

Report on an unannounced inspection of

HMP Long Lartin

by HM Chief Inspector of Prisons

15–16, 22–26 January 2018

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



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This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:
Her Majesty's Inspectorate of Prisons
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70 Petty France
London
SW1H 9EX
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Glossary of terms

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

Introduction

Located near Evesham in Worcestershire, HMP Long Lartin is one of five high security dispersal prisons in the country. With 510 prisoners in total, it holds some of the country's most dangerous and serious offenders. Just over 75% of the population are serving life sentences with almost all others serving more than 10 years. At the time of our inspection a quarter of those held were category A, the highest security classification, providing the clearest of evidence as to the operational and security risks the prison manages.

It was the case that several extremely serious incidents had occurred at the prison since we last inspected in 2014. At the time of this inspection, however, we found a well-controlled environment where most prisoners reported to us that they felt safe. Overall levels of violence had not risen, with assaults on prisoners actually falling since we last inspected. In contrast, assaults against staff had risen, which was a concern. Strategies and initiatives to combat violence were, in our view, comprehensive and robust.

Use of force had risen since we last inspected, but we found it was used proportionately and was well supervised; this was less evident in the use of special accommodation. The large segregation unit was holding about 24 men with many presenting very challenging behaviours. The case management of those segregated was satisfactory, although the daily routine was limited. Relationships with staff on the unit were good.

The management of security was the prison's main priority, with robust procedures in place to address a range of challenges. Stringent perimeter security undoubtedly contributed to a less significant problem with illicit drugs than we usually see at other prisons. The prison also provided evidence of work they were engaged in to tackle the risk of extremism among prisoners. Since 2014 at least three prisoners had, sadly, taken their own lives. Following investigations by the Prisons and Probation Ombudsman (PPO), good progress against recommendations had been made. The prison's support of those at risk of self-harm was generally good. Good case management was evident and very effective strategies were in place to try to create a safer environment.

Investigations into near misses were good and there was evidence that lessons were being learned. Relationships between staff and prisoners were confident and respectful, supported by developing prisoner consultation arrangements. The general environment was reasonably clean, although the quality of accommodation varied greatly. About half the population was held in ageing house blocks that used the night sanitation system, an arrangement that allowed prisoners access to toilet facilities by the remote electronic unlocking of cells. Our report details the indignities imposed on prisoners by this arrangement, a system we have criticised repeatedly in the past and an issue about which we make one of our main recommendations.

The promotion of equality and diversity had deteriorated of late, although investigations into reported acts of discrimination were adequate. Health care was stable and well led, providing a range of clinics and treatments. Work to support those with mental health needs was responsive and effective, although the in-patient facility remained insufficiently therapeutic.

Time out of cell was reasonable for those who worked, but during spot checks we found about a third of prisoners locked up during the working day. The prison had sufficient activity places for the population but staff shortages had led to frequent closures. Our colleagues in Ofsted, however, reported positively on many aspects of learning and skills provision. Opportunities had increased, teaching and learning were good, and outcomes and achievements had significantly improved. The frequency of closures, however, undermined much good work, leading to Ofsted's assessment that learning, skills and work 'required improvement'. Our overall assessment was that the provision of activity was not sufficient.

Work to support offender management had evolved, largely through local custom and practice. Weakness were evidenced, not least a significant backlog of offender assessment system (OASys) assessments. Prisoners were, however, able to progress, public protection work was good and some meaningful work was being done through the provision of programmes to address offending behaviour. Resettlement arrangements for the tiny number of individuals who were released were bespoke and effective.

HMP Long Lartin, despite the challenges, remains a fundamentally capable prison. Its response to some of the very serious operational challenges it has had to deal with has been robust and measured and, in that sense, the establishment had not been knocked off course. The key challenges it had still to deal with concerned the legacy of some very poor accommodation and the need to routinely provide sufficient supervisory staff to sustain the daily routine. Key strengths remained a good staff culture which supported respectful engagement with prisoners and a competent management team who had a good grip on the issues.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

March 2018

Fact page

Task of the establishment

Long Lartin is a dispersal prison in the long-term and high security estate. It holds category A and category B male offenders.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 510

Certified normal capacity: 526, but usually 621. Some accommodation was being refurbished

Operational capacity: 526

Notable features from this inspection

There had been some good work to improve safety after some very serious violent incidents.

Nearly all Prisons and Probation Ombudsman recommendations had been fully implemented.

Over half of the population did not have integral sanitation in their cells.

There was only enough full-time activity for 80% of prisoners.

Offender supervisors had been redeployed for 45% of their allotted time since April 2017.

Prisoners could access a good range of offending behaviour programmes, and the quality of OASys assessments was good.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK

Mental health provider: South Staffordshire and Shropshire NHS Foundation Trust (contracted by Care UK)

Substance misuse provider: South Staffordshire and Shropshire NHS Foundation Trust (contracted by Care UK)

Learning and skills provider: Milton Keynes College

Escort contractor: Serco (south east and east); Amey (rest of the country)

Department

Long-term and high security estate

Brief history

Long Lartin was built in the 1960s as a war department ordnance depot and opened as a prison in 1971. Originally a category C prison, it was upgraded to provide dispersal level security in 1973. Further improvements in security were made between 1995 and 1997, and an additional wing, Perrie, was opened in June 1999. In 2009, a new purpose-built unit, Atherton (E and F wings), replaced older-style wings, increasing the capacity of the prison. A significant Ministry of Justice fire and general alarm project has meant a rota of wing closure for refurbishment since late 2016.

Short description of residential units

Wings

A and B	Older-style wings without in-cell sanitation, currently holding vulnerable prisoners.
C and D	Older-style wings without in-cell sanitation, currently holding mainstream prisoners.
E and F	Two wings in a modern unit with accommodation for 184 mainstream prisoners. Accommodation on E wing is currently reduced to 42 due to the refurbishment project.
Perrie	A modern unit with accommodation for up to 112 mainstream prisoners. Perrie Red has 74 single cells. Perrie Blue has 42 single cells but is currently closed for refurbishment.
Segregation	Accommodation for 40 prisoners, including eight high control cells, two gated cells, two safer custody cells and two Listener cells. There are two designated cells for R46/close supervision centre prisoners
Health care	Accommodation for seven prisoners, including one cell that can provide end-of-life care if required. There is one gated cell.
PIPE unit	A 'psychologically informed planned environment' unit providing accommodation for 14 prisoners, both vulnerable and mainstream, who mix subject to risk assessment.

