100** The lack of officer supervision of medicine queues was a concern. There was no supervision in the new health care centre and in the old health care centre, which involved administering opiate substitution treatment, it was inconsistent. This created too many opportunities for bullying and the diversion of medication. In addition, we saw patients crowding on the stairs and outside the new health care centre, which also increased risks.
- 2.101** Medicines were supplied through a hatch, where patients gathered, which meant it did not offer patient confidentiality. We observed one patient apply a transdermal patch on his buttock in full view of other patients. Medication taken to the segregation unit were not transported securely.
- 2.102** Medicine administration was recorded on SystmOne, but in some cases, it was not clear if the medicine had been supplied or not. Patients requiring a night-time dose received it in possession at 5pm.
- 2.103** Most patients received their medicines in possession and we found completed risk assessments attached to SystmOne, although assessments were sometimes missing when a patient's level of risk had changed.
- 2.104** Pharmacists offered a medicine use review clinic but only infrequently. They did not have the capacity to offer additional clinics. Two pharmacists were training as independent prescribers so they could offer more clinics. Patients' access to a pharmacist was poor.
- 2.105** Patient group directions (which enable nurses to supply and administer prescription-only medicine) were only in place for vaccinations, which meant nurses could not supply a wider range of medicines without a prescription and had to rely on the NHS out of hours' service when no doctor was available.
- 2.106** The medicines management committee met on a quarterly basis. Attendance was good, but discussions on prescribing data were limited.

Recommendations

- 2.107 Medicines should comply with labelling requirements, be stored safely and be transported around the prison securely.**
- 2.108 Discipline staff should regularly supervise all medicine administrations to ensure patient confidentiality and reduce the risk of bullying and trading. (Repeated recommendation 2.80)**

Dental services and oral health

- 2.109** Dental services were subcontracted by Oxleas NHS Foundation Trust. Five clinical sessions per week were provided by an independent dentist and dental nurse. In our survey, only 16% of men said it was easy to see the dentist, however, patients were seen within six weeks of applying for routine treatment, and emergency treatment was readily available. Oral health information was displayed and discussed routinely with patients.
- 2.110** The dental suite was clean and tidy, but there was a large disused autoclave that had been awaiting removal for months.
- 2.111** Patient feedback did not drive service development, and links with the rest of the health care service were poor. Internal governance arrangements were not quality assured and dental governance, including regular reviews of clinical records, lacked oversight.

Recommendation

- 2.112 Robust governance arrangements should be in place to monitor the quality of the dental service.**

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** Staffing shortages had resulted in managers implementing a restricted regime to ensure men had predictable time out of their cell. Full-time employed prisoners had around 7.5 hours on weekdays, those with part-time activities had around 4.5 hours and unemployed men had three hours. It was insufficient and much less than at our previous inspection, although it was being delivered more predictably than previously. Prisoners were locked up by 5.15pm and there was no evening association. At weekends men had around four hours out of their cell each day. We found around 30% of men locked up during the working day, more than at our previous inspection (7%). This was because of a shortage of activity places (see paragraph 3.13). In addition, allocations to activities were not always timely and men were locked up for much of the day while waiting to be allocated.
- 3.2** Exercise yards remained stark and uninviting. A few had grass, but none had benches or exercise equipment. In our survey, only 52% of men said they could exercise outside more than five days a week. Weekday exercise only lasted 30 minutes and started at 8am when many men had to collect medication and have a shower. However, for some this was offset because they walked to and from activities in the open air. Association facilities included pool tables and board games.
- 3.3** The library was bright and welcoming. Access was good and an average of 860 visits a month took place. In our survey, over 40% of prisoners attended the library at least once a week. Prisoners who were unemployed or part-time employed could have one paid session a week and attend additional sessions unpaid. Those in full-time activities could attend for 30 minutes once a week and anyone could drop-in during free flow (when prisoners are allowed to move about the prison unescorted). Men on C wing, in segregation and in one of the workshops benefited from an outreach service.
- 3.4** The stock was well presented and in our survey more men than in comparator prisons said the library had a wide enough range of material to meet their needs. Library data suggested that the number of books issued had risen by 33% since our previous inspection but that young adults did not use the facility frequently. Prisoners could request books. Stock losses were well managed. There were 10 computers, which were popular and used for word processing or to learn skills through a range of DVDs, such as driving theory. In the first nine months of 2017, 36 prisoners had participated in Storybook Dads or DVD Dads (in which prisoners record a story for their children).
- 3.5** There were three well-equipped gyms, two sports halls, a small Astroturf and a grass pitch, although the latter was often out of use because the surface was in a poor state. In our survey, 59% of the population said they used the gym facilities at least twice a week. Over the previous six months, an average of 12% of sessions had been cancelled because of staff shortages. Men still could not obtain vocational qualifications in the gym.

- 3.6** Gym staff supported the regime well, running family visits and a range of special sessions, for example, for men receiving support from the safer custody team or family visits. There were also dedicated slots for men over 40 and for those in A and C wings. There was a strong focus on remedial gym and health promotion. Peer health trainers provided men who wanted to lose weight or improve their fitness with guidance and advice.
- 3.7** The education department ran a popular six-week Finding Rhythms music course as well as an art class. The prison employed a part-time film and media teacher who led a range of creative projects enabling prisoners to express their opinions, build confidence and learn new skills. For example, a visiting band had encouraged men to sing in public and staff and prisoners had produced a video of the Uniting Nations event (see paragraph 2.29).

Recommendation

- 3.8 Prisoners should have access to at least one hour in the open air every day and exercise yards should contain seating and exercise equipment.**

Good practice

- 3.9** *The range of computers and associated DVD courses in the library ensured prisoners made constructive use of their time out of their cell and developed their skills.*
- 3.10** *The use of film and other media gave men the opportunity to build confidence and self-esteem.*

Education, skills and work activities (Ofsted)¹⁰

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.¹¹

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

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

Management of education, skills and work

3.12 The education and vocational training provision, provided by Novus, required improvement overall. Prison managers had successfully dealt with the weaknesses in attendance identified at the previous inspection. They had carefully monitored attendance and tackled any unauthorised absences. Attendance had now improved. Pay rates were fair, encouraging participation in learning activities. Managers held regular partnership meetings with the education provider Novus, using data to monitor and manage the contract effectively and robustly. The prison self-assessment report was accurate and provided a good basis for planning improvements.

3.13 There were insufficient activity places for all prisoners, and too many (around 80) were unemployed. Only around half of planned education places were being delivered. Fourteen teaching and education management posts were vacant, and the college could not cover staff sickness absences in vocational training. Managers had reviewed the curriculum, taking account of prisoners' needs and the local labour market. The new curriculum had not been implemented because of the staff shortages. Most vocational courses were only available at level 1, and very little level 3 provision was offered. Prisoners with poor English and maths skills were not always required to improve them.

3.14 Teaching and vocational training facilities were underused. An excellent welding workshop had been unused for eight months because of a staff vacancy. Most education computers were out-of-bounds because they were in a building with a damaged roof. As a result, information and communications technology (ICT) and business courses had to be suspended.

¹⁰ 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.

¹¹ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.15** The new education manager had a good strategy for developing and improving the provision. Procedures for observing teaching and learning had recently improved and were good. New coaching and training opportunities had been introduced and were beginning to improve teaching.
- 3.16** Most men were employed in prison work and industries where training programmes were poor and they had few opportunities to gain vocational qualifications. Men's employability and supervisory skills developed at work were not recorded or promoted (see also paragraph 3.36 and recommendation 3.38). Quality assurance in these workplaces was poor. Learners' views were not collected or analysed. Workshop instructors were not involved in self-assessment reporting.
- 3.17** The National Careers Service (NCS) provision, delivered by CXK, was good. Prisoners received good guidance during induction to help them select an appropriate activity. Skills action plans were good and were available on the prison's computer network, enabling other agencies and the offender management unit to access them easily.
- 3.18** The range of activities to support men seeking employment on release was good. They included job brokerage, employer events, participation in the Steps to the Gate course, and training and assessment to help men gain a construction industry site safety card. CXK also provided bursaries so men could purchase items such as tools or workwear, to help them take up employment after release. Jobcentre Plus staff also interviewed all men before release and provided them with good job search support and help with benefit enquiries.

Recommendations

- 3.19** **The prison should ensure all prisoners whose attainment in English and maths is below level 1 are encouraged to improve their skills and qualifications.**
- 3.20** **Novus and the prison should ensure all training facilities are brought into use as soon as possible.**
- 3.21** **The prison should introduce accredited functional skills training and support for men working in prison industries and workplaces.**

Quality of provision

- 3.22** Most teaching was good. Teachers planned lessons carefully and included a variety of activities to maintain learners' interest. Some made good use of real life examples to explain ideas. For example, learners in entry level mathematics learned about ratios and percentages by working on their personal budgets. Teachers often successfully reinforced English and maths in other subject areas, and many class plans covered equality and diversity and life in modern Britain.
- 3.23** Too few teachers made good use of individual learning plans to help learners progress. Targets were not specific or measurable, and reviews were not always carried out. In maths, teachers provided detailed and encouraging feedback on learners' written work, but, in other subjects, teachers' comments were often too brief and failed to tell learners how they could improve. Teachers did not consistently reinforce good standards of written English.
- 3.24** Some education resources required improvement – a number of handouts used fonts that were difficult for entry level readers to read, while others were poor quality photocopies.

Most electronic white boards were not in use, restricting teachers' ability to enhance lessons using computer technology.

- 3.25** Arrangements for providing additional learning support were weak. Learners could declare their additional learning needs at induction, but learning support plans lacked detail and it was often unclear what support was provided.
- 3.26** Teaching on vocational training courses was very good. Prisoners in gardens, and on construction skills and industrial cleaning courses quickly gained knowledge and useful skills, including English and maths. Instructors planned activities well and assessed learners' work frequently, to make sure they were making the progress expected of them. They provided more advanced learners with extra, more challenging, activities so they could develop further; for example, stonemasonry learners carved items such as memorial plaques. However, the qualifications offered, mainly at level 1, did not fully accredit the skills learners demonstrated, or promote progression.
- 3.27** Prison workshops offered poor training opportunities. Instructors were not aware of prisoners' skills levels or learning needs, and did not develop or record their skills. There was no support for prisoners with learning difficulties or disabilities in prison workplaces, and little evidence that equality or diversity were promoted.
- 3.28** Arrangements for supporting Open University and distance learning students required improvement. The application and enrolment process was well managed, and students benefited from good access to computers and resources in the library. However, no academic or study skills support was available so more learners could embark on higher-level study.

Recommendations

- 3.29** **Managers should improve the use of individual learning plans and support teachers to ensure they are effective in helping learners progress.**
- 3.30** **Vocational training should offer accreditation at level 2 and above where learners are able to achieve it.**
- 3.31** **Novus should offer open and distance learning students support so they can improve their study skills.**

Personal development and behaviour

- 3.32** Prisoners behaved well and were respectful to staff and each other. Many were confident and self-assured in their work. In practical subjects, learners were interested and keen to learn. They worked cooperatively and responded well to instructions from staff.
- 3.33** Prisoners understood how to keep themselves safe. All took health and safety and manual handling courses at induction, and received further training in each work or vocational training area.
- 3.34** Learners attending the Steps to the Gate pre-release course gained practical knowledge and skills to assist them in preparing for release. They could also use the virtual campus (internet access for prisoners to community education, training and employment opportunities) to create CVs and search for job opportunities. The course involved several partner agencies

and used high quality resources, for example, to explain the rules on disclosing criminal convictions in job applications.

- 3.35** In vocational training, some learners developed good links to employment after release. One man who had taken the industrial cleaning course was encouraged to consider self-employment and received good support. He had well-developed plans for setting up a business after release. A prisoner on the customer services course, who had also completed several physical education courses, had built up his confidence and was now a health trainer in the gym, delivering courses and supporting staff and learners.
- 3.36** Attendance was generally good, particularly in vocational training workshops, but it was poor in some functional skills courses, particularly English. Punctuality was sometimes poor. Prisoners moved very slowly to activities, and some sessions were affected by frequent interruptions as learners left to attend other activities. In prison industries, men's personal, social and employment-related skills were not recognised.
- 3.37** Most mentors had received training and enjoyed their roles. Mentors were well managed in many areas, including education, vocational training and in the NCS. In prison industries, prisoner supervisors were often deployed effectively, but there was no formal planning or training for their role.

Recommendation

- 3.38** **Prison workplaces should promote prisoners' employability by recognising and recording their personal and social skills.**

Outcomes and achievements

- 3.39** Most learners in education made good progress. They took pride in their work, and achieved appropriate standards. There were no significant differences in the achievement rates of different groups of learners.
- 3.40** Qualification outcomes were good in most vocational training areas, where a large majority of prisoners completed and achieved their learning goals. Prisoners developed good work skills, especially in gardens, stonemasonry and waste management. However, there were few opportunities for progression beyond level 1. Outcomes in education were generally good, but they were poor in English and some maths courses.
- 3.41** Many prisoners were involved in work, such as in gardens, kitchens, contract workshops, waste management, and cleaning, which helped them develop useful skills.
- 3.42** The prison and resettlement agencies worked together well to create some well-focused employer involvement activities for prisoners in the last few weeks of their sentence. Those who participated achieved good job outcomes after release.

Recommendation

- 3.43** **Managers should improve the poor outcomes on some English and maths courses.**

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 Family work came under the reducing reoffending strategy but was rarely mentioned in detail in meetings. Rochester had been without a family worker for some time but at the time of the inspection, the work was subject to a tendering process. The prison had worked hard to plug the gap left by the lack of a family worker and some positive work took place. Some men participated in a Prison Advice and Care Trust project, which provided them with individual support. The organisation also ran the Building Stronger Families relationship course. The Forward Trust ran an eight session Family Ties course, which included sessions on managing change and dynamics. Men completing the Family Ties course received a one-off additional phone credit.
- 4.2 The visitors' centre, where visitors were first received, was limited. It consisted of a waiting room with some information and toys. Toilets were also available but there were no refreshments or family support. It was good that families could organise additional visits in person at the centre and staff were helpful, but it took too long to book visitors in. There was no clear information about where to go and what to do after booking in and some visitors found the process confusing. Searching procedures were appropriate, respectful and undertaken in private, but waiting times were too long.
- 4.3 A family and friends consultative meeting in February 2017 had led to some positive outcomes. The visits centre, where visits took place, had been refurbished and was now attractive and welcoming. It had a play area and a good selection of refreshments. Visitors appreciated the new environment. There were 35 spaces, which was not enough for the size of the population, but the prison had maximised the space they had. Men were not always brought to the visits hall on time and they wore sashes, which was unnecessary. Visits staff were approachable and helpful and the atmosphere in the hall was relaxed. Men could apply for official prison visitors through the chaplaincy if they did not receive family visits.
- 4.4 The gym also organised extended family visits, which usually ran in school holidays and provided games and activities for children. Men and their families appreciated these visits.
- 4.5 Men whose mail had to be monitored sometimes received letters a few days after they arrived at the prison. Access to phones was generally good. In our survey, 99% of men said they had daily access to a phone. Most men had phones in their rooms – they told us they appreciated the privacy this gave them and it made early lock-up more bearable. Voicemail and Email a Prisoner services were available. Men eligible for release had prompt access to

home detention curfew (HDC) and release on temporary licence (ROTL) for family contact, which was encouraging.

Recommendation

4.6 Visits processes should be streamlined so that waiting times are reduced.

Good practice

4.7 *Extended family visits, organised by the gym, enabled men to spend quality time with their children.*

4.8 *In-cell phones enabled men to speak to their families regularly in private.*

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 reducing reoffending strategy as well as an offender management policy. Both documents had been written in 2017 and clearly outlined the process for managing prisoners through the offender management unit (OMU) up until their release. The reducing reoffending strategy had also been informed by a needs analysis, undertaken in November 2016. However, the response rate to the needs analysis questionnaires sent to all prisoners was only 15%.
- 4.10** The prison had a clear picture of how it wanted to progress this work. The reducing reoffending meeting was held every month – attendance was reasonable and there were links between different departments and service providers. However, despite a clear strategic approach, there were significant shortfalls in the provision's delivery.
- 4.11** The OMU was made up of 10 offender supervisors – six prison officers and four full-time equivalent probation officers. It was now relatively rare for prison officer offender supervisors to be redeployed elsewhere in the prison. Casework was divided so that probation staff managed cases that would have been managed by the National Probation Service (NPS) in the community, and officers those that would have been managed by the community rehabilitation company (CRC) on release. This, however, led to disproportionate caseload sizes. Most prison officers were managing caseloads of around 45, while probation staff had an average of 90. Two probation staff told us they had caseloads of more than 100, which was unmanageable. Nearly all cases managed by probation staff were high risk prisoners.
- 4.12** A detailed analysis of the cases of 12 prisoners managed through the OMU at Rochester was undertaken. They included a combination of high and medium risk of harm cases. A further 15 cases were examined in less detail, primarily prisoners due to be released within the following four weeks.
- 4.13** Offender assessment system (OASys) documents should have been completed before prisoners were sent to a training prison, but our analysis indicated around 70% of men arrived at Rochester without one. Managers had prioritised the completion of OASys documents but with a turnover of around 70 to 80 prisoners a month, prison officer

offender supervisors spent a disproportionate amount of time completing OASys documents, rather than carrying out the wider role they were resourced to undertake. We were told that, at the beginning of the year, the OASys document backlog was over 200 and had, by the time of the inspection, been reduced to just under 100. A further 106 prisoners were also overdue an OASys review. Of the 98 prisoners without an OASys document, 36 were the responsibility of the NPS. They were therefore prisoners assessed as posing a high risk of harm or who had committed a violent offence and were being managed through multi-agency public protection arrangements (MAPPA). The NPS was also responsible for 70 of the out-of-date reviews. Delays in the completion of assessments were not being escalated through the service's hierarchy effectively.

- 4.14** Where OASys documents had been completed, we found them to be reasonable overall, if still variable. Those completed by the NPS were of a higher standard than those completed by prison officer offender supervisors – they had a clearer focus on risk and risk management. Some sentence plans – particularly those of medium and low risk prisoners – had targets that were too vague and it was not clear how they related to the prisoner's original offence. All sentence plan targets were also logged on a database, which helped managers monitor the most significant areas of concern.
- 4.15** High risk prisoners were mostly seen every month and there were examples of appropriately focused contact and interactions centred on men's risks. For most other prisoners, contact was rarely more frequent than every four months and we saw examples of it being even less frequent. In most cases, such infrequent contact was perfunctory and of little value. One prisoner we came across was serving 10 years for wounding. Because he was assessed as only a medium risk of harm, his offender supervisors had had little or no contact with him and had not liaised with his offender manager in the community, despite his record of violence in the prison and having been segregated for long periods.
- 4.16** While probation staff had regular casework supervision, prison officers still did not. Prison staff were subject to biannual personal development reviews, but they did not focus sufficiently on effective practice.
- 4.17** A small number of indeterminate sentenced prisoners were held at Rochester. All were allocated a probation offender supervisor but for many there was again little ongoing contact. An indeterminate sentenced prisoner forum had been set up earlier in the year to address the specific needs of these prisoners.
- 4.18** The identification of prisoners subject to public protection arrangements on arrival at the prison was generally good. Those subject to child protection arrangements and/or restraining orders were also promptly monitored and reviews were appropriate. The monthly inter-departmental risk management team (IDRMT) meetings ensured decisions were appropriate. MAPPA levels were identified by probation offender managers in time to effect necessary release planning. MAPPA F forms (information-sharing reports) were reasonable, although some we reviewed could have been more analytical. However, prisoners subject to MAPPA did not always have their cases reviewed through the IDRMT. Although we came across no examples where risks had not been managed appropriately prior to release, the lack of IDRMT oversight weakened necessary safeguards.
- 4.19** In the six months prior to our inspection 282 prisoners had been considered for HDC, 151 (53%) of whom had been successful. Our review of cases found decisions appropriate and justified. In the previous three months, a number of significant changes to the process now meant there were fewer delays and prisoners who were granted HDC were more likely to benefit from it on their eligibility date.
- 4.20** During the inspection, there were 43 category D prisoners at the prison. The review process was efficient and appropriate and there were rarely delays. Prisoners requiring a re-

categorisation review who did not have an OASys document were prioritised for one and OASys and sentence plan information was integral to decision-making. An analysis of recent reviews showed decisions were broadly appropriate, but we were concerned that information from other prison departments was not always sought. Transferring prisoners to a category D prison sometimes proved problematic as spaces were at a premium.

- 4.21** It was encouraging that since the last inspection the prison had re-launched the ROTL scheme. Information circulated to prisoners was clear and procedures were reasonable, as were risk assessments. Numbers remained relatively low and only 11 men had successfully completed ROTL in the previous six months. In all cases, ROTL was used to support family ties.

Recommendations

- 4.22** **Sentence plan targets should be specific and focus on reducing prisoners' identified risks.**
- 4.23** **All officer offender supervisors responsible for prisoner casework should have casework supervision.**
- 4.24** **The prison should ensure that all prisoners due for release and subject to MAPPA are reviewed and managed through the IDRMT.**

Interventions

Expected outcomes:

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

- 4.25** The prison was delivering two nationally accredited offending behaviour programmes; the Thinking Skills Programme, which addressed distorted thinking associated with offending, and Resolve, a programme that tackles violence. The prison had a combined annual target of 54 prisoner completions, although for the current year there had been only 39 completions. Resolve had not been delivered in 2017 up to the inspection. OMU data showed that demand outstripped the current provision and there was a significant deficit in the number of places. Offender supervisors were frustrated about the limited programme places as there were few alternative options.
- 4.26** Drug and alcohol interventions were delivered regularly and the Sycamore Tree victim awareness course was delivered four times a year through the chaplaincy. The chaplaincy also delivered two faith-based programme, neither of which had been evaluated to see if they had any impact on offending behaviour. Some individual work could have been undertaken by probation offender supervisors, but large caseloads prohibited it. We saw some 'victim empathy' in-cell packs being used, but they were not used consistently and there was no follow-up or evidence that they were effective.
- 4.27** Finance benefit and debt support through Kent, Surrey and Sussex CRC was limited primarily to obtaining identification cards and opening bank accounts. Prisoners could be directed to debt support agencies on release, but the prison had no debt support of its own. Further provision was scheduled but not yet in place. In our survey, while 40% of prisoners due to be released in the following three months said they needed help with finances, only 28% said they were getting it.

- 4.28** Housing support was provided by Nacro, contracted by the CRC. It was estimated that Nacro managed approximately 90 to 100 prisoners in their last 12 weeks of sentence at any one time. We saw staff make considerable efforts to help prisoners find somewhere to live, but despite this, approximately 15% of prisoners were released with no fixed accommodation. There was no routine follow-up to find out what post-release outcomes had been to inform future support.

Recommendations

- 4.29** A suitable range of interventions and offending behaviour programmes should be available to meet the prison population's needs.
- 4.30** Prisoners should have access to sufficient debt management support at the prison.

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.

- 4.31** A worker from the CRC, who was based in the community, saw most prisoners approximately 12 weeks prior to their release. Although a full-time prison-based worker was being recruited, the service offered during the inspection was insufficient to meet demands. There was little or no capacity for follow-up contact following the initial pre-release session and in most cases, CRC workers did not have enough time to read case files prior to the meeting. Most meetings therefore consisted of an interview rather than an assessment, during which prisoners were told where they could obtain support rather than receive support. Staff we spoke to told us that every available interview slot for the following two months had already been allocated.
- 4.32** It was not clear how accurate resettlement plans compiled by the CRC were. Workers did not seek out information from other services, such as drugs and alcohol, mental health and children and families, so they could include it in the plans. We saw examples in which the prison and community responsible offender manager liaised to discuss release plans, but this did not always take place. When it did happen, it was not clear how effective it had been as there was no regular follow-up.
- 4.33** Little 'Meet at the Gate' and mentoring provision had been established, although it was being developed. In the previous three months, only one prisoner had been met at the gate and supported in his first few hours and days in the community.
- 4.34** Practical arrangements for release were appropriate. Prisoners could have clothes for release laundered before they left and a washing machine was available in reception. Prisoners were offered plain black holdalls in which to carry their belongings. Reception staff went through prisoners' licence conditions to ensure they understood them prior to their release.

Recommendations

- 4.35** The prison should clarify how the prison should liaise with responsible officers in the community to ensure all relevant information about a prisoner's progress and ongoing needs is shared.
- 4.36** Mentoring and Meet at the Gate support services should be developed to meet prisoners' needs.

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 Special cells should only be used when necessary, and for the shortest time possible. (S44)
- 5.2 The prison needs to ensure that action identified in the comprehensive plan to address the availability and use of illegal drugs is carried out within the timescales outlined and any new threats identified and addressed promptly. (S45)
- 5.3 The prison should ensure men have a good amount of time out of their cells every day and all men should have the opportunity during this time to engage in purposeful activities that support their rehabilitation. (S47)

Main recommendation

To the governor and HMPPS

- 5.4 Prisoners should have an up-to-date OASys assessment and regular proactive contact with their offender supervisor. (S48)

Main recommendation

To HMPPS and the MoJ

- 5.5 A plan about the closure and potential redevelopment of Rochester should be drawn up to provide the governor and prisoners with more clarity about the prison's future. (S46)

Recommendations

Early days in custody

- 5.6 First night cells should be clean, functional and appropriately equipped. (I.12)
- 5.7 Men should be offered a free telephone call on arrival at the prison. (I.13)

Managing behaviour

- 5.8 The IEP scheme should be implemented in full, reviews carried out at appropriate times and prisoners on the basic level given sufficient support to improve their behaviour. (I.22)
- 5.9 The prison should establish quality assurance procedures and lines of accountability for the use of force to ensure all incidents, including planned interventions, are reviewed promptly to assess if force was used proportionately and as a last resort. (I.27)
- 5.10 Showers in the segregation unit should be refurbished. (I.32)

Security

- 5.11** Security objectives should be fully disseminated to all staff to ensure adequate feedback on areas of most concern. (1.37, repeated recommendation (1.40)
- 5.12** The prison should carry out all required suspicion drug tests. (1.38)

Safeguarding

- 5.13** ACCT documents should demonstrate that men were being appropriately cared for. (1.47)
- 5.14** Constant supervision processes should only be used when needed, and after alternatives have been explored. (1.48)

Daily life

- 5.15** Prisoners should be held in adequately equipped cells within a decent residential environment. (2.14)
- 5.16** Managers should address the prisoners' negative views of the food and seek ways to improve it. (2.19)
- 5.17** Prisoners should have ready access to confidential access complaint forms. (2.26)

Equality, diversity and faith

- 5.18** DIRFs containing allegations about members of staff should be answered by an appropriately senior and sufficiently independent manager. (2.33)
- 5.19** Equalities peer workers should have a good understanding of the forms of support available for prisoners with protected characteristics and should interview prisoners in private. (2.34)
- 5.20** The prison should investigate why black and ethnic minority men have negative perceptions of their treatment and develop a strategy to address the issues identified. (2.44)