Name of governor and date in post

Clare Pearson, since November 2016

Independent Monitoring Board chair

Ivan Harrison

Date of last inspection

20–31 October 2014

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

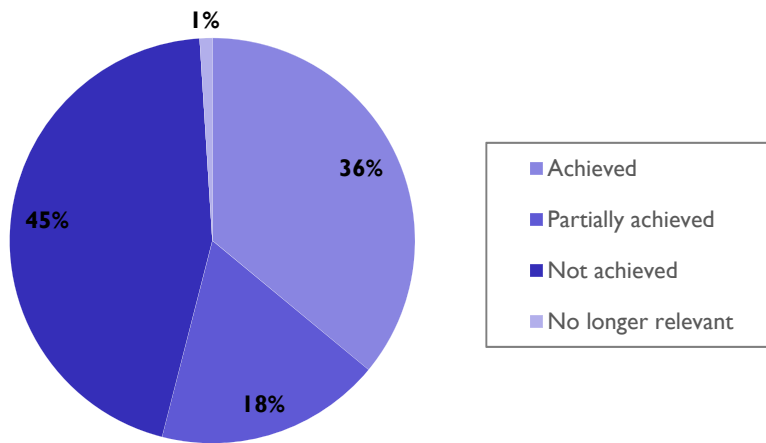
¹ <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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 Long Lartin in 2014 and made 67 recommendations overall. The prison fully accepted 51 of the recommendations and partially (or subject to resources) accepted 11. It rejected five of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 24 of those recommendations, partially achieved 12 recommendations and not achieved 30 recommendations. One recommendation was no longer relevant.

HMP Long Lartin progress on recommendations from last inspection (n=67)



- S3 Since our last inspection outcomes for prisoners stayed the same in safety and purposeful activity, but had got worse in respect and rehabilitation and release planning. Outcomes were reasonably good in two of the healthy prison areas (safety and rehabilitation and release planning) and not sufficiently good in the other two healthy prison areas (respect and purposeful activity).

HMP Long Lartin healthy prison outcomes 2014 and 2017³



³ 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 *Early days procedures were generally adequate. The prison housed a challenging, high risk population and there had been some very serious violent incidents, but there had been concerted action to reduce risks and improve procedures. At the time of inspection, the prison was stable and well controlled. Violence reduction procedures were very good. Force was used proportionately, but governance of special accommodation was poor. There was good work to move some challenging prisoners out of the segregation unit, but too many still spent long periods there. Security was generally proportionate and well managed. The number of prisoners who had harmed themselves had increased, but care for those at risk was very good. There had been excellent progress in implementing Prisons and Probation Ombudsman (PPO) recommendations. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S5 *At the last inspection in 2014, we found that outcomes for prisoners in HMP Long Lartin were reasonably good against this healthy prison test. We made 19 recommendations in the area of safety. At this inspection we found that five of the recommendations had been achieved, four had been partially achieved and 10 had not been achieved.*
- S6 The reception environment was clean and functional. Most prisoners reported respectful treatment in reception, but many new arrivals had problems with delayed or lost property. Reception interviews were thorough and identified risk factors. Not enough new arrivals were offered the chance to meet a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), and there were no additional first night checks unless an individual presented exceptional risks. All prisoners received an induction, although it did not always cover everything they needed to know.
- S7 Overall levels of violence were similar to the previous inspection, and most prisoners reported feeling safe. The prison was a well-controlled environment, but it housed a challenging and high-risk population. There had been some extremely serious incidents, including two murders. Changes had been made following these incidents and we saw evidence of robust risk management procedures. Systems for identifying and managing perpetrators of violence were innovative and very comprehensive.
- S8 Adjudications were usually conducted well but some could have been better dealt with using the incentives and earned privileges (IEP) scheme. The mental health of prisoners had not been sufficiently taken into account during some adjudications. Prisoners on the basic level of the IEP scheme were not reviewed regularly enough. Use of force and adjudications had increased since the previous inspection, and not enough had been done to understand the reasons for this.
- S9 More than half of the use of force incidents were planned and involved moving prisoners to segregation after an incident or within the segregation unit. Documentation was completed well and gave a good account of what had happened, providing assurance that force was used as a last resort. This finding was supported by the video recordings of incidents that we viewed. There had been 20 uses of special accommodation in the previous six months, a significant increase, and they had not always been legitimate or well managed.
- S10 The segregation unit was generally clean and bright. There was little graffiti but there was a long-term accumulation of rubbish in window grilles. A dozen prisoners, often presenting very challenging behaviours, had recently transferred in from other segregation units. There had been good work with the psychology department to support prisoners with complex needs and return them to normal location, but reintegration planning overall was underdeveloped. Staff-prisoner relationships in the unit were good, and reviews were

detailed and multidisciplinary. The regime was poor for most, with little to occupy them during the core day, and telephone calls and showers were not always offered daily.

- S11 Security arrangements remained largely proportionate. The quality of the substantial number of intelligence reports was generally good, and they were processed and analysed without delay. In the previous six months, 7.5% of mandatory drug tests proved positive when synthetic cannabinoids⁴ were included; in our survey, 15% of prisoners said they had developed a drug problem since arriving in the prison. The drug supply reduction strategy was reasonably thorough, and there was little evidence that drug use had destabilised the establishment. Work to tackle extremism and staff corruption was good. The prison was taking steps to tackle an emerging problem with gangs.
- S12 The number of prisoners who had harmed themselves was similar to other high security prisons, but there had also been three self-inflicted deaths. The prison had made very good progress in meeting the Prisons and Probation Ombudsman's (PPO) recommendations. The strategic management of suicide and self-harm prevention was good, and assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm was implemented well. Prisoners in crisis were generally positive about the care they received. Potential trigger dates were recorded and disseminated across the establishment by the safer custody team, which was good practice. Investigations into near misses were good and lessons were learned by the safer custody team. Listeners were positive about their role and felt supported. There was now a safeguarding lead and the policy was good, but we identified some weaknesses in implementation.
- S13 The management focus on safer custody issues was generally good. Managers had driven safer custody work impressively well and addressed serious identified risks following deaths in custody. Several good practices were now evident. There had been a particularly effective, concerted focus on the recommendations of PPO reports. The poor governance of special accommodation was a notable exception.