Health, well-being and social care

- 5.21** Senior health care managers should be fully involved with the prison management team. (2.59)
- 5.22** Prisoners should be able to complain easily about health services through a well- advertised single confidential system and responses should highlight escalation options. (2.60)
- 5.23** Waiting times for the optician should not exceed six weeks and for the GP, two weeks. (2.71)
- 5.24** Robust triage systems should be in place to ensure patients' needs are met in a timely manner. (2.72)
- 5.25** Suitable equipment and appropriate adaptations should be provided promptly. (2.78)
- 5.26** A memorandum of understanding should be agreed formally between the prison and local authority to ensure men's social care needs are consistently met. (2.79)

- 5.27** Medicines should comply with labelling requirements, be stored safely and be transported around the prison securely. (2.107)
- 5.28** Discipline staff should regularly supervise all medicine administrations to ensure patient confidentiality and reduce the risk of bullying and trading. (2.108, repeated recommendation 2.80)
- 5.29** Robust governance arrangements should be in place to monitor the quality of the dental service. (2.112)

Time out of cell

- 5.30** Prisoners should have access to at least one hour in the open air every day and exercise yards should contain seating and exercise equipment. (3.8)

Education, skills and work activities

- 5.31** The prison should ensure all prisoners whose attainment in English and maths is below level 1 are encouraged to improve their skills and qualifications. (3.19)
- 5.32** Novus and the prison should ensure all training facilities are brought into use as soon as possible. (3.20)
- 5.33** The prison should introduce accredited functional skills training and support for men working in prison industries and workplaces. (3.21)
- 5.34** Managers should improve the use of individual learning plans and support teachers to ensure they are effective in helping learners progress. (3.29)
- 5.35** Vocational training should offer accreditation at level 2 and above where learners are able to achieve it. (3.30)
- 5.36** Novus should offer open and distance learning students support so they can improve their study skills. (3.31)
- 5.37** Prison workplaces should promote prisoners' employability by recognising and recording their personal and social skills. (3.38)
- 5.38** Managers should improve the poor outcomes on some English and maths courses. (3.43)

Children and families and contact with the outside world

- 5.39** Visits processes should be streamlined so that waiting times are reduced. (4.6)

Reducing risk, rehabilitation and progression

- 5.40** Sentence plan targets should be specific and focus on reducing prisoners' identified risks. (4.22)
- 5.41** All officer offender supervisors responsible for prisoner casework should have casework supervision. (4.23)
- 5.42** The prison should ensure that all prisoners due for release and subject to MAPPA are reviewed and managed through the IDRMT. (4.24)

Interventions

- 5.43** A suitable range of interventions and offending behaviour programmes should be available to meet the prison population's needs. (4.29)
- 5.44** Prisoners should have access to sufficient debt management support at the prison. (4.30)

Release planning

- 5.45** The prison should clarify how the prison should liaise with responsible officers in the community to ensure all relevant information about a prisoner's progress and ongoing needs is shared. (4.35)
- 5.46** Mentoring and Meet at the Gate support services should be developed to meet prisoners' needs. (4.36)

Examples of good practice

- 5.47** Peer workers who greeted men and went through paperwork with them ensured new arrivals were welcomed and had the opportunity to ask questions. (1.14)
- 5.48** The Uniting Nations event helped promote equality and diversity as well as cooperation, respect and dialogue across the prison. (2.35)
- 5.49** Regular discharge clinics provided patients returning to the community with excellent support. (2.73)
- 5.50** The range of computers and associated DVD courses in the library ensured prisoners made constructive use of their time out of their cell and developed their skills. (3.9)
- 5.51** The use of film and other media gave men the opportunity to build confidence and self-esteem. (3.10)
- 5.52** Extended family visits, organised by the gym, enabled men to spend quality time with their children. (4.7)
- 5.53** In-cell phones enabled men to speak to their families regularly in private. (4.8)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Sean Sullivan	Team leader
Francesca Cooney	Inspector
Karen Dillon	Inspector
Jeanette Hall	Inspector
Ian Macfadyen	Inspector
Keith McInnis	Inspector
Anna Fenton	Researcher
Joe Simmonds	Researcher
Emily Spilman	Researcher
Beth Wilson	Researcher
Liz Walsh	Lead health and social care inspector
Majella Pearce	Health and social care inspector
Simon Denton	Pharmacist
Dayni Johnson	Care Quality Commission inspector
Joanne MacDonald	Care Quality Commission inspector
Mary Devane	Ofsted inspector
Sheena Maberly	Ofsted inspector
Steve Oliver-Watts	Ofsted inspector
Keith Humphreys	Offender management inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, reception procedures were good but prisoners' experience of their early days at Rochester was poor. Prisoners reported feeling unsafe and levels of violence were high, particularly against staff. The wide availability of drugs, predominantly Spice, had led to bullying, debt and some poor behaviour that was not always challenged by staff. Too many victims of bullying were isolating themselves and perpetrators were not adequately managed. Incidents of self-harm were high. Security measures were proportionate. Use of force was high and monitoring was inadequate. The segregation unit environment was poor and too many vulnerable prisoners were held there. There was good psychosocial support for prisoners with substance misuse problems. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

The prison should take urgent action to address the availability of new psychoactive substances and illicit drugs. Managers should ensure that staff challenge prisoners who are clearly under the influence of drugs, and work to reduce high levels of violence and debt-related bullying, ensuring that victims of violence are supported and perpetrators challenged. (S35)

Partially achieved

Recommendations

Prisoners should be disembarked from escort vehicles swiftly. (1.3)

Achieved

First night cells should be clean, prepared and appropriately equipped for new arrivals. (1.9)

Partially achieved

There should be staff handover arrangements and enhanced checks to monitor new arrivals. (1.10)

Not achieved

All prisoners should receive an induction that is comprehensive and timely. (1.11)

Partially achieved

The prison should implement the recommendations arising from investigations into deaths in custody, and regularly check these for compliance. (1.23)

Achieved

Prisoners subject to assessment, care in custody and teamwork (ACCT) case management should only be held in the segregation unit in exceptional circumstances, and the constant observation cell should not be located there. (1.24)

Not achieved

All staff who undertake night duty should carry anti-ligature knives and know the code system to use in the event of a serious incident of self-harm. (1.25)

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. (1.30)

Not achieved

Security objectives should be fully disseminated to all staff to ensure adequate feedback on areas of most concern. (1.40)

Not achieved (recommendation repeated, 1.37)

Prisoners clearly under the influence of drugs should be challenged by staff or offered medical assistance if appropriate. (1.41)

Achieved

The incentives and earned privileges (IEP) scheme should be fully implemented and reviews carried out at appropriate times. (1.45)

Not achieved

There should be regular adjudications monitoring meetings, and regular quality assurance of individual records to ensure that they are appropriate. (1.49)

Partially achieved

There should be quality assurance procedures and accountability for the use of force to ensure that all incidents, including planned interventions, are fully documented and reviewed quickly to assess if force was used proportionately and as a last resort. (1.53)

Not achieved

All use of special accommodation should be authorised, and documentation should be fully completed and give a clear indication of the prisoner's level of search and the clothing they are given. (1.54)

Not achieved

The role of the segregation unit should be clearly defined, with supporting policies and procedures that include individual assessments of prisoners for their access to regimes, care and reintegration planning, and realistic targets to challenge poor behaviour. (1.59.)

Partially achieved

Cells and showers on the segregation unit should be cleaned, and graffiti in all areas should be removed. (1.60)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, living conditions for many prisoners were very poor with dirty accommodation, broken equipment and a lack of basic kit. Graffiti and displays of pornography were widespread and went unchallenged, as did other low-level bad behaviour. Most prisoners said that staff treated them decently and we saw examples of this but, as at the last inspection, prisoners from a black and minority ethnic background were more negative. The use of prisoner peer supporters across a range of areas was good. Equality and diversity work was weak but faith provision was generally good. Health services were improving and were mostly good, although too many hospital appointments were cancelled due to staff shortages. The food for prisoners was poor. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

All cells and communal areas should be clean, free of graffiti and kept at a suitable temperature. Offensive displays should be removed. Prisoners should be able to get adequate clean clothes, bedding, towels and furniture in their cells. (S36)

Not achieved

Diversity and equality plans should include strategic objectives to progress work across all diversity strands. They should identify and meet the needs of prisoners with protected characteristics. This should include regular consultation with prisoners and actions to improve perceptions and outcomes for these groups. Links with external community groups and agencies should be strengthened to provide support to prisoners with protected characteristics. (S37)

Partially achieved

Recommendations

Prisoners should be able to pay for in-cell telephones by instalments, and applications to purchase them should be dealt with promptly. (2.8)

Not achieved

Rules and expected standards of prisoner behaviour should be clear and enforced by all staff. (2.14)

Achieved

Personal officer entries in prisoners' case notes should evidence good knowledge of the prisoners they are responsible for, and regular management checks should assess the quality of staff records and encourage meaningful staff engagement with prisoners and their sentence plans. (2.15)

Partially achieved

Equality monitoring data should be extended to more areas of prisoner treatment, analysed thoroughly and any patterns or trends fully investigated. (2.23)

Partially achieved

The prison should investigate and address the reasons for the low number of discrimination incident reporting forms submitted. (2.24)

Achieved

There should be formal interventions to challenge prisoners who engage in racist behaviour. (2.25)

Not achieved

Necessary maintenance work should be carried out in the old multi-faith room. (2.37)

No longer relevant

Responses to complaints should be prompt. (2.42)

Achieved

The health care department should be fully involved in future changes to the prison regime and other prison issues that affect service delivery and patient safety. (2.57)

Not achieved

There should be a comprehensive health needs assessment to ensure that the services commissioned meet the needs of the population. (2.58)

Partially achieved

All clinical areas should comply fully with infection control guidelines. (2.59)

Not achieved

Prisoners requiring emergency first aid should have prompt access to appropriately trained custody staff and well-maintained equipment, including defibrillators that receive regular documented checks. (2.60)

Achieved

Prisoners should have prompt access to the optician, and the failure-to-attend rate for all clinics should be monitored and appropriate remedial action taken to reduce it. (2.70)

Partially achieved

There should be robust monitoring of external hospital appointments, and escort arrangements should be adequate to avoid unnecessary cancellations. (2.71)

Achieved

The medicines management committee should ensure there is a robust in-possession medication policy that reflects the needs of the patients, the medicines and the security issues in the prison, and which is regularly audited to ensure compliance, and that the patient group directions are up to date. (2.79)

Achieved

Discipline staff should regularly supervise all medicine administrations to ensure patient confidentiality and reduce the risk of bullying and trading. (2.80)

Not achieved (recommendation repeated, 2.108)

Medicines taken to the segregation unit should be transported safely. (2.81)

Not achieved

A rolling programme of mental health awareness refresher training should be provided for all custody staff. (2.91)

Achieved

The quality of the food and portions served should be of a better quality and adequate size. (2.97)

Not achieved

All serveries should be kept clean and well maintained. (2.98)

Achieved

Purposeful activity

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

At the last inspection, in 2015, prisoners had extensive time out of cell and access to a range of work and education, although places on these were underused. The quality of education provision had improved and achievements were mostly good. College and prison staff worked well together. Prisoner attendance at activity was very poor and we found a third of prisoners doing nothing during the working day. Use of the library needed to be better promoted. Gym and PE facilities were good but attendance was low. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

Prison managers should carry out a thorough analysis of prisoner attendance at activities, and implement robust strategies to ensure that they attend their scheduled activities. (S38)

Achieved

Recommendations

Exercise yards should contain seating and exercise equipment. (3.4)

Not achieved

The prison should carry out a comprehensive needs analysis and develop stronger links with employers to ensure that the curriculum is more closely matched to the needs of prisoners, employers and the regional economy. (3.11)

Achieved

Prison managers should take swift action to ensure that all prisoners attend the activities to which they are allocated. (3.16)

Achieved

College managers should ensure that the initial assessment of prisoners' English and mathematics skills is accurate and timely. (3.17)

Achieved

College managers should ensure that assignments and tasks are meaningful, and that prisoners are stretched and challenged in lessons. (3.22)

Achieved

All staff should actively promote a positive attitude to learning, skills and work, supported by effective prison-wide strategies that result in significantly improved attendance at purposeful activities, especially in education. (3.25)

Achieved

Careers advisers should ensure that they have all the information necessary to enable them to prepare long-term resettlement plans for prisoners. (3.26)

Achieved

College managers should identify and take action to address the reasons for prisoners' poor achievement in functional skills qualifications in English at level 2. (3.31)

Not achieved

Prison managers should ensure that the commercially run prison industries work is more challenging and realistic enough to prepare prisoners for employment. (3.32)

Not achieved

Library staff should make better use of the available data to promote improved use of library resources. (3.36)

Achieved

The PE department should provide industry-recognised qualifications to improve prisoners' employability on release. (3.41)

Not achieved

Prison managers should significantly reduce the number of gym sessions cancelled as a result of the redeployment of PE staff to other duties. (3.42)

Not achieved

PE staff should actively promote PE and the health benefits to encourage greater participation. (3.43)

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 2015, offender management and resettlement work was disjointed. The role of the offender management unit (OMU) was not clearly communicated to staff and prisoners. There was an unacceptable backlog of OASys (offender assessment system) assessments and no credible plan to correct this, placing a significant burden on OMU staff. Public protection arrangements were generally well managed but some prisoners who posed a risk did not have their risk management level set sufficiently early before release. Categorisation and home detention curfew were managed well. Outcomes across most resettlement pathways were adequate but provision for children and families and accommodation needs had deteriorated. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

There should be a clear strategic direction for the offender management unit, which informs the reducing reoffending strategy, and an in-depth prisoner needs analysis, using OASys (offender assessment system) data, induction information and prisoners' views, should inform annual reviews of resettlement provision. (S39)

Partially achieved

Recommendations

The prison should develop its release on temporary licence provision. (4.7)

Achieved

All offender supervisors should receive regular reviews and personal development support, particularly around risk reduction, through supervision and casework management. (4.17)

Not achieved

The prison should undertake a full review of outstanding OASys assessments and reviews, and implement a plan to address the backlog. (4.18.)

Partially achieved

Prisoners should be informed about the role of the offender management unit and what they could expect from their offender supervisor on arrival at Rochester. (4.19)

Achieved

The prison should hold regular sentence planning boards, with contributions from all relevant departments, that set outcome-focused objectives for each prisoner, which are recorded on the case management system. (4.20)

Partially achieved

The prison should ensure that external offender managers complete assessments for high risk prisoners. (4.21)

Not achieved

The prison should ensure that all multi-agency public protection arrangements (MAPPA) eligible prisoners are identified and are assigned a MAPPA risk management level at least six months before their release. (4.25)

Achieved

All prisoners should have a pre-release assessment, informed by contributions from departments across the establishment, before their release. (4.31)

Partially achieved

Agencies involved in resettlement should improve the coordination of their activities and information sharing to avoid duplication. (4.32)

Not achieved

CXK advisers should have timely access to prisoners' sentence plans to ensure that they can consider their longer term resettlement needs. (4.37)

Achieved

The virtual campus should be used regularly used to help prisoners prepare for resettlement. (4.38)

Not achieved

Provision under the children and families pathway should be developed to provide a comprehensive service to enable prisoners to maintain, develop and renew family ties. (4.48)

Not achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notices

Provider: Oxleas NHS Foundation Trust

Location: HMP Rochester

Location ID: RPGAB

Regulated activities: Treatment of disease, disorder, or injury, diagnostic and screening procedures, and personal care.

Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 12: Safe Care and treatment

12 (2) (a) (b) Assessing the risks to the health and safety of service users of receiving care or treatment and mitigating such risks.

12 (2) (g) The proper and safe management of medicines.

How the regulation was not being met:

The planning and delivery of care was not based on risk assessments to balance the needs of people using the service. We saw evidence that prisoners waited up to 3 weeks to see a GP for a routine appointment, and there was not an effective system in place to ensure that appointments were prioritised appropriately.

Staff did not follow procedures to manage medicines safely when transporting them around the prison. We observed staff transporting medicines insecurely to other areas of the prison without using the appropriate safety equipment.

Appendix IV: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	70	635	94.8%
Recall	0	38	5.1%
Convicted unsentenced	0	0	0.0%
Remand	0	0	0.0%
Civil prisoners	0	0	0.0%
Detainees	0	0	0.0%
Total	70	673	100.0%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0.0%
Less than 6 months	0	0	0.0%
6 months to less than 12 months	2	14	2.2%
12 months to less than 2 years	16	93	14.7%
2 years to less than 4 years	41	335	50.6%
4 years to less than 10 years	11	189	26.9%
10 years and over (not life)	0	28	3.8%
ISPP (indeterminate sentence for public protection)	0	3	0.4%
Life	0	11	1.9%
Total	70	673	100.0%

Age	Number of prisoners	%
Minimum Age: 18	0	0
Under 21 years	70	9.4%
21 years to 29 years	272	36.6%
30 years to 39 years	218	29.3%
40 years to 49 years	126	17.0%
50 years to 59 years	53	7.1%
60 years to 69 years	3	0.4%
70 plus years	1	0.1%
Maximum Age: 76	-	-
Total	743	100.0%

Nationality	18–20 yr olds	21 and over	%
British	63	632	93.5%
Foreign nationals	7	40	6.3%
Not disclosed		1	0.1%
Total	70	673	100%

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	0	0	0%
Uncategorised sentenced	0	0	0%
Category A	0	0	0%
Category B	0	1	0.1%
Category C	1	625	84.3%
Category D	0	43	5.8%
Other	69	4	9.8%
Total	70	673	100%

Ethnicity	18–20 yr olds	21 and over	%
White			
British	43	485	71.1%
Irish	1	5	0.8%
Gypsy/Irish Traveller	1	42	5.8%
Other white	3	22	3.4%
Mixed			
White and black Caribbean	2	5	0.9%
White and black African	1	1	0.3%
White and Asian	0	3	0.4%
Other mixed	1	6	0.9%
Asian or Asian British			
Indian	0	7	0.9%
Pakistani	0	5	0.7%
Bangladeshi	1	5	0.8%
Chinese	0	0	0.0%
Other Asian	2	7	1.2%
Black or black British			
Caribbean	5	36	5.5%
African	6	21	3.6%
Other black	4	14	2.4%
Other ethnic group			
Arab	0	1	0.1%
Other ethnic group	0	6	0.8%
Not stated	0	2	0.3%
Total	70	673	100.0%

Religion	18–20 yr olds	21 and over	%
Baptist	1	0	0.1%
Church of England	6	154	21.5%
Roman Catholic	13	113	17.0%
Other Christian denominations	11	49	8.1%
Muslim	11	75	11.6%
Sikh	0	2	0.3%
Hindu	0	3	0.4%
Buddhist	0	11	1.5%
Jewish	0	7	0.9%
Other	0	10	1.3%
No religion	28	249	37.3%
Total	70	673	100.0%

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	9	1.2%	105	14.1%
1 month to 3 months	32	4.3%	185	24.9%
3 months to 6 months	13	1.7%	156	21.0%
6 months to 1 year	10	1.3%	169	22.7%
1 year to 2 years	6	0.8%	50	6.7%
2 years to 4 years	0	0.0%	8	1.1%
4 years or more	0	0.0%	0	0.0%
Total	70	9.4%	673	90.6%

Appendix V: Prisoner survey methodology and results

Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹²

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.¹³ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.¹⁴ 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 23 October 2017 the prisoner population at HMP and YO1 Rochester was 741. Using the sampling method described above, questionnaires were distributed to 210 prisoners. We received a total of 180 completed questionnaires, a response rate of 86%. Nine

¹² Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹³ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁴ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities*, which can be downloaded from HMI Prisons' website: <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

prisoners declined to participate in the survey and 21 questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP and YOI Rochester. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.¹⁵ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMP and YOI Rochester 2017¹⁶ compared with those from other HMI Prisons surveys¹⁷

- Survey responses from HMP and YOI Rochester in 2017 compared with survey responses from the most recent inspection at all other category C training prisons.
- Survey responses from HMP and YOI Rochester in 2017 compared with survey responses from HMP and YOI Rochester in 2015.

Comparisons between different residential locations within HMP and YOI Rochester 2017

- Responses of prisoners on the old accommodation (A, B, C, D and E wings) are compared with those from the new accommodation (F, G, H and R wings).
- Responses of prisoners on the enhanced and peer worker wing (H wing) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP and YOI Rochester 2017¹⁸

- White prisoners’ responses compared with those of prisoners from black or minority ethnic groups.
- Responses of prisoners from traveller communities compared with those of prisoners not from traveller communities.
- 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 25 and under compared with those over 25.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.¹⁹

¹⁵ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

¹⁶ 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.

¹⁷ 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.

¹⁸ These analyses are carried out on summary data from selected survey questions only.

¹⁹ A minimum of 10 responses which must also represent at least 10% of the total response.

In the comparator analyses, statistically significant differences are indicated by shading.²⁰ 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 is no valid comparative data for that question.

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

²⁰ 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?	
	Wing A	17 (9%)
	Wing B	24 (13%)
	Wing C	14 (8%)
	Wing D	26 (14%)
	Wing E	27 (15%)
	Wing F	13 (7%)
	Wing G	14 (8%)
	Wing H	29 (16%)
	Wing R	13 (7%)
	Segregation unit	3 (2%)
I.2	How old are you?	
	Under 21	13 (7%)
	21 - 25.....	38 (21%)
	26 - 29.....	32 (18%)
	30 - 39.....	54 (30%)
	40 - 49.....	30 (17%)
	50 - 59.....	13 (7%)
	60 - 69.....	0 (0%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	121 (68%)
	White - Irish.....	1 (1%)
	White - Gypsy or Irish Traveller.....	15 (8%)
	White - any other White background	6 (3%)
	Mixed - White and Black Caribbean	5 (3%)
	Mixed - White and Black African	2 (1%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian.....	2 (1%)
	Asian/ Asian British - Pakistani.....	2 (1%)
	Asian/ Asian British - Bangladeshi.....	2 (1%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean.....	11 (6%)
	Black/ Black British - African	5 (3%)
	Black - any other Black/ African/ Caribbean background.....	2 (1%)
	Arab.....	0 (0%)
	Any other ethnic group	3 (2%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	66 (38%)
	6 months or more	108 (62%)
I.5	Are you currently serving a sentence?	
	Yes	170 (96%)
	Yes - on recall.....	8 (4%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months.....	5 (3%)
	6 months to less than 1 year.....	13 (7%)
	1 year to less than 4 years.....	105 (59%)
	4 years to less than 10 years.....	46 (26%)
	10 years or more.....	6 (3%)
	IPP (indeterminate sentence for public protection).....	1 (1%)
	Life.....	1 (1%)
	Not currently serving a sentence.....	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes.....	31 (17%)
	No.....	132 (74%)
	Don't remember.....	15 (8%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours.....	84 (47%)
	2 hours or more.....	86 (48%)
	Don't remember.....	8 (4%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes.....	140 (80%)
	No.....	24 (14%)
	Don't remember.....	12 (7%)
2.4	Overall, how were you treated in reception?	
	Very well.....	44 (25%)
	Quite well.....	111 (62%)
	Quite badly.....	15 (8%)
	Very badly.....	3 (2%)
	Don't remember.....	5 (3%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	52 (30%)
	Contacting family.....	58 (33%)
	Arranging care for children or other dependants.....	3 (2%)
	Contacting employers.....	5 (3%)
	Money worries.....	28 (16%)
	Housing worries.....	43 (24%)
	Feeling depressed.....	61 (35%)
	Feeling suicidal.....	14 (8%)
	Other mental health problems.....	49 (28%)
	Physical health problems.....	28 (16%)
	Drug or alcohol problems (e.g. withdrawal).....	31 (18%)
	Problems getting medication.....	53 (30%)
	Needing protection from other prisoners.....	8 (5%)
	Lost or delayed property.....	36 (20%)
	Other problems.....	17 (10%)
	Did not have any problems.....	40 (23%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes.....	53 (31%)
	No.....	78 (46%)
	Did not have any problems when I first arrived.....	40 (23%)

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.....	145 (83%)		
	Toiletries / other basic items.....	102 (58%)		
	A shower.....	58 (33%)		
	A free phone call.....	71 (41%)		
	Something to eat.....	138 (79%)		
	The chance to see someone from health care.....	109 (62%)		
	The chance to talk to a Listener or Samaritans.....	51 (29%)		
	Support from another prisoner (e.g. Insider or buddy).....	43 (25%)		
	Wasn't offered any of these things.....	7 (4%)		
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean.....	4 (2%)		
	Quite clean.....	26 (15%)		
	Quite dirty.....	51 (28%)		
	Very dirty.....	97 (54%)		
	Don't remember.....	1 (1%)		
3.3	Did you feel safe on your first night here?			
	Yes.....	140 (79%)		
	No.....	34 (19%)		
	Don't remember.....	4 (2%)		
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	46 (27%)	116 (68%)	8 (5%)
	Free PIN phone credit?	98 (58%)	68 (40%)	4 (2%)
	Numbers put on your PIN phone?	73 (46%)	76 (48%)	10 (6%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes.....	102 (58%)		
	No.....	65 (37%)		
	Have not had an induction.....	10 (6%)		

On the wing

4.1	Are you in a cell on your own?	
	Yes.....	91 (51%)
	No, I'm in a shared cell or dormitory.....	87 (49%)
4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes.....	77 (44%)
	No.....	83 (47%)
	Don't know.....	15 (9%)
	Don't have a cell call bell.....	0 (0%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	136 (78%)	34 (19%)	5 (3%)
Can you shower every day?	174 (97%)	6 (3%)	0 (0%)
Do you have clean sheets every week?	133 (76%)	41 (23%)	1 (1%)
Do you get cell cleaning materials every week?	120 (69%)	50 (29%)	4 (2%)
Is it normally quiet enough for you to relax or sleep at night?	131 (74%)	43 (24%)	4 (2%)
Can you get your stored property if you need it?	51 (29%)	69 (40%)	53 (31%)

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

Very clean.....	21 (12%)
Quite clean.....	107 (60%)
Quite dirty	34 (19%)
Very dirty	15 (8%)

Food and canteen

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

Very good	8 (5%)
Quite good	39 (22%)
Quite bad	72 (41%)
Very bad	56 (32%)

5.2 Do you get enough to eat at mealtimes?

Always.....	13 (7%)
Most of the time.....	42 (23%)
Some of the time.....	78 (44%)
Never	46 (26%)

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

Yes	131 (75%)
No.....	40 (23%)
Don't know.....	4 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	136 (78%)
No.....	39 (22%)

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

Yes	137 (78%)
No.....	38 (22%)

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

Yes	55 (31%)
No.....	121 (69%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	32 (18%)
	Quite helpful.....	38 (22%)
	Not very helpful	23 (13%)
	Not at all helpful.....	28 (16%)
	Don't know.....	28 (16%)
	Don't have a personal / named officer	24 (14%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	20 (11%)
	Sometimes.....	53 (30%)
	Hardly ever.....	93 (53%)
	Don't know.....	9 (5%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	90 (52%)
	No.....	84 (48%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	28 (16%)
	Yes, but things don't change.....	58 (33%)
	No.....	50 (29%)
	Don't know.....	39 (22%)