Respect

S14 *Staff-prisoner relationships were good. Living conditions were generally reasonable, but the night sanitation arrangements continued to be degrading and unacceptable. There were some weaknesses in complaints and applications procedures. Food was adequate and prisoners valued the opportunity to cook for themselves. Equality and diversity work had deteriorated, and potential disparities in treatment were not adequately identified or addressed. Faith provision was very good. Health services were reasonably good overall, but too many external appointments were cancelled, and the inpatient unit did not provide an effective therapeutic environment. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S15 *At the last inspection in 2014, we found that outcomes for prisoners in HMP Long Lartin were reasonably good against this healthy prison test. We made 27 recommendations in the area of respect. At this inspection we found that 12 of the recommendations had been achieved, one had been partially achieved, 13 had not been achieved and one was no longer relevant*

S16 We observed confident and respectful interactions between staff and prisoners. Staff were knowledgeable about prisoners in their care. There was an active personal officer scheme

⁴ Synthetic mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporised and inhaled in e-cigarettes and other devices.

and most prisoners we spoke to knew who their personal officers were. Staff entries in prisoner case notes demonstrated meaningful interactions with prisoners.

- S17 Communal and external areas were generally clean. Cells in the older accommodation were small, but most were well looked after and had sufficient furniture. There were too many outstanding maintenance problems. More than half of prisoners had no toilets in their cells and used an automated night sanitation system. This involved prisoners pressing a bell if they needed to use the toilet, and waiting to be unlocked individually. They could wait up to two hours, and many used buckets and then could not wash their hands, which was unsanitary and potentially degrading. Communal showers and toilets in the older accommodation were inadequately screened and in poor condition. Food was adequate and prisoners appreciated access to wing kitchens to cook their own food, although some of these kitchens were dirty with poorly maintained equipment.
- S18 There were formal prisoner consultation arrangements and monthly meetings, with some changes as a result. However, many prisoners were unaware of the consultation opportunities and not all wings were represented. Prisoners were negative about the timeliness of application responses and had little confidence in the applications system. Although prisoner information desk workers made attempts to track and monitor applications, the prison currently had no system for this, and there was no quality assurance.
- S19 There was a high number of complaints, many on matters that should have been dealt with through applications. Most responses were polite and on time, but many did not address the issues raised and were not investigated at the appropriate level. Quality assurance was developing but still not robust. Prisoners had reasonable ability to exercise their legal rights.
- S20 The management of equality work had deteriorated since the previous inspection and was weak. Equality monitoring was hindered by the absence of current nationally provided data. Some areas had been identified as potentially discriminatory but were not investigated. There was little consultation for prisoners with protected characteristics. There were some useful forums for veterans (ex-armed forces) and Gypsy, Roma and Traveller prisoners, but not for any other groups. Black and minority ethnic and Muslim prisoners were more negative in our survey across several areas, but there had been no local prison survey to identify such issues. Some prisoners with specific needs received good individual support, but not all needs were identified or addressed and there was no specific provision for most groups. Discrimination complaint forms were freely available on residential units. Investigations were generally adequate, but in some cases not all relevant actions were taken or issues addressed. Most related to race or religious discrimination.
- S21 Faith provision was good and facilities for worship were reasonable. Chaplains were involved in many aspects of prisoner life and attended key meetings across the establishment. The chaplaincy coordinated an effective prison visitor scheme.
- S22 In health care, significant staffing problems were being addressed and there was now a stable and well-led service. An appropriate range of clinics and treatments were available, and most waiting times were not excessive. However, about 15% of external hospital appointments had been cancelled by the prison, with potentially serious implications for patients' health in some cases. Partnership arrangements and communication between the prison and health care were underdeveloped. The inpatient unit now had constant nursing input and routine mental health support, but it did not provide an effective therapeutic regime. Pharmacy staffing was stretched, but medicine management arrangements delivered timely and appropriate treatments. There had been good support for the few prisoners with social care needs, and prisoners with long-term conditions were managed well. The integrated mental health and substance misuse service offered effective, responsive and flexible provision. Most

prisoners requiring admission to hospital under the Mental Health Act waited too long to be transferred.

- S23 Our main concern on leadership and management of respect was the continuing failure to replace the fundamentally disrespectful night sanitation arrangements. Prison managers had pursued national managers for funding to tackle this but their requests had not yet resulted in effective action. The lack of action on equality and diversity work was a notable failure in local management. There were positive signs that prison and health care managers were starting to work together more effectively, but more needed to be done.

Purposeful activity

S24 *Time out of cell for prisoners attending activities was reasonable, but during some of our roll checks we found more than a third of prisoners locked in cell during the working day. Access to association and exercise was reasonable, but the exercise period was too short. Most prisoners had access to reasonable gym and library services. New initiatives to develop activity provision had yet to be implemented, but some aspects of activities had improved and quality improvement arrangements were good. Most prisoners who took part in workshops and education were able to develop useful skills. Achievement of qualifications had improved and was good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S25 *At the last inspection in 2014, we found that outcomes for prisoners in HMP Long Lartin were not sufficiently good against this healthy prison test. We made 12 recommendations in the area of purposeful activity. At this inspection we found that five of the recommendations had been achieved, five had been partially achieved and two had not been achieved.*

- S26 Most prisoners could have over nine hours out of cell on a weekday, but weekend restrictions to the regime had recently become common. Too many prisoners were regularly not required for work. Over a third of prisoners had been locked up during some of our roll checks, which was high. Prisoners had regular association and access to exercise, but this was only for 30 minutes. Most prisoners could visit the library regularly, and it contained an adequate range of books and resources, but there was little monitoring of use. Access to the gym for most prisoners was reasonable. For some prisoners, timetabled sessions for the gym and library clashed with other activities. Several accredited and non-accredited PE courses were available.
- S27 There were sufficient activity places for the majority of the population, but frequent workshop closures as a result of a lack of discipline staff meant that too many prisoners remained on the wings. Prison leaders and managers were clearly focused on helping prisoners gain useful skills and qualifications, especially in English and mathematics, but the integration of English and mathematics into industries and non-accredited activities was underdeveloped. Quality assurance arrangements had improved significantly. Self-evaluation was well-embedded and linked to a thorough and detailed improvement action plan.
- S28 Partnerships in learning and skills continued to be strong, and Milton Keynes College had fulfilled contract requirements from the low base at the previous inspection. However, English and mathematics courses were not readily available for vulnerable prisoners. The range of accredited qualifications in education and vocational training had increased, and more opportunities for accredited training and work were planned. Staff allocated prisoners to activities quickly and effectively. The careers advice, guidance and support provided by Prospects was good.