Faith

7.1	What is your religion?	
	No religion.....	72 (40%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	81 (46%)
	Buddhist.....	2 (1%)
	Hindu.....	1 (1%)
	Jewish	0 (0%)
	Muslim.....	15 (8%)
	Sikh	0 (0%)
	Other	7 (4%)
7.2	Are your religious beliefs respected here?	
	Yes.....	82 (46%)
	No.....	11 (6%)
	Don't know.....	13 (7%)
	Not applicable (no religion).....	72 (40%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	84 (47%)
	No.....	3 (2%)
	Don't know.....	20 (11%)
	Not applicable (no religion).....	72 (40%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	102 (57%)
	No.....	1 (1%)
	Don't know.....	3 (2%)
	Not applicable (no religion).....	72 (40%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	45 (26%)
	No	128 (74%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	85 (48%)
	No	92 (52%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	176 (99%)
	No	2 (1%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	22 (13%)
	Quite easy	54 (31%)
	Quite difficult	42 (24%)
	Very difficult	50 (29%)
	Don't know	7 (4%)
8.5	How often do you have visits from family or friends?	
	More than once a week	3 (2%)
	About once a week	31 (17%)
	Less than once a week	96 (54%)
	Not applicable (don't get visits)	48 (27%)
8.6	Do visits usually start and finish on time?	
	Yes	88 (69%)
	No	40 (31%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	102 (84%)
	No	20 (16%)

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	127 (72%)
	Yes, but these times are not usually kept to	41 (23%)
	No	9 (5%)
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	23 (13%)
	2 to 6 hours	102 (59%)
	6 to 10 hours	36 (21%)
	10 hours or more	4 (2%)
	Don't know	7 (4%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	13 (7%)
	2 to 6 hours.....	153 (86%)
	6 to 10 hours	8 (4%)
	10 hours or more	1 (1%)
	Don't know.....	3 (2%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	4 (2%)
	1 or 2	37 (21%)
	3 to 5.....	30 (17%)
	More than 5.....	97 (55%)
	Don't know.....	8 (5%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	3 (2%)
	1 or 2	45 (26%)
	3 to 5.....	24 (14%)
	More than 5.....	90 (51%)
	Don't know.....	14 (8%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	8 (5%)
	1 or 2	26 (15%)
	3 to 5.....	35 (20%)
	More than 5.....	90 (52%)
	Don't know.....	15 (9%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	102 (59%)
	About once a week.....	27 (16%)
	Less than once a week.....	11 (6%)
	Never	34 (20%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	20 (11%)
	About once a week.....	54 (31%)
	Less than once a week.....	46 (26%)
	Never	54 (31%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes.....	81 (49%)
	No.....	29 (18%)
	Don't use the library	54 (33%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes.....	147 (84%)
	No.....	21 (12%)
	Don't know.....	6 (3%)

I0.2	If you have made any applications here, please answer the questions below:				
		Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	103 (66%)	50 (32%)	4 (3%)	
	Are applications usually dealt with within 7 days?	67 (41%)	93 (57%)	4 (2%)	
I0.3	Is it easy for you to make a complaint?				
	Yes			110 (64%)	
	No			26 (15%)	
	Don't know			37 (21%)	
I0.4	If you have made any complaints here, please answer the questions below:				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	31 (19%)	63 (39%)	68 (42%)	
	Are complaints usually dealt with within 7 days?	28 (17%)	69 (42%)	68 (41%)	
I0.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes			19 (11%)	
	No			93 (56%)	
	Not wanted to make a complaint			55 (33%)	
I0.6	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?	59 (35%)	48 (28%)	42 (25%)	20 (12%)
	Attend legal visits?	69 (41%)	20 (12%)	51 (31%)	27 (16%)
	Get bail information?	25 (15%)	44 (26%)	55 (33%)	43 (26%)
I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes			49 (29%)	
	No			77 (45%)	
	Not had any legal letters			44 (26%)	

Health care

I1.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	
					Don't know	
	Doctor	9 (5%)	31 (18%)	63 (36%)	62 (36%)	9 (5%)
	Nurse	16 (9%)	58 (34%)	49 (29%)	37 (22%)	11 (6%)
	Dentist	8 (5%)	19 (11%)	38 (22%)	85 (50%)	21 (12%)
	Mental health workers	13 (8%)	34 (20%)	33 (19%)	46 (27%)	45 (26%)
I1.2	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	15 (9%)	53 (31%)	38 (22%)	43 (25%)	23 (13%)
	Nurse	21 (12%)	61 (35%)	34 (20%)	33 (19%)	23 (13%)
	Dentist	17 (10%)	37 (22%)	24 (14%)	43 (25%)	48 (28%)
	Mental health workers	16 (10%)	42 (25%)	22 (13%)	29 (17%)	59 (35%)

11.3	Do you have any mental health problems?	
	Yes	92 (54%)
	No	79 (46%)
11.4	Have you been helped with your mental health problems in this prison?	
	Yes	32 (19%)
	No	57 (34%)
	Don't have any mental health problems	79 (47%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	8 (5%)
	Quite good	47 (28%)
	Quite bad	51 (30%)
	Very bad	47 (28%)
	Don't know	16 (9%)

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	66 (39%)
	No	105 (61%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	17 (10%)
	No	47 (28%)
	Don't have a disability	105 (62%)
12.3	Have you been on an ACCT in this prison?	
	Yes	17 (10%)
	No	150 (90%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	9 (5%)
	No	11 (6%)
	Have not been on an ACCT in this prison	150 (88%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	45 (26%)
	Quite easy	38 (22%)
	Quite difficult	10 (6%)
	Very difficult	3 (2%)
	Don't know	72 (42%)
	No Listeners at this prison	3 (2%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	32 (18%)
	No	143 (82%)

13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	17 (10%)
	No.....	14 (8%)
	Did not / do not have an alcohol problem	143 (82%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	63 (36%)
	No.....	112 (64%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	29 (17%)
	No.....	146 (83%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	28 (16%)
	No.....	146 (84%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	41 (24%)
	No.....	31 (18%)
	Did not / do not have a drug problem.....	97 (57%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	66 (39%)
	Quite easy.....	28 (16%)
	Quite difficult	4 (2%)
	Very difficult	4 (2%)
	Don't know.....	68 (40%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	42 (25%)
	Quite easy.....	32 (19%)
	Quite difficult	12 (7%)
	Very difficult	6 (4%)
	Don't know.....	79 (46%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	57 (34%)
	No.....	113 (66%)
14.2	Do you feel unsafe now?	
	Yes	25 (15%)
	No.....	146 (85%)

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.....	37 (23%)
	Threats or intimidation.....	35 (22%)
	Physical assault.....	22 (14%)
	Sexual assault.....	1 (1%)
	Theft of canteen or property.....	40 (25%)
	Other bullying / victimisation	12 (7%)
	Not experienced any of these from prisoners here.....	104 (64%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes.....	51 (31%)
	No.....	115 (69%)
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.....	33 (20%)
	Threats or intimidation.....	23 (14%)
	Physical assault.....	8 (5%)
	Sexual assault.....	2 (1%)
	Theft of canteen or property.....	11 (7%)
	Other bullying / victimisation	12 (7%)
	Not experienced any of these from staff here.....	121 (73%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes.....	79 (48%)
	No.....	85 (52%)
Behaviour management		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes.....	73 (43%)
	No.....	68 (40%)
	Don't know what the incentives / rewards are	27 (16%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes.....	66 (38%)
	No.....	67 (39%)
	Don't know.....	24 (14%)
	Don't know what this is	16 (9%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes.....	14 (8%)
	No.....	162 (92%)
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 (1%)
	No.....	11 (6%)
	Don't remember	0 (0%)
	Not been restrained here in last 6 months	162 (93%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	20 (12%)
	No	152 (88%)

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?	11 (55%)	9 (45%)
	Could you shower every day?	14 (70%)	6 (30%)
	Could you go outside for exercise every day?	14 (70%)	6 (30%)
	Could you use the phone every day (if you had credit)?	13 (65%)	7 (35%)

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	101 (61%)	38 (23%)	27 (16%)	0 (0%)
	Vocational or skills training	69 (43%)	44 (28%)	46 (29%)	1 (1%)
	Prison job	83 (51%)	58 (36%)	21 (13%)	0 (0%)
	Voluntary work outside of the prison	9 (6%)	50 (32%)	63 (40%)	35 (22%)
	Paid work outside of the prison	8 (5%)	43 (27%)	68 (43%)	39 (25%)

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	81 (49%)	52 (31%)	34 (20%)
	Vocational or skills training	72 (46%)	32 (21%)	51 (33%)
	Prison job	53 (32%)	88 (52%)	27 (16%)
	Voluntary work outside of the prison	34 (23%)	20 (13%)	97 (64%)
	Paid work outside of the prison	38 (25%)	15 (10%)	101 (66%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	110 (64%)
	No	60 (35%)
	Not applicable (e.g. if you are retired, sick or on remand)	2 (1%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes	116 (69%)
	No	53 (31%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?	
	Yes	101 (89%)
	No	10 (9%)
	Don't know what my objectives or targets are	3 (3%)

17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes		61 (55%)	
	No		47 (42%)	
	Don't know what my objectives or targets are.....		3 (3%)	
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	32 (30%)	23 (22%)	51 (48%)
	Other programmes	35 (33%)	22 (21%)	50 (47%)
	One to one work	31 (30%)	14 (13%)	59 (57%)
	Being on a specialist unit	15 (14%)	16 (15%)	73 (70%)
	ROTL - day or overnight release	7 (7%)	10 (10%)	86 (83%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes		70 (41%)	
	No		89 (52%)	
	Don't know.....		12 (7%)	
18.2	How close is this prison to your home area or intended release address?			
	Very near.....		11 (16%)	
	Quite near.....		18 (26%)	
	Quite far.....		27 (40%)	
	Very far.....		12 (18%)	
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes		42 (63%)	
	No.....		25 (37%)	
18.4	Are you getting help to sort out the following things for when you are released?	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	10 (15%)	20 (30%)	36 (55%)
	Getting employment	6 (9%)	25 (38%)	34 (52%)
	Setting up education or training	6 (10%)	15 (25%)	40 (66%)
	Arranging benefits	9 (14%)	22 (33%)	35 (53%)
	Sorting out finances	7 (11%)	18 (29%)	38 (60%)
	Support for drug or alcohol problems	10 (16%)	8 (13%)	43 (70%)
	Health / mental health support	5 (8%)	21 (34%)	36 (58%)
	Social care support	5 (8%)	12 (20%)	44 (72%)
	Getting back in touch with family or friends	6 (9%)	15 (23%)	43 (67%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	92 (54%)
	No.....	79 (46%)

19.2	Are you a UK / British citizen?	
	Yes	161 (94%)
	No	10 (6%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	19 (11%)
	No	152 (89%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	3 (2%)
	No	167 (98%)
19.5	What is your gender?	
	Male	172 (100%)
	Female	0 (0%)
	Non-binary	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	168 (99%)
	Gay / lesbian / homosexual	1 (1%)
	Bisexual	0 (0%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	3 (2%)
	No	160 (98%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	13 (8%)
	Less likely to offend	82 (51%)
	Made no difference	66 (41%)

HMP/YOI Rochester 2017

Survey responses compared with those from other HMIP surveys of category C training prisons and with those from the previous survey

In this table summary statistics from HMP/YOI Rochester 2017 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other category C training prisons (38 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMP/YOI Rochester in 2017 are compared with those from HMP Rochester in 2015. 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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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP/YOI Rochester 2017	All other category C training prisons	HMP/YOI Rochester 2017	HMP Rochester 2015
180	6,529	180	172

n=number of valid responses to question (HMP/YOI Rochester 2017)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =180	7%	3%	7%	6%
	Are you 25 years of age or younger?	<i>n</i> =180	28%		28%	
	Are you 50 years of age or older?	<i>n</i> =180	7%	18%	7%	9%
	Are you 70 years of age or older?	<i>n</i> =180	0%	2%	0%	0%
1.3	Are you from a minority ethnic group?	<i>n</i> =178	20%	26%	20%	17%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =174	38%		38%	
1.5	Are you currently serving a sentence?	<i>n</i> =178	100%	100%	100%	100%
	Are you on recall?	<i>n</i> =178	5%	9%	5%	9%
1.6	Is your sentence less than 12 months?	<i>n</i> =177	10%	6%	10%	15%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =177	1%	8%	1%	1%
7.1	Are you Muslim?	<i>n</i> =178	8%	14%	8%	6%
11.3	Do you have any mental health problems?	<i>n</i> =171	54%		54%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =171	39%	24%	39%	23%
19.1	Do you have any children under the age of 18?	<i>n</i> =171	54%	49%	54%	55%
19.2	Are you a foreign national?	<i>n</i> =171	6%	12%	6%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =171	11%	4%	11%	9%
19.4	Have you ever been in the armed services?	<i>n</i> =170	2%	7%	2%	4%
19.5	Is your gender female or non-binary?	<i>n</i> =172	0%		0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =169	1%	4%	1%	2%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =163	2%		2%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =178	17%		17%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =178	47%	55%	47%	46%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =176	80%	85%	80%	87%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =178	87%		87%	