- S29 Staff used initial assessment of prisoners' support needs well to plan individual learning to meet identified needs, although in a few cases, initial assessment was not used to set individual targets. Tutors used a range of learning activities that motivated prisoners to learn and engage in formal education. Trainers in vocational training provided very effective learning. There was good use of peer mentors in learning sessions to help prisoners progress. Some tutors focused too early in the course on examination techniques, particularly in mathematics. There was a lack of provision in English for speakers of other languages (ESOL).
- S30 Prisoners were punctual and behaved well in education, vocational training and work activities. They were respectful to each other and to prison and other staff. Most prisoners took pride in their work and valued the opportunity to create work to send to families and friends. The work produced in woodcraft was particularly impressive. Prisoners' standards of work were very high, and in art received national recognition.
- S31 Achievement of qualifications had increased and many prisoners made good progress from their starting points. Prisoners achieved accredited qualifications very well and many made good progress from their starting points, particularly in the Prisons Information Communication Technology Academy and wood workshops. A few prisoners were engaged in distance learning and Open University courses. There were no significant differences in achievement by different groups of learners. Outcomes for prisoners on non-accredited courses were not always recognised or recorded.
- S32 Most areas of activities had improved since the previous inspection. The main concern was the number of prisoners locked up during the working day. This was unacceptable for a long-term population that needed constructive and purposeful occupation.

Rehabilitation and release planning

S33 *There was very limited family support provision. Visits were relaxed but often started late. There was an ongoing shortage of offender supervisor time, and rehabilitation services were not sufficiently well coordinated. There was a backlog of offender assessment system (OASys) assessments, but the quality was good. Public protection procedures were very good. A high number of prisoners completed offending behaviour programmes. Many prisoners achieved progressive transfers. Release was well managed. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S34 *At the last inspection in 2014, we found that outcomes for prisoners in HMP Long Lartin were good against this healthy prison test. We made nine recommendations in the area of resettlement. At this inspection we found that one recommendation had been achieved, two had been partially achieved and six had not been achieved.*

S35 Apart from family visits, there was no provision to support family contact. Visits were relaxed, and families we spoke to were reasonably positive about their visits experience. We saw good interactions between staff and visitors. Visits searching processes were respectful but visit start times were regularly delayed. There were some inappropriate restrictions on visitors' clothes. The visitors' centre was a reasonable environment but some areas needed decoration.

S36 The prison did not have an offender management policy, and practice had largely evolved through custom and practice. There were few links between reducing reoffending meetings and offender management. There was a backlog of OASys assessments for around 16% of

prisoners, including some lifers; the majority were the responsibility of the National Probation Service. As at the previous inspection, offender supervisors were regularly redeployed and about 45% of the allocated staffing had been lost since April 2017. The overall quality of OASys and sentence planning meetings was generally good. Prisoners were usually aware of their sentence plan targets, but too many targets were vague or long-term.

- S37 A considerable number of prisoners had achieved progressive moves in the previous six months. However, prisoner expectations were not always managed effectively, and many prisoners still expressed frustration at a lack of progress out of the high security estate. Recategorisation reviews took place annually and those we sampled were well managed. The PIPE (psychologically informed planned environment) unit had been opened recently and was promising but in its very early stages, with few participants.
- S38 Public protection work was very good. Two seconded probation officers undertook the screening and management of all cases identified as a public protection concern, liaising with internal and community-based departments and services. The monthly inter-departmental risk management team meeting focused appropriately on key issues and identified management strategies well, although it was not well attended from across the prison.
- S39 There was good work addressing offender behaviour through the psychology and programmes department. The range of programmes was suitable for the population and around a quarter of prisoners could complete a programme annually, which was good. This work was not well integrated with the wider work of offender management, missing opportunities to reinforce learning and demonstrate reductions in risk.
- S40 Only two prisoners had been released from Long Lartin in the previous six months. Pre-release planning had been undertaken well in advance and was very comprehensive.
- S41 The management of rehabilitation and release planning was effective overall, but there had been a lack of focus on offender supervisor work and integration with other departments. The limited attention given to family support work was also a concern and a significant shortcoming.

Main concerns and recommendations

- S42 **Concern:** Prisoners had to wait up to two hours to be unlocked to use a toilet at night and at other times when they were locked in cell. Many had to use a bucket and had no means to wash their hands after going to the toilet. The lack of integral sanitation led to unsanitary and potentially degrading conditions for over half the population.

Recommendation: A to D wings should be refurbished to include integral sanitation in cells. (Repeated main recommendation S51)

- S43 **Concern:** There were insufficient activity places for the population. Moreover, prisoners were frequently unable to work as a result of workshop closures due to a lack of discipline staff. Over a third were locked up during some of our roll checks, which was high.

Recommendation: The prison should ensure that there are sufficient activity places to occupy all prisoners fully during the working day, and that all those allocated to activities are able to attend.

S44 **Concern:** There was very limited provision to help prisoners maintain family ties, such as parenting courses or other children and families-focused activities.

Recommendation: The prison should provide a comprehensive range of support to help prisoners sustain and improve relationships with their children and other close family members.

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

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

- I.1 Early days procedures were generally adequate. There were relatively few movements through reception and only 50 prisoners had arrived in the previous two months. We observed the arrival of one prisoner. The cellular van that he travelled in was in reasonably good condition and well stocked. His person escort record was completed correctly and he alighted the van without delay.
- I.2 In our survey, 76% of prisoners said that they were treated well in reception. The reception environment was small but functional and clean. There was now a small room for confidential interviews. Prisoners could not use a telephone in reception and often had to wait until the next working day to make a call. However, reception staff offered to contact family on their behalf. Nurses now screened new arrivals in the clinic room in the health care centre and not in reception. Arrivals were offered a hot drink, and microwave meals were available. Prisoner property, other than the three bags allowed with them, did not always arrive promptly and was sometimes lost.
- I.3 Not all new arrivals were offered the opportunity to see a Listener (a prisoner trained by the Samaritans to provide confidential emotional support to fellow prisoners) in reception (see paragraph I.51). We observed a member of the reception team interview a new arrival in the segregation unit. The officer did not know the reason for his transfer or any of his risk factors before the interview started. The interview was too long and covered too much information for the prisoner to take in, but it identified risk factors sufficiently.
- I.4 There was no first night unit. A supervising officer met new arrivals on their wing and gave them a first night induction. Staff did not make additional welfare checks on arrivals during their first night, unless they presented exceptional risks.
- I.5 Induction started the Monday or Tuesday following arrival, depending on whether the prisoner was vulnerable or mainstream. Prisoner peers were not involved in induction. The process was unstructured, with library staff telephoning relevant prison departments to ask if representatives could attend. We saw staff from the National Careers Service called to induct a prisoner who had a further 12 years to serve, which had little point. In our survey, only 47% of prisoners who had been on an induction said that it covered everything they needed to know about the prison.