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2.5	When you first arrived, did you have any problems?	n=176	77%	63%	77%	57%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=176	30%	16%	30%	13%
	- Contacting family?	n=176	33%	18%	33%	18%
	- Arranging care for children or other dependents?	n=176	2%		2%	
	- Contacting employers?	n=176	3%	2%	3%	2%
	- Money worries?	n=176	16%	13%	16%	12%
	- Housing worries?	n=176	24%	13%	24%	19%
	- Feeling depressed?	n=176	35%		35%	
	- Feeling suicidal?	n=176	8%		8%	
	- Other mental health problems?	n=176	28%		28%	
	- Physical health problems	n=176	16%	14%	16%	13%
	- Drugs or alcohol (e.g. withdrawal)?	n=176	18%		18%	
	- Getting medication?	n=176	30%		30%	
	- Needing protection from other prisoners?	n=176	5%	5%	5%	7%
	- Lost or delayed property?	n=176	21%	20%	21%	18%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=131	41%	36%	41%	36%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=175	83%	68%	83%	80%
	- Toiletries / other basic items?	n=175	58%	50%	58%	54%
	- A shower?	n=175	33%	29%	33%	22%
	- A free phone call?	n=175	41%	40%	41%	30%
	- Something to eat?	n=175	79%	57%	79%	68%
	- The chance to see someone from health care?	n=175	62%	69%	62%	74%
	- The chance to talk to a Listener or Samaritans?	n=175	29%	35%	29%	40%
	- Support from another prisoner (e.g. Insider or buddy)?	n=175	25%		25%	
	- None of these?	n=175	4%		4%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=179	17%		17%	
3.3	Did you feel safe on your first night here?	n=178	79%	79%	79%	81%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=170	27%	27%	27%	23%
	- Free PIN phone credit?	n=170	58%		58%	
	- Numbers put on your PIN phone?	n=159	46%		46%	
3.5	Have you had an induction at this prison?	n=177	94%	90%	94%	95%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=167	61%		61%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=178	51%		51%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=175	44%	33%	44%	44%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=175	78%	67%	78%	44%
	- Can you shower every day?	n=180	97%	87%	97%	95%
	- Do you have clean sheets every week?	n=175	76%	66%	76%	24%
	- Do you get cell cleaning materials every week?	n=174	69%	63%	69%	67%
	- Is it normally quiet enough for you to relax or sleep at night?	n=178	74%	69%	74%	69%
	- Can you get your stored property if you need it?	n=173	30%	24%	30%	31%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=177	72%		72%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=175	27%		27%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=179	31%		31%	
5.3	Does the shop / canteen sell the things that you need?	n=175	75%	50%	75%	62%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=175	78%	78%	78%	85%
6.2	Are there any staff here you could turn to if you had a problem?	n=175	78%	73%	78%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=176	31%	30%	31%	31%
6.4	Do you have a personal officer?	n=173	86%		86%	
	<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	n=149	47%		47%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=175	11%		11%	
6.6	Do you feel that you are treated as an individual in this prison?	n=174	52%		52%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=175	49%		49%	
	If so, do things sometimes change?	n=86	33%		33%	
FAITH						
7.1	Do you have a religion?	n=178	60%	70%	60%	58%
	<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	n=106	77%		77%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=107	79%		79%	
7.4	Are you able to attend religious services, if you want to?	n=106	96%		96%	

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=173	26%		26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=177	48%	43%	48%
8.3	Are you able to use a phone every day (if you have credit)?	n=178	99%		99%
8.4	Is it very / quite easy for your family and friends to get here?	n=175	43%		43%
8.5	Do you get visits from family/friends once a week or more?	n=178	19%		19%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=128	69%		69%
8.7	Are your visitors usually treated respectfully by staff?	n=122	84%		84%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=177	95%		95%
<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?	n=168	76%		76%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=172	13%	11%	13%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=172	2%	17%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=178	7%		7%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=178	1%		1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=176	55%		55%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=176	51%		51%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=174	52%		52%
9.7	Do you typically go to the gym twice a week or more?	n=174	59%		59%
9.8	Do you typically go to the library twice a week or more?	n=174	12%	12%	12%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=110	74%	61%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=174	85%	81%	85%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=153	67%	56%	67%
	Are applications usually dealt with within 7 days?	n=160	42%	39%	42%
10.3	Is it easy for you to make a complaint?	n=173	64%	58%	64%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=94	33%	32%	33%
	Are complaints usually dealt with within 7 days?	n=97	29%	27%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=112	17%		17%

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Number of completed questionnaires returned

n=number of valid responses to question (HMP/YOI Rochester 2017)

HMP/YOI Rochester 2017	All other category C training prisons	HMP/YOI Rochester 2017	HMP Rochester 2015
180	6,529	180	172

For those who need it, is it easy to:					
10.6	Communicate with your solicitor or legal representative?	n=149	40%		40%
	Attend legal visits?	n=140	49%		49%
	Get bail information?	n=124	20%		20%
For those who have had legal letters:					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=126	39%	50%	39% 40%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=174	23%		23%
	- Nurse?	n=171	43%		43%
	- Dentist?	n=171	16%		16%
	- Mental health workers?	n=171	28%		28%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=172	40%		40%
	- Nurse?	n=172	48%		48%
	- Dentist?	n=169	32%		32%
	- Mental health workers?	n=168	35%		35%
11.3	Do you have any mental health problems?	n=171	54%		54%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	n=89	36%		36%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=169	33%		33%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=171	39%	24%	39% 23%
For those who have a disability:					
12.2	Are you getting the support you need?	n=64	27%		27%
12.3	Have you been on an ACCT in this prison?	n=167	10%		10%
For those who have been on an ACCT:					
12.4	Did you feel cared for by staff?	n=20	45%		45%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=171	49%		49%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=175	18%	16%	18% 15%
For those who had / have an alcohol problem:					
13.2	Have you been helped with your alcohol problem in this prison?	n=31	55%	62%	55% 78%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=175	36%	25%	36% 31%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=175	17%	12%	17% 16%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=174	16%		16%
For those who had / have a drug problem:					
13.6	Have you been helped with your drug problem in this prison?	n=72	57%	62%	57% 68%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=170	55%		55%
13.8	Is it very / quite easy to get alcohol in this prison?	n=171	43%		43%

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	HMP/YOI Rochester 2017	All other category C training prisons	HMP/YOI Rochester 2017	HMP Rochester 2015
Number of completed questionnaires returned	180	6,529	180	172

n=number of valid responses to question (HMP/YOI Rochester 2017)

SAFETY						
14.1	Have you ever felt unsafe here?	n=170	34%	40%	34%	43%
14.2	Do you feel unsafe now?	n=171	15%	18%	15%	19%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=162	23%		23%	
	- Threats or intimidation?	n=162	22%		22%	
	- Physical assault?	n=162	14%		14%	
	- Sexual assault?	n=162	1%		1%	
	- Theft of canteen or property?	n=162	25%		25%	
	- Other bullying / victimisation?	n=162	7%		7%	
	- Not experienced any of these from prisoners here	n=162	64%	71%	64%	66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=166	31%		31%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=165	20%		20%	
	- Threats or intimidation?	n=165	14%		14%	
	- Physical assault?	n=165	5%		5%	
	- Sexual assault?	n=165	1%		1%	
	- Theft of canteen or property?	n=165	7%		7%	
	- Other bullying / victimisation?	n=165	7%		7%	
	- Not experienced any of these from staff here	n=165	73%	73%	73%	75%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=164	48%		48%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=168	44%		44%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=173	38%		38%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=176	8%	9%	8%	10%
	<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?	n=13	15%		15%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=172	12%	16%	12%	22%
	<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?	n=20	55%		55%	
	Could you shower every day?	n=20	70%		70%	
	Could you go outside for exercise every day?	n=20	70%		70%	
	Could you use the phone every day (if you had credit)?	n=20	65%		65%	

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HMP/YOI Rochester 2017	All other category C training prisons	HMP/YOI Rochester 2017	HMP Rochester 2015
180	6,529	180	172

EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=166	61%		61%
	- Vocational or skills training?	n=160	43%		43%
	- Prison job?	n=162	51%		51%
	- Voluntary work outside of the prison?	n=157	6%		6%
	- Paid work outside of the prison?	n=158	5%		5%
16.2	In this prison, have you done the following activities:				
	- Education?	n=167	80%	80%	80%
	- Vocational or skills training?	n=155	67%	76%	67%
	- Prison job?	n=168	84%	84%	84%
	- Voluntary work outside of the prison?	n=151	36%		36%
	- Paid work outside of the prison?	n=154	34%		34%
<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=133	61%	57%	61%
	- Vocational or skills training?	n=104	69%	58%	69%
	- Prison job?	n=141	38%	44%	38%
	- Voluntary work outside of the prison?	n=54	63%		63%
	- Paid work outside of the prison?	n=53	72%		72%
16.3	Do staff encourage you to attend education, training or work?	n=170	65%		65%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=169	69%		69%
<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=114	89%		89%
17.3	Are staff helping you to achieve your objectives or targets?	n=111	55%		55%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=106	52%		52%
	- Other programmes?	n=107	53%		53%
	- One to one work?	n=104	43%		43%
	- Been on a specialist unit?	n=104	30%		30%
	- ROTL - day or overnight release?	n=103	17%		17%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=55	58%		58%
	- Other programmes?	n=57	61%		61%
	- One to one work?	n=45	69%		69%
	- Being on a specialist unit?	n=31	48%		48%
	- ROTL - day or overnight release?	n=17	41%		41%

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Number of completed questionnaires returned

HMP/YOI Rochester 2017	All other category C training prisons	HMP/YOI Rochester 2017	HMP Rochester 2015
180	6,529	180	172

n=number of valid responses to question (HMP/YOI Rochester 2017)

PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	n=171	41%		41%	
<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=68	43%		43%	
18.3	Is anybody helping you to prepare for your release?	n=67	63%		63%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	n=66	46%		46%	
	- Getting employment?	n=65	48%		48%	
	- Setting up education or training?	n=61	34%		34%	
	- Arranging benefits?	n=66	47%		47%	
	- Sorting out finances?	n=63	40%		40%	
	- Support for drug or alcohol problems?	n=61	30%		30%	
	- Health / mental Health support?	n=62	42%		42%	
	- Social care support?	n=61	28%		28%	
	- Getting back in touch with family or friends?	n=64	33%		33%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	n=30	33%		33%	
	- Getting employment?	n=31	19%		19%	
	- Setting up education or training?	n=21	29%		29%	
	- Arranging benefits?	n=31	29%		29%	
	- Sorting out finances?	n=25	28%		28%	
	- Support for drug or alcohol problems?	n=18	56%		56%	
	- Health / mental Health support?	n=26	19%		19%	
	- Social care support?	n=17	29%		29%	
	- Getting back in touch with family or friends?	n=21	29%		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?	n=161	51%		51%	

HMP/YOI Rochester 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners from black and minority ethnic groups are compared with those of white prisoners. Please note that this analysis is based on summary data from selected survey questions only.

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Number of completed questionnaires returned

	Black and minority ethnic	White
Number of completed questionnaires returned	35	143

The number of valid responses to each question is provided e.g. n=167

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	n=178	14% 6%
	Are you 50 years of age or older?	n=178	6% 7%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	n=176	32% 3%
11.3	Do you have any mental health problems?	n=169	27% 61%
12.1	Do you consider yourself to have a disability?	n=169	24% 43%
19.2	Are you a foreign national?	n=170	16% 4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=169	0% 14%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	n=174	73% 82%
2.4	Overall, were you treated very / quite well in reception?	n=176	91% 87%
2.5	When you first arrived, did you have any problems?	n=174	61% 82%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	n=130	21% 44%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	n=176	74% 80%
3.5	Have you had an induction at this prison?	n=175	97% 94%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	n=165	64% 61%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	n=173	42% 44%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	n=174	82% 77%
	- Can you shower every day?	n=178	91% 99%
	- Do you have clean sheets every week?	n=174	71% 78%
	- Do you get cell cleaning materials every week?	n=172	55% 73%
	- Is it normally quiet enough for you to relax or sleep at night?	n=176	74% 74%
	- Can you get your stored property if you need it?	n=171	21% 32%

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	Black and minority ethnic	White
Number of completed questionnaires returned	35	143

The number of valid responses to each question is provided e.g. n=167

FOOD AND CANTEEN				
5.2	Do you get enough to eat at meal-times always / most of the time?	n=177	32%	31%
5.3	Does the shop / canteen sell the things that you need?	n=174	63%	78%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	n=173	53%	83%
6.2	Are there any staff here you could turn to if you had a problem?	n=173	69%	80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=174	24%	33%
6.6	Do you feel that you are treated as an individual in this prison?	n=172	52%	53%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=106	69%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=107	92%	74%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=171	25%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=175	30%	51%
8.3	Are you able to use a phone every day (if you have credit)?	n=176	97%	99%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?	n=120	73%	86%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=170	15%	13%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=170	0%	3%
<i>For those who use the library:</i>				
9.9	Does the library have a wide enough range of materials to meet your needs?	n=109	81%	72%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	n=172	79%	86%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?	n=151	69%	67%
10.3	Is it easy for you to make a complaint?	n=171	53%	66%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?	n=93	24%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=110	25%	16%

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Black and minority ethnic	White
35	143

Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	n=173	21% 24%
	- Nurse?	n=170	36% 45%
	- Dentist?	n=169	3% 19%
	- Mental health workers?	n=170	21% 29%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	n=89	25% 37%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=168	25% 35%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	n=64	25% 27%
SAFETY			
14.1	Have you ever felt unsafe here?	n=168	33% 33%
14.2	Do you feel unsafe now?	n=169	13% 15%
14.3	Not experienced bullying / victimisation by other prisoners	n=160	83% 60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=165	29% 31%
14.5	Not experienced bullying / victimisation by members of staff	n=163	52% 78%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=162	40% 49%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=166	41% 45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=171	31% 40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=174	9% 8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=170	10% 12%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	n=168	59% 66%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	n=167	70% 69%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	n=110	25% 62%
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?	n=67	53% 65%
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=159	59% 49%

HMP/YOI Rochester 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems.
- Disabled prisoners' responses are compared with those of prisoners who do not have a disability.