Recommendations

- 1.6 Prisoners' property should arrive with them on transfer or within a reasonable time after their arrival.** (Repeated recommendation. 1.6)
- 1.7 Wing staff should regularly check the welfare of new arrivals.**
- 1.8 Prisoners should receive a comprehensive and meaningful induction about the prison's rules and regime.**

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

- 1.9** The population was challenging and presented many risks; there had been some very serious incidents of violence since our last inspection, including two murders. There had also been an act of concerted indiscipline, and assaults on staff had risen. Two prisoners accounted for a disproportionate number of the assaults that had taken place. However, at the time of inspection, the prison was a well-controlled environment and a large majority of prisoners in our survey reported feeling safe. Overall levels of violence remained similar to our last inspection and assaults on prisoners had decreased.
- 1.10** Prison managers had taken a robust but measured approach to the serious incidents, and we observed staff maintaining a calm and ordered prison environment. Risk assessment and management for prisoner location and access to activities was good, and restrictions were only placed on individuals when absolutely necessary.
- 1.11** The violence reduction strategy was extremely comprehensive. At the time of our inspection, 23 prisoners were subject to monitoring, made up of 17 perpetrators and six victims. Monitoring entailed prison staff opening a booklet on the prisoner, checking on them regularly and making entries about their behaviour or support needs to allow continuity. The safer custody team provided thorough scrutiny to ensure the process provided interventions for perpetrators and support for victims. There were weekly wing safety reports and a monthly safety bulletin, and all reported incidents were investigated to ensure interventions, sanctions and recommendations were appropriate and carried out.
- 1.12** Surveys had been undertaken with staff and prisoners to help understand safety in the prison, and had led to innovative practices. These included a leaflet drop and reporting forms to all prisoners, encouraging them to tell staff about any concerns on antisocial behaviour or safety. The result had been an increase in the reporting of incidents by prisoners.
- 1.13** The monthly safer custody meetings were well attended, and had good analysis and monitoring of incidents. Prisoners of the greatest concern were reviewed to help manage them in the best way.
- 1.14** The prison used the national incentives and earned privileges (IEP) scheme to manage prisoner behaviour. Prisoners could apply for the enhanced level of the scheme after three months at the prison, and reviews were held promptly. There was little difference between

the standard and enhanced levels to encourage prisoners to progress. Prisoners who had received warnings for poor behaviour were not always reviewed promptly. The policy was unclear about how long a prisoner should remain on the basic level, and in practice all prisoners were on that level for at least 28 days, regardless of improvements in behaviour.

Recommendation

- I.15 Prisoners on the basic level of the incentives scheme should be reviewed frequently and promoted to standard when there is evidence to show an improvement in behaviour.**

Good practice

- I.16** *The processes to scrutinise and monitor the violence reduction strategy, including the leaflet drop, weekly safety reports and monthly safety bulletins, were comprehensive and helped to keep prisoners safe.*

Adjudications

- I.17** The number of adjudications had increased significantly since the previous inspection. The prison had done some work to learn the reasons why, and there had been analysis and monitoring at the quarterly adjudications meeting. However, not enough had yet been done to understand the increase. The deputy governor carried out quality assurance of adjudications.
- I.18** Adjudication procedures were generally sound, but the completed documentation we saw indicated that several could have been dealt with through a well-functioning IEP scheme. During some adjudication hearings, the prisoner's mental health or other aspects of vulnerability emerged as concerns, without sufficient attention given to exploring options other than completing the adjudication. A large number of adjudications (80) were subject to substantial delays following referral to the police.

Recommendations

- I.19 Prison managers should fully investigate the reasons for the significant increase in the number of adjudications, and address any concerns identified.**
- I.20 Adjudications referred to the police should be followed up quickly to ensure natural justice for prisoners.**

Use of force

- I.21** Use of force had increased significantly since our last inspection. There had been 132 incidents in the previous six months, of which 84 involved prisoners moving to or within the segregation unit (see paragraph I.29) All the remaining 48 incidents involved use of full restraint.
- I.22** The documentation and video recordings of planned interventions we examined showed that force was used proportionately and as a last resort. De-escalation was evident, particularly

during planned incidents. However, prison managers did not themselves routinely review video recordings of these incidents.

- I.23** The quarterly use of force meeting considered a range of information, and analysis of data covering protected characteristics, but had not done enough to understand the increase in use of force.
- I.24** Special accommodation had been used 20 times in the previous six months, a rise since the previous inspection, although two prisoners accounted for nearly half of those uses. Governance was poor and documentation suggested that use of special accommodation was not always justified. Some prisoners had not been sufficiently well monitored or removed from the cells when they were calm and reasonable. There was too much reliance on CCTV monitoring rather than engaging with the prisoners directly, including in one case where a prisoner had told staff that he was feeling suicidal. Not all prisoners held for more than 24 hours had been seen by the governor in charge or a doctor.

Recommendations

- I.25** **Prison managers should investigate and address the reasons behind the increase in the use of force and special accommodation.**
- I.26** **Managers should regularly review the video recordings of planned interventions.**
- I.27** **Governance of the use of special accommodation should ensure that all uses are justified and properly documented, and that all procedures are correctly followed.**

Segregation

- I.28** The segregation unit was clean and cells were free of graffiti. However, toilets were badly stained and there was a large accumulation of rubbish in window grilles. Exercise yards had improved slightly. All prisoners located into the unit were strip searched, which was not always justified by risk.
- I.29** There were 24 prisoners in the unit at the start of our inspection - 17 for reasons of good order or discipline, two for cellular confinement, two held in designated cells as part of the close supervision system (inspected separately in December 2017) and three for their own protection. In the previous six months, 12 prisoners had been transferred in from other segregation units and a further two arrived during the inspection. Some of them presented very challenging behaviour and they had a particular impact on the figures for use of force. Eight prisoners had been in the unit for over three months, including one since May 2017 and another since June 2017.
- I.30** The conditions for unlock of prisoners was decided by risk assessment, and was proportionate to the risks posed. One prisoner required six staff in full personal protective equipment to be unlocked due to the risks he posed to others, which was time-consuming, increased the number of use of force incidents and affected the regime offered in the unit.
- I.31** Reviews were timely, multidisciplinary and recorded in detail. The psychology department did some good work to return some prisoners to normal location, including those with complex needs. However, reintegration planning was generally underdeveloped and many prisoners stayed in the unit for too long, particularly those who were there for their own protection.

- I.32** The regime was poor for most. Segregated prisoners could exercise daily, but showers and telephone calls were not available every day, and they spent too long unoccupied during the core day. Prisoners could apply to attend religious services off the unit, and this had happened for some.
- I.33** In the previous six months, 38 prisoners on assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm had been held in the unit, but the exceptional circumstances for holding them in segregation had not always been considered.
- I.34** Staff-prisoner relationships in the unit were good, and staff knew the prisoners and responded well to requests and incidents. Prisoners we spoke to were positive about staff treatment.

Recommendations

- I.35** **Prisoners undergoing self-harm monitoring should only be held in the segregation unit in exceptional circumstances.** (Repeated recommendation I.70))
- I.36** **There should be effective reintegration planning for all prisoners held in the segregation unit.**
- I.37** **Segregated prisoners should have daily access to showers and telephone calls, as well as a regime that provides more time out of cell if an individual risk assessment shows this is safe.**

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.38** As one of the 12 prisons in the long-term, high security estate, and one of only eight high security prisons holding category A prisoners, Long Lartin had stringent physical and procedural security arrangements, including extensive fencing, electronic gates and anti-helicopter wire. These arrangements were appropriate for the risks posed by the population.
- I.39** Twenty-one prisoners were subject to closed visits, including 12 segregated prisoners. All cases were individually assessed and segregated prisoners were not routinely placed on closed visits. The reasons for this measure were reviewed at security meetings and the ones we saw showed necessary and proportionate use of closed visits. However, the visitors' dress policy was inappropriate; for example, they were not allowed to wear ripped jeans or sandals. Managers could not provide an agreed or clear rationale for the restrictions that were applied.
- I.40** The processing and analysis of intelligence reports had improved. In June 2016, a prisoner had told officers that he was going to kill a fellow prisoner. Although intelligence reports were submitted to the security department, they were not acted on, and the prisoner subsequently carried out his threats. The department had reviewed its procedures in light of this failure and similar shortcomings that were evident in mid-2017. We saw evidence of much more robust current practice.

- I.41** Almost 4,000 intelligence reports had been submitted in the previous six months, and they were mostly good quality. Analysts fed back to staff if poor quality reports were submitted. Reports were processed and analysed quickly, and there was no backlog. In our sample, a prisoner had threatened to kill a GP, and the security team had acted immediately to address these risks.
- I.42** In the previous six months, 7.5% of mandatory drug tests proved positive when they included synthetic cannabinoids.⁵ The drug testing facilities had not improved since our last inspection, when we described them as unfit for purpose. In our survey, 15% of prisoners said they had developed a drug problem since arriving at the prison. Supply reduction was a key component of the prison's substance misuse strategy and was reasonably thorough. The security governor chaired the productive monthly drug strategy meetings. Overall, drug misuse had not destabilised the prison.
- I.43** Processes to protect prisoners from illegal conduct by staff were sound. The prison's corruption prevention unit worked closely with the police. In the week before our inspection, a member of staff had been arrested for suspected illegal activities.
- I.44** The prison held several men convicted of terrorism offences, and work to tackle and manage extremism was sound. The security department chaired monthly meetings where representatives from a wide range of internal departments and outside organisations shared intelligence. The prison took a sensitive and balanced approach to managing extremism and those susceptible to radicalisation.
- I.45** Work to tackle the emerging problem of gang-related activity was sound, and the management and disruption of organised criminal networks were good.

Recommendations

- I.46** **The visitors' dress code should be proportionate to the risks faced by the prison.**
- I.47** **Mandatory drug testing facilities should be relocated to an appropriate testing and waiting environment.** (Repeated recommendation I.45)

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.48** In the previous six months, 42 prisoners had harmed themselves, which was similar to other high security prisons but more than at the previous inspection. Since our last inspection three prisoners had committed suicide, and a fourth death was awaiting classification. The prison discussed the recommendations of the Prisons and Probation Ombudsman (PPO) at each monthly safer prison meeting and had made very good progress in meeting them.

⁵ Synthetic mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporised and inhaled in e-cigarettes and other devices.

- I.49** The strategic management of suicide and self-harm prevention was impressive. The safer prisons team collated and analysed a wide range of data. Potential trigger dates, such as anniversaries of offences or deaths, were recorded centrally and disseminated across the prison as the dates approached. Investigations into near-misses were very good and lessons were learned.
- I.50** On the first day of our inspection 23 prisoners were supported through ACCT case management. In the previous six months, 67 ACCTs had been opened, a similar number to other high security prisons. Prisoners in crisis were generally positive about the care they received. The quality of ACCT documentation was very good: care plans were completed and actioned, reviews were well attended and observational entries informative. However, future triggers to self-harm, such as anniversaries and court appearances, were not always sufficiently well identified. Managers regularly checked the quality of documentation, and learning from management checks was discussed at the helpful weekly safer interventions meeting. A central record noted forthcoming case reviews and could be accessed by all staff. During our inspection, three prisoners on ACCTs were segregated but the exceptional circumstances for justifying this was not documented in two cases (see paragraph 1.33 and recommendation 1.35).
- I.51** The 11 Listeners were now positive about their roles and the support from the safer prisons team. A Listener resided on each wing, apart from Perrie Red. However, Listeners were never called to reception and it was difficult for prisoners to see a Listener at night (see paragraph 1.3). The segregation unit had its own Listener suite, which was positive, but it was run down. Listeners were rostered to attend the PIPE and health care units once a week to offer their services.

Recommendation

- I.52 Prisoners should be able to access Listeners easily, including on reception and at night.**

Protection of adults at risk⁶

- I.53** There was now a good safeguarding policy and the prison had identified a safeguarding lead. The prison had recognised some prisoners as having safeguarding needs, but in fact they required social care rather safeguarding (see paragraph 2.62). Prisoners were protected from extremist ideologies (see paragraph 1.44).

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 In our survey, prisoners were generally positive about staff-prisoner relations, with 73% saying they were treated with respect by most staff. Vulnerable prisoners on A and B wing were particularly positive about having a member of staff to turn to if they had a problem. However, black and minority ethnic prisoners were more negative than white prisoners about staff-prisoner relationships (see paragraph 2.32).
- 2.2 We observed good relationships between staff and prisoners. Staff were confident and respectful in dealing with prisoners, and demonstrated a good knowledge of prisoners in their care. Prisoners engaged well with staff, and most we spoke with were complimentary about staff and the help they received.
- 2.3 There was an active personal officer scheme and most prisoners knew who their personal officer was. Entries in prisoner case notes showed regular input from staff across the prison, and demonstrated their consistent, meaningful interaction with prisoners.