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

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Number of completed questionnaires returned

Mental health problems	No mental health problems
92	79
Have a disability	Do not have a disability
66	105

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	9%	6%	6%	9%
	Are you 50 years of age or older?	7%	9%	6%	9%
1.3	Are you from a minority ethnic group?	10%	31%	12%	24%
7.1	Are you Muslim?	6%	9%	6%	9%
11.3	Do you have any mental health problems?			89%	30%
12.1	Do you consider yourself to have a disability?	65%	9%		
19.2	Are you a foreign national?	5%	7%	2%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	11%	12%	16%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	79%	79%	76%	81%
2.4	Overall, were you treated very / quite well in reception?	85%	89%	82%	89%
2.5	When you first arrived, did you have any problems?	87%	66%	89%	70%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	38%	46%	30%	49%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	76%	84%	74%	83%
3.5	Have you had an induction at this prison?	92%	96%	88%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	62%	63%	51%	69%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	40%	49%	31%	54%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	75%	83%	70%	83%
	- Can you shower every day?	99%	95%	97%	97%
	- Do you have clean sheets every week?	73%	81%	69%	80%
	- Do you get cell cleaning materials every week?	69%	68%	64%	71%
	- Is it normally quiet enough for you to relax or sleep at night?	70%	79%	62%	81%
	- Can you get your stored property if you need it?	29%	33%	27%	33%

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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
92	79

Have a disability	Do not have a disability
66	105

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	29%	32%
5.3	Does the shop / canteen sell the things that you need?	73%	78%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	80%	79%
6.2	Are there any staff here you could turn to if you had a problem?	80%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	31%	31%
6.6	Do you feel that you are treated as an individual in this prison?	49%	58%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	76%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	87%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	46%
8.3	Are you able to use a phone every day (if you have credit)?	98%	100%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	89%	81%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	15%	13%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	1%	4%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	72%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	82%	88%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	60%	74%
10.3	Is it easy for you to make a complaint?	64%	65%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	32%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	21%	9%

24%	35%
71%	78%
72%	84%
78%	80%
31%	29%
42%	61%
74%	79%
65%	87%
21%	28%
52%	45%
97%	100%
81%	87%
17%	12%
2%	3%
71%	75%
77%	89%
55%	73%
58%	68%
29%	35%
26%	8%

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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		
	92	79		
	66	105		

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	20%	28%	14%	29%
	- Nurse?	40%	48%	40%	47%
	- Dentist?	20%	12%	17%	15%
	- Mental health workers?	29%	26%	23%	30%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	37%		34%	39%
11.5	Do you think the overall quality of the health services here is very / quite good?	29%	37%	27%	36%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	23%	57%	26%	
SAFETY					
14.1	Have you ever felt unsafe here?	40%	24%	45%	26%
14.2	Do you feel unsafe now?	19%	8%	22%	9%
14.3	Not experienced bullying / victimisation by other prisoners	53%	79%	51%	74%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27%	35%	26%	33%
14.5	Not experienced bullying / victimisation by members of staff	71%	79%	58%	84%
14.6	If you were being bullied / victimised by staff here, would you report it?	43%	55%	43%	52%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	43%	44%	36%	47%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	32%	47%	25%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11%	4%	14%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	3%	21%	5%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	62%	68%	55%	70%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	59%	81%	52%	80%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	53%	57%	42%	61%
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?	57%	67%	58%	64%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	43%	61%	38%	58%

HMP/YOI Rochester 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners aged 25 and under are compared with those of prisoners over 25.
Please note that this analysis is based on summary data from selected survey questions only.

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

	Green shading shows results that are significantly more positive than the comparator
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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25
Number of completed questionnaires returned	51	129

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.3	Are you from a minority ethnic group?	26%	17%
7.1	Are you Muslim?	12%	7%
11.3	Do you have any mental health problems?	55%	53%
12.1	Do you consider yourself to have a disability?	39%	38%
19.2	Are you a foreign national?	4%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	17%	9%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	80%	79%
2.4	Overall, were you treated very / quite well in reception?	80%	90%
2.5	When you first arrived, did you have any problems?	71%	80%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	32%	43%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	78%	79%
3.5	Have you had an induction at this prison?	98%	93%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	52%	65%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	39%	46%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	73%	80%
	- Can you shower every day?	98%	96%
	- Do you have clean sheets every week?	78%	75%
	- Do you get cell cleaning materials every week?	70%	69%
	- Is it normally quiet enough for you to relax or sleep at night?	70%	75%
	- Can you get your stored property if you need it?	31%	29%

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

Number of completed questionnaires returned

25 and under	Over 25
51	129

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	31%
5.3	Does the shop / canteen sell the things that you need?	74%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	81%
6.2	Are there any staff here you could turn to if you had a problem?	73%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	31%	31%
6.6	Do you feel that you are treated as an individual in this prison?	40%	56%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	85%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	85%	76%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	24%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	54%	46%
8.3	Are you able to use a phone every day (if you have credit)?	98%	99%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	83%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	17%	12%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	3%
<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%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	88%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	70%	66%
10.3	Is it easy for you to make a complaint?	48%	70%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	25%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	36%	12%

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

Number of completed questionnaires returned

25 and under	Over 25
51	129

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	30%	20%
	- Nurse?	42%	44%
	- Dentist?	12%	17%
	- Mental health workers?	28%	27%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	31%	38%
11.5	Do you think the overall quality of the health services here is very / quite good?	29%	34%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	28%	26%
SAFETY			
14.1	Have you ever felt unsafe here?	34%	33%
14.2	Do you feel unsafe now?	18%	13%
14.3	Not experienced bullying / victimisation by other prisoners	63%	65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	19%	35%
14.5	Not experienced bullying / victimisation by members of staff	58%	80%
14.6	If you were being bullied / victimised by staff here, would you report it?	38%	53%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	32%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	16%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	16%	5%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	8%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	61%	66%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	57%	73%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	39%	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?	64%	62%
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?	40%	55%

HMP/YOI Rochester 2017

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners from traveller communities are compared with those of prisoners not from traveller communities.

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

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

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Number of completed questionnaires returned

	Traveller	Non-traveller
Number of completed questionnaires returned	19	152

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	11%	7%
	Are you 50 years of age or older?	0%	8%
1.3	Are you from a minority ethnic group?	0%	21%
7.1	Are you Muslim?	0%	9%
11.3	Do you have any mental health problems?	53%	53%
12.1	Do you consider yourself to have a disability?	53%	37%
19.2	Are you a foreign national?	0%	6%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	90%	78%
2.4	Overall, were you treated very / quite well in reception?	95%	86%
2.5	When you first arrived, did you have any problems?	68%	77%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	54%	39%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	90%	77%
3.5	Have you had an induction at this prison?	95%	94%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	61%	61%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	50%	45%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	68%	78%
	- Can you shower every day?	95%	97%
	- Do you have clean sheets every week?	79%	76%
	- Do you get cell cleaning materials every week?	56%	70%
	- Is it normally quiet enough for you to relax or sleep at night?	74%	73%
	- Can you get your stored property if you need it?	26%	30%

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

Number of completed questionnaires returned

	Traveller	Non-traveller
	19	152

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	37%	30%
5.3	Does the shop / canteen sell the things that you need?	63%	77%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	84%	78%
6.2	Are there any staff here you could turn to if you had a problem?	84%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	53%	28%
6.6	Do you feel that you are treated as an individual in this prison?	47%	53%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	79%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	64%	80%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	50%	22%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	63%	47%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	79%	85%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	21%	11%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	3%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	88%	72%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	74%	86%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	80%	66%
10.3	Is it easy for you to make a complaint?	63%	64%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	38%	33%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	13%

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

Number of completed questionnaires returned

	Traveller	Non-traveller
	19	152

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	26% 22%
	- Nurse?	58% 42%
	- Dentist?	21% 15%
	- Mental health workers?	11% 29%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	40% 34%
11.5	Do you think the overall quality of the health services here is very / quite good?	42% 32%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	50% 22%
SAFETY		
14.1	Have you ever felt unsafe here?	17% 36%
14.2	Do you feel unsafe now?	11% 15%
14.3	Not experienced bullying / victimisation by other prisoners	71% 65%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	26% 32%
14.5	Not experienced bullying / victimisation by members of staff	79% 73%
14.6	If you were being bullied / victimised by staff here, would you report it?	53% 49%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	32% 44%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37% 39%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11% 8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	17% 11%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	58% 65%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	72% 68%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	77% 52%
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?	70% 61%
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?	47% 51%

HMP/YOI Rochester 2017

Comparison of survey responses from different residential locations

In this table responses from the enhanced and peer worker wing (H wing) are compared with those from the rest of the establishment (excluding healthcare and segregation).

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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Number of completed questionnaires returned

Enhanced and peer worker wing (H wing)	29
A, B, C, D, E, F, G and R wings	148

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	8%
	Are you 25 years of age or younger?	7%	32%
	Are you 50 years of age or older?	10%	6%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	18%	20%
1.4	Have you been in this prison for less than 6 months?	41%	38%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	6%
1.6	Is your sentence less than 12 months?	7%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	7%	9%
11.3	Do you have any mental health problems?	28%	58%
12.1	Do you consider yourself to have a disability?	10%	43%
19.1	Do you have any children under the age of 18?	54%	54%
19.2	Are you a foreign national?	7%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	13%
19.4	Have you ever been in the armed services?	4%	1%
19.5	Is your gender female or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	1%
`	Do you identify as transgender or transsexual?	0%	2%

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	Blue shading shows results that are significantly more negative than the comparator
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* less than 1% probability that the difference is due to chance

Enhanced and peer worker wing (H wing)	29	148
A, B, C, D, E, F, G and R wings		

Number of completed questionnaires returned

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	17%	18%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	69%	43%
2.3	When you were searched in reception, was this done in a respectful way?	93%	77%
2.4	Overall, were you treated very / quite well in reception?	97%	85%
2.5	When you first arrived, did you have any problems?	75%	77%
2.5	Did you have problems with:		
	- Getting phone numbers?	39%	28%
	- Contacting family?	39%	32%
	- Arranging care for children or other dependents?	0%	2%
	- Contacting employers?	0%	3%
	- Money worries?	7%	18%
	- Housing worries?	18%	26%
	- Feeling depressed?	25%	35%
	- Feeling suicidal?	0%	10%
	- Other mental health problems?	7%	30%
	- Physical health problems?	7%	17%
	- Drugs or alcohol (e.g. withdrawal)?	4%	21%
	- Getting medication?	29%	31%
	- Needing protection from other prisoners?	0%	6%
	- Lost or delayed property?	25%	20%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	46%	39%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	50%	89%
	- Toiletries / other basic items?	64%	58%
	- A shower?	32%	34%
	- A free phone call?	43%	40%
	- Something to eat?	79%	79%
	- The chance to see someone from health care?	50%	65%
	- The chance to talk to a Listener or Samaritans?	25%	30%
	- Support from another prisoner (e.g. Insider or buddy)?	25%	24%
	- None of these?	0%	5%
3.2	On your first night in this prison, was your cell very / quite clean?	17%	17%

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	Blue shading shows results that are significantly more negative than the comparator
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* less than 1% probability that the difference is due to chance

Enhanced and peer worker wing (H wing)	
A, B, C, D, E, F, G and R wings	
Number of completed questionnaires returned	
29	148

3.3	Did you feel safe on your first night here?	86%	77%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	29%	26%
	- Free PIN phone credit?	56%	58%
	- Numbers put on your PIN phone?	59%	44%
3.5	Have you had an induction at this prison?	93%	95%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	62%	61%
ON THE WING			
4.1	Are you in a cell on your own?	100%	42%
4.2	Is your cell call bell normally answered within 5 minutes?	75%	39%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	96%	76%
	- Can you shower every day?	100%	96%
	- Do you have clean sheets every week?	89%	74%
	- Do you get cell cleaning materials every week?	79%	67%
	- Is it normally quiet enough for you to relax or sleep at night?	100%	69%
	- Can you get your stored property if you need it?	46%	27%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	93%	68%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	24%	27%
5.2	Do you get enough to eat at meal-times always / most of the time?	41%	29%
5.3	Does the shop / canteen sell the things that you need?	70%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	100%	73%
6.2	Are there any staff here you could turn to if you had a problem?	93%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	48%	29%
6.4	Do you have a personal officer?	93%	85%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	92%	38%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	17%	11%
6.6	Do you feel that you are treated as an individual in this prison?	75%	47%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	54%	47%
	If so, do things sometimes change?	33%	34%

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Enhanced and peer worker wing (H wing)	A, B, C, D, E, F, G and R wings
29	148

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	59%	59%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	65%	79%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	88%	76%
7.4	Are you able to attend religious services, if you want to?	88%	98%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	35%	24%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	48%	48%
8.3	Are you able to use a phone every day (if you have credit)?	100%	99%
8.4	Is it very / quite easy for your family and friends to get here?	64%	39%
8.5	Do you get visits from family/friends once a week or more?	38%	16%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	87%	64%
8.7	Are your visitors usually treated respectfully by staff?	91%	82%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	94%
<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?	96%	71%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	16%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	4%	8%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	64%	52%
9.5	Do you get association more than 5 days in a typical week, if you want it?	52%	50%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	67%	49%
9.7	Do you typically go to the gym twice a week or more?	82%	55%
9.8	Do you typically go to the library twice a week or more?	18%	11%
<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%	75%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	93%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	85%	65%
	Are applications usually dealt with within 7 days?	50%	41%

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Number of completed questionnaires returned