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

- 2.4 Most external and communal areas were clean. The quality of accommodation varied, from the older A to D wings, where some of the communal areas were in poor condition, to the newer and better maintained E, F and Perrie Red wings. Most cells we saw were clean and we found no graffiti. Prisoners had courtesy cell keys, and all cells were single occupancy, although the older cells were cramped.
- 2.5 Cells on A to D wings still had no integral sanitation. Prisoners instead relied on an automated night sanitation system. This entailed pressing a button and waiting for the cell to be unlocked remotely. One prisoner at a time was allowed out for up to 15 minutes to use the toilet or shower at night, with up to seven other prisoners waiting in a queue. As a result, some had to wait up to two hours to access toilets, and buckets were provided in cells if they could not wait. There was nowhere for them to wash their hands if they used buckets, and prisoners were very critical about the unhygienic and potentially degrading nature of the sanitary facilities. We were told that prisoners sometimes resorted to defecating into plastic bags and throwing these out of their cell windows, or urinating out of

windows to avoid having a soiled bucket in their cell, especially if they were locked up for long periods (see paragraph 3.1). The system was also not switched on when prisoners were locked up for less than three hours, for example during the staff lunch. The governor had submitted a capital bid for the removal of the night sanitation system, but this had been rejected by Her Majesty's Prison and Probation Service (HMPPS). (See main recommendation S42.)

- 2.6** Communal showers and toilets on the older wings lacked adequate privacy screening and some were in poor condition, despite many requests for repairs in the previous six months. At the time of our inspection, there was a backlog of 180 maintenance jobs, despite the fact that the governor held weekly meetings with the contractor, Amey, to track and monitor these jobs.
- 2.7** In our survey, only 36% of prisoners told us that their cell bell was answered within five minutes. The prison had no system to log or monitor cell call bell response times, and there was no management oversight of this.
- 2.8** Laundry facilities on all wings were adequate and accessible to prisoners. Wing notice boards were well maintained by prisoner information desk (PID) workers and contained a range of information about the prison, although most was in English only.

Recommendations

- 2.9 All maintenance jobs should be completed swiftly and those of most importance to prisoner well-being and decency should be prioritised.**
- 2.10 The prison should log and monitor responses to cell call bells.**

Residential services

- 2.11** During our inspection, some prisoners were negative about the quality and quantity of the meals. However, the food we sampled was reasonable and portion sizes were generally adequate. Menu options included some fruit and vegetables each day and catered for a range of diets. Meals were served at reasonable times. Breakfast packs were issued on the day before consumption and were still meagre, although supplemented with bread. There was reasonable consultation with prisoners about the food.
- 2.12** The kitchen was bright and mostly in good order. However, some wing serveries were not cleaned properly after service, and food temperatures were not recorded consistently on the wings. All staff and prisoners employed in the preparation and serving of food had received basic hygiene and food handling training, but prisoners working in the kitchen could not gain any vocational qualifications (see recommendation 3.37).
- 2.13** Prisoners could cook their own food in small kitchens on the residential units, which they valued. Some wing kitchens were dirty and equipment could be poorly maintained. Prisoners sometimes ate together in cells or on the landing. There were no tables for them to sit together at mealtimes but we were told they were on order.
- 2.14** The range of items on the prison shop list was appropriate. Prisoners could shop from a catalogue and there was no administration charge.

Recommendations

- 2.15 Breakfast packs should be issued on the day they are to be eaten.** (Repeated recommendation 2.96)
- 2.16 Wing serveries should record food temperature checks consistently, and be cleaned after service, and prisoner kitchens on the wings should be kept clean and properly maintained.**

Prisoner consultation, applications and redress

- 2.17** There were monthly consultation meetings with prisoner representatives, chaired by the head of residence with the governor in attendance. Minutes showed that prisoners discussed a wide variety of issues with some progress, although some actions rolled over from one month to the next. Not all wings were consistently represented and some key departments, such as health care and education, did not attend. Prisoner representatives we spoke with were positive about their role, but too many prisoners were unaware of the consultation opportunities and felt that important matters were being missed. There was still little separate consultation with prisoners from minority groups (see paragraph 2.27 and recommendation 2.30).
- 2.18** In our survey, prisoners were negative about the application process, and many told us that they no longer used the system as they did not have confidence in it. Most wings had a prisoner information desk (PID) where enthusiastic peer workers provided advice and prisoners could obtain a variety of application forms. The prison did not monitor or track applications, and there was no quality assurance of responses. Some PID workers had started to do tracking but this was not systematic. PID workers told us about long delays in responses, and some prisoners told us that they did not always get responses to applications.
- 2.19** There had been 2,409 complaints made during the previous six months, which was high compared with similar prisons. Many were for minor issues that could have been addressed on the wing or through an application. Responses to the complaints we sampled were generally on time and polite, but too many did not address the issues raised, lacked sufficient enquiry and detail, or were not dealt with at the appropriate level. The monthly senior management team meeting analysed data and trends on complaints, but the quality assurance arrangements were not sufficiently robust.
- 2.20** There was no legal advice service for prisoners. If they were registered appellants, prisoners could book research time in the library, and 'access to justice' laptops were available. The stock of legal textbooks in the library was good. However, information about the Criminal Casework Review Commission and the Legal Ombudsman were not displayed around the prison. Legal visits took place in private rooms in the visits area. Prisoners did not have access to independent immigration advice.

Recommendations

- 2.21 Prisoner consultation should be more widely promoted, and staff from all departments and representatives from each wing should attend meetings.**
- 2.22 Prisoner applications should be logged and tracked. Responses to applications should be prompt, address the issue raised, demonstrate sufficient enquiry and be subject to quality assurance.**
- 2.23 Responses to all complaints should be timely and investigated at an appropriate level and should fully address the issues raised. (Repeated recommendation 2.39)**

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

- 2.24** The management of equality had deteriorated since our last inspection and was now weak. Equality provision was overseen by the safer custody department. The team acknowledged that equality work had suffered because of reduced resources and lack of priority for the work.
- 2.25** The current equality strategy did not outline how the needs of all protected characteristics groups would be addressed, and the recently updated equality action plan did not consider all protected characteristics or show if actions had been completed. There had been only one quarterly equality meeting in the previous six months, and minutes indicated poor attendance.
- 2.26** The last national equality monitoring tool data had covered the period to September 2017 and was therefore out of date. The data had indicated some areas of potential discrimination but they had not been investigated (see paragraph 2.32). The prison also gathered its own monitoring data but these were not sophisticated enough to identify over- or under-representation of minority groups in a variety of areas. The local data had indicated over-representation of some groups in areas such as the use of segregation and force, but these findings had not been sufficiently investigated.
- 2.27** There had been 75 discrimination incident reporting forms (DIRFs) submitted in the previous six months, which was higher than at our last inspection, but low for the type of prison. DIRFs were freely available on residential units. Most that we viewed related to race or religious discrimination. Managers of the relevant areas carried out investigations, which were now signed off by the governor. The quality of investigations was reasonable and replies were polite, but not all relevant actions had been taken in some investigations. For example, there was a lack of professional interpretation for a complainant with limited

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

English. The deputy director of custody also quality assured some completed DIRFs as part of his routine visits to the establishment.