Enhanced and peer worker wing (H wing)	29	148
A, B, C, D, E, F, G and R wings		

10.3	Is it easy for you to make a complaint?	68%	63%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	31%
	Are complaints usually dealt with within 7 days?	39%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	6%	19%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	68%	35%
	Attend legal visits?	62%	48%
	Get bail information?	41%	17%
<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?	40%	39%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	19%	24%
	- Nurse?	44%	43%
	- Dentist?	15%	16%
	- Mental health workers?	12%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	54%	36%
	- Nurse?	52%	46%
	- Dentist?	29%	32%
	- Mental health workers?	15%	37%
11.3	Do you have any mental health problems?	28%	58%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	25%	36%
11.5	Do you think the overall quality of the health services here is very / quite good?	41%	31%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	10%	43%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	100%	22%
12.3	Have you been on an ACCT in this prison?	0%	13%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?		45%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	54%	47%

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Enhanced and peer worker wing (H wing)	
A, B, C, D, E, F, G and R wings	
	Number of completed questionnaires returned
29	148

ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	10%	20%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	50%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	10%	41%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	19%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	3%	18%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	100%	55%
13.7	Is it very / quite easy to get illicit drugs in this prison?	54%	55%
13.8	Is it very / quite easy to get alcohol in this prison?	35%	45%
SAFETY			
14.1	Have you ever felt unsafe here?	14%	37%
14.2	Do you feel unsafe now?	3%	16%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	11%	24%
	- Threats or intimidation?	7%	23%
	- Physical assault?	0%	16%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	11%	26%
	- Other bullying / victimisation?	0%	8%
	- Not experienced any of these from prisoners here	86%	61%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	29%	32%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	3%	23%
	- Threats or intimidation?	0%	16%
	- Physical assault?	0%	6%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	0%	8%
	- Other bullying / victimisation?	0%	9%
	- Not experienced any of these from staff here	97%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	52%	48%

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Enhanced and peer worker wing (H wing)	A, B, C, D, E, F, G and R wings
29	148

Number of completed questionnaires returned

BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	59%	40%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	62%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	8%
<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?		18%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	12%
<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?		47%
	Could you shower every day?		65%
	Could you go outside for exercise every day?		65%
	Could you use the phone every day (if you had credit)?		59%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	76%	58%
	- Vocational or skills training?	64%	39%
	- Prison job?	74%	48%
	- Voluntary work outside of the prison?	8%	5%
16.2	In this prison, have you done the following activities:		
	- Education?	85%	79%
	- Vocational or skills training?	70%	67%
	- Prison job?	81%	84%
	- Voluntary work outside of the prison?	22%	39%
	<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	61%	61%
	- Vocational or skills training?	63%	70%
	- Prison job?	48%	35%
	- Voluntary work outside of the prison?	80%	61%
16.3	- Paid work outside of the prison?	75%	71%
	Do staff encourage you to attend education, training or work?	72%	62%

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Enhanced and peer worker wing (H wing)	29	148
A, B, C, D, E, F, G and R wings		

Number of completed questionnaires returned

PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	93%	65%
<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?	96%	87%
17.3	Are staff helping you to achieve your objectives or targets?	71%	51%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	50%	53%
	- Other programmes?	38%	59%
	- One to one work?	30%	48%
	- Been on a specialist unit?	13%	35%
	- ROTL - day or overnight release?	13%	18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	73%	55%
	- Other programmes?	56%	63%
	- One to one work?	86%	66%
	- Being on a specialist unit?	67%	46%
	- ROTL - day or overnight release?	100%	29%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	43%	41%
<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?	50%	41%
18.3	Is anybody helping you to prepare for your release?	55%	64%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	17%	52%
	- Getting employment?	0%	59%
	- Setting up education or training?	0%	43%
	- Arranging benefits?	8%	56%
	- Sorting out finances?	8%	47%
	- Support for drug or alcohol problems?	0%	37%
	- Health / mental Health support?	8%	50%
	- Social care support?	0%	35%
	- Getting back in touch with family or friends?	8%	39%

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Enhanced and peer worker wing (H wing)	A, B, C, D, E, F, G and R wings
29	148

Number of completed questionnaires returned

18.4	Are you getting help to sort out the following for when you are released, if you need it:			
	- Finding accommodation?	0%	36%	
	- Getting employment?	0%	19%	
	- Setting up education or training?	0%	29%	
	- Arranging benefits?	0%	30%	
	- Sorting out finances?	0%	29%	
	- Support for drug or alcohol problems?	0%	56%	
	- Health / mental Health support?	0%	20%	
	- Social care support?	0%	29%	
	- Getting back in touch with family or friends?	0%	30%	
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?	65%	49%	

HMP/YOI Rochester 2017

Comparison of survey responses from different residential locations

In this table responses from the old accommodation (A, B, C, D and E wings) are compared with those from the new accommodation (F, G, H and R wings)

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Number of completed questionnaires returned

Old accommodation (A, B, C, D and E wings)	108	New accommodation (F, G, H and R wings)	69
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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	8%	6%
	Are you 25 years of age or younger?	30%	26%
	Are you 50 years of age or older?	7%	7%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	20%	21%
1.4	Have you been in this prison for less than 6 months?	41%	34%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	7%	2%
1.6	Is your sentence less than 12 months?	13%	6%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	1%	0%
7.1	Are you Muslim?	9%	8%
11.3	Do you have any mental health problems?	61%	40%
12.1	Do you consider yourself to have a disability?	47%	23%
19.1	Do you have any children under the age of 18?	56%	52%
19.2	Are you a foreign national?	5%	8%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	12%	11%
19.4	Have you ever been in the armed services?	2%	2%
19.5	Is your gender female or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	2%
19.7	Do you identify as transgender or transsexual?	3%	0%

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Old accommodation (A, B, C, D and E wings)	108
New accommodation (F, G, H and R wings)	69

Number of completed questionnaires returned

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	15%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	43%	55%
2.3	When you were searched in reception, was this done in a respectful way?	76%	85%
2.4	Overall, were you treated very / quite well in reception?	83%	93%
2.5	When you first arrived, did you have any problems?	79%	74%
2.5	Did you have problems with:		
	- Getting phone numbers?	25%	38%
	- Contacting family?	29%	41%
	- Arranging care for children or other dependents?	1%	3%
	- Contacting employers?	3%	3%
	- Money worries?	22%	6%
	- Housing worries?	25%	24%
	- Feeling depressed?	40%	23%
	- Feeling suicidal?	10%	5%
	- Other mental health problems?	31%	20%
	- Physical health problems?	20%	9%
	- Drugs or alcohol (e.g. withdrawal)?	25%	6%
	- Getting medication?	32%	29%
	- Needing protection from other prisoners?	7%	2%
	- Lost or delayed property?	17%	27%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	37%	45%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	89%	74%
	- Toiletries / other basic items?	59%	59%
	- A shower?	36%	31%
	- A free phone call?	38%	44%
	- Something to eat?	80%	77%
	- The chance to see someone from health care?	61%	65%
	- The chance to talk to a Listener or Samaritans?	31%	27%
	- Support from another prisoner (e.g. Insider or buddy)?	26%	22%
	- None of these?	5%	3%
3.2	On your first night in this prison, was your cell very / quite clean?	21%	10%

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Old accommodation (A, B, C, D and E wings)	New accommodation (F, G, H and R wings)
108	69

Number of completed questionnaires returned

3.3	Did you feel safe on your first night here?	73%	87%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	25%	29%
	- Free PIN phone credit?	60%	53%
	- Numbers put on your PIN phone?	44%	51%
3.5	Have you had an induction at this prison?	94%	96%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	57%	67%
ON THE WING			
4.1	Are you in a cell on your own?	57%	42%
4.2	Is your cell call bell normally answered within 5 minutes?	40%	52%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	74%	87%
	- Can you shower every day?	95%	99%
	- Do you have clean sheets every week?	76%	78%
	- Do you get cell cleaning materials every week?	65%	75%
	- Is it normally quiet enough for you to relax or sleep at night?	64%	90%
	- Can you get your stored property if you need it?	26%	36%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	64%	86%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	31%	21%
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	31%
5.3	Does the shop / canteen sell the things that you need?	80%	65%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	88%
6.2	Are there any staff here you could turn to if you had a problem?	73%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	29%	36%
6.4	Do you have a personal officer?	88%	83%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	40%	60%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	12%	10%
6.6	Do you feel that you are treated as an individual in this prison?	49%	55%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	44%	55%
	If so, do things sometimes change?	47%	17%

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Old accommodation (A, B, C, D and E wings)	108
New accommodation (F, G, H and R wings)	69

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	56%	64%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	80%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	75%	82%
7.4	Are you able to attend religious services, if you want to?	97%	96%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	27%	23%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	45%	52%
8.3	Are you able to use a phone every day (if you have credit)?	98%	100%
8.4	Is it very / quite easy for your family and friends to get here?	40%	48%
8.5	Do you get visits from family/friends once a week or more?	15%	27%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	68%	69%
8.7	Are your visitors usually treated respectfully by staff?	83%	84%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	94%	96%
<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?	70%	83%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	7%	8%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	2%
9.4	Do you have time to do domestics more than 5 days in a typical week?	55%	54%
9.5	Do you get association more than 5 days in a typical week, if you want it?	52%	48%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	54%	48%
9.7	Do you typically go to the gym twice a week or more?	47%	80%
9.8	Do you typically go to the library twice a week or more?	10%	14%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	75%	70%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	91%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	66%	72%
	Are applications usually dealt with within 7 days?	44%	41%

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Number of completed questionnaires returned

Old accommodation (A, B, C, D and E wings)	108
New accommodation (F, G, H and R wings)	69

10.3	Is it easy for you to make a complaint?	64%	64%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	38%	27%
	Are complaints usually dealt with within 7 days?	33%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	17%	18%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	37%	46%
	Attend legal visits?	47%	56%
	Get bail information?	19%	24%
<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?	37%	42%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	28%	15%
	- Nurse?	43%	42%
	- Dentist?	18%	13%
	- Mental health workers?	32%	19%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	37%	42%
	- Nurse?	44%	52%
	- Dentist?	39%	20%
	- Mental health workers?	38%	27%
11.3	Do you have any mental health problems?	61%	40%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	38%	29%
11.5	Do you think the overall quality of the health services here is very / quite good?	34%	30%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	47%	23%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	22%	38%
12.3	Have you been on an ACCT in this prison?	14%	5%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	44%	50%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	46%	52%

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108	69

Number of completed questionnaires returned

ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	24%	10%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	54%	57%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	47%	19%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	18%	12%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	18%	12%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	62%	33%
13.7	Is it very / quite easy to get illicit drugs in this prison?	57%	52%
13.8	Is it very / quite easy to get alcohol in this prison?	42%	45%
SAFETY			
14.1	Have you ever felt unsafe here?	41%	21%
14.2	Do you feel unsafe now?	20%	3%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	27%	14%
	- Threats or intimidation?	26%	11%
	- Physical assault?	20%	3%
	- Sexual assault?	1%	0%
	- Theft of canteen or property?	26%	19%
	- Other bullying / victimisation?	11%	2%
	- Not experienced any of these from prisoners here	58%	77%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	34%	28%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	24%	14%
	- Threats or intimidation?	17%	8%
	- Physical assault?	8%	0%
	- Sexual assault?	2%	0%
	- Theft of canteen or property?	9%	2%
	- Other bullying / victimisation?	12%	2%
	- Not experienced any of these from staff here	68%	83%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	47%

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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?	41%	47%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	7%	7%
<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?	29%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	12%	8%
<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?	42%	60%
	Could you shower every day?	75%	40%
	Could you go outside for exercise every day?	67%	60%
	Could you use the phone every day (if you had credit)?	67%	40%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	54%	72%
	- Vocational or skills training?	35%	55%
	- Prison job?	44%	65%
	- Voluntary work outside of the prison?	5%	6%
16.2	In this prison, have you done the following activities:		
	- Education?	75%	88%
	- Vocational or skills training?	65%	72%
	- Prison job?	83%	84%
	- Voluntary work outside of the prison?	34%	40%
	<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	68%	51%
	- Vocational or skills training?	77%	58%
	- Prison job?	38%	35%
	- Voluntary work outside of the prison?	68%	57%
16.3	- Paid work outside of the prison?	77%	62%
	Do staff encourage you to attend education, training or work?	59%	71%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	64%	77%
<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?	84%	96%
17.3	Are staff helping you to achieve your objectives or targets?	49%	63%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	54%	50%
	- Other programmes?	60%	46%
	- One to one work?	47%	39%
	- Been on a specialist unit?	41%	17%
	- ROTL - day or overnight release?	16%	17%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	59%	57%
	- Other programmes?	66%	55%
	- One to one work?	70%	67%
	- Being on a specialist unit?	57%	25%
	- ROTL - day or overnight release?	44%	38%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	42%	42%
<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?	43%	42%
18.3	Is anybody helping you to prepare for your release?	73%	46%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	53%	35%
	- Getting employment?	63%	24%
	- Setting up education or training?	47%	16%
	- Arranging benefits?	53%	39%
	- Sorting out finances?	45%	32%
	- Support for drug or alcohol problems?	44%	8%
	- Health / mental Health support?	54%	24%
	- Social care support?	39%	12%
	- Getting back in touch with family or friends?	41%	20%

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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?	38%	22%
	- Getting employment?	20%	17%
	- Setting up education or training?	24%	50%
	- Arranging benefits?	33%	20%
	- Sorting out finances?	35%	13%
	- Support for drug or alcohol problems?	63%	0%
	- Health / mental Health support?	25%	0%
	- Social care support?	36%	0%
	- Getting back in touch with family or friends?	38%	0%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	50%	56%