- 2.28** The regularly published equality and diversity newsletter was a useful basis to inform and engage with prisoners. However, consultation for minority groups was limited and forums currently only took place for those identifying as Gypsy, Roma and Traveller and ex-armed forces. Meetings were not minuted and outcomes were unclear.
- 2.29** All new staff received a presentation that covered equality, but there was no annual refresher training for staff or use of the Civil Service e-learning equality package.

Recommendations

- 2.30** **The equality strategy should outline how the needs of all protected groups will be identified and addressed. It should be underpinned by regular consultation and accompanied by a systematically implemented action plan.**
- 2.31** **The national equality monitoring tool should cover all protected characteristics and produce data that is not more than a month old. The prison should use the available monitoring data and investigate any identified disparities.**

Protected characteristics

- 2.32** Thirty-six per cent of prisoners were from black or minority ethnic backgrounds. The prison had done little to understand their perspectives. In our survey, they were more negative than white prisoners in several areas, including being treated with respect by staff and being encouraged by staff to maintain family ties. The latest national monitoring data also indicated over-representation of black and minority ethnic prisoners in areas such as adjudications, the basic privilege level and complaints (see also paragraph 2.25 and recommendations 2.30 and 2.31).
- 2.33** In our survey, 5% of prisoners identified as Gypsy or Traveller. This group was consulted through a quarterly meeting coordinated by a chaplain. Some of these prisoners spoke positively of the supportive value of these meetings.
- 2.34** There were 85 foreign national prisoners at the time of our inspection, who were all still completing their sentences. There was limited support for this group. Those who did not receive monthly visits could apply for a free monthly 10-minute international telephone call and use more of their own money to make international calls. The prison no longer ran classes in English for speakers of other languages (ESOL) despite having identified a need (see recommendation 3.22). Professional interpreting services were not used. Home Office immigration enforcement officers visited occasionally.
- 2.35** In our survey, approximately 30% of prisoners said they had a disability and prison records recorded a similar figure. New arrivals who reported disabilities were referred to the health care or education provider, depending on whether it was a physical or learning disability. Appropriate reasonable adjustments had been made for some prisoners, including those with learning disabilities. However, we identified some unmet needs and the former disability liaison officer, whose role had recently ceased, told us there were frequent delays in assisting prisoners. There was no carer scheme to support prisoners with disabilities who needed extra support. There were two adapted cells, although they were not available to vulnerable prisoners. We met a recently arrived wheelchair user who was in an adapted cell but could not use his in-cell shower or toilet as there was insufficient space for his wheelchair to

navigate around his medical bed. He had been unable to shower in his first 72 hours at the prison. He was transferred out of the prison to a more suitable location during the inspection.

- 2.36** There were 64 prisoners aged 25 and under. The most recent equality monitoring data showed that younger prisoners were more likely to have a disciplinary charge brought against them and for it to be found proven. Younger prisoners were also over-represented on the basic level of the incentives and earned privileges (IEP) scheme but under-represented on the enhanced level. The prison had not sufficiently analysed this data or explored the needs of this group (see recommendations 2.30 and 2.31).
- 2.37** Approximately 23% of the population were over 50, and the oldest prisoner was 79. Responses by the over-50s in our survey did not suggest less favourable treatment. There had been an older person's well-being and needs analysis in 2017, but no actions had yet been identified or addressed. Although the gym provided a football session for those over 40, specific activities for prisoners over 55 had ceased. A garden project for older prisoners was in its infancy. The library facilitated a session for retired prisoners, which was positive.
- 2.38** In our survey, 11% of prisoners said they had served in the armed forces. The Soldiers, Sailors, Airmen and Families Association (SSAFA) attend the establishment quarterly to provide support to veterans. Those we spoke with were positive about their engagement and ability to speak to others who had similar experiences.
- 2.39** The prison had identified seven gay or bisexual prisoners, which was lower than our survey suggested. Support for this group was poor. There were no links with external support organisations. Gay and bisexual prisoners we spoke to told us they felt there was no support, and if they wanted to talk to somebody, they would approach the mental health team (see recommendation 2.30).
- 2.40** The prison had no identified transgender or transsexual prisoners at the time of inspection. We were shown evidence of previously identified transgender prisoners who were managed reasonably well; case boards had been held and escorts provided to gender reassignment clinic appointments.

Recommendations

- 2.41 Professional translation and interpreting services should be used to engage with foreign national prisoners who require them.**
- 2.42 The prison should develop a paid carer scheme to support prisoners with disabilities who needed extra support, and should make adapted cells available for vulnerable prisoners with identified needs.**

Faith and religion

- 2.43** The chaplaincy was inclusive and had a strong focus on pastoral care and provision. A wide range of religions were represented through a combination of employed, sessional and volunteer chaplains. There were regular team meetings, chaired by the managing chaplain. A rota ensured all statutory visits were completed, as well as attendance at assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm, segregation reviews and other prison meetings.

- 2.44** There were good arrangements for prisoners to practise their religions. Facilities included a chapel and multi-faith room with washing facilities, and nearby education classrooms were used for groupwork and classes. Vulnerable and mainstream prisoners attended services together without incident.
- 2.45** Muslim prisoners from A-D wings we spoke to complained that they did not always have time to complete their ablutions before Friday prayers because of time constraints and the delays caused by the night sanitation system (see paragraph 2.5 and main recommendation S42). In our survey, fewer than half of prisoners from a black and minority ethnic or Muslim background said their religious beliefs were respected (see recommendation 2.30).
- 2.46** In addition to corporate worship, the chaplaincy offered a range of weekly activities, including Bible studies, Tarbiyyah instruction (studies aiding prisoners in the correct interpretation of Islam) and a local bereavement course, 'Living with loss'. Key religious festivals were celebrated in collaboration with other departments. The team also coordinated an effective prison visitors' scheme and, while discharges from custody were rare, retained a focus on community engagement.

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.

- 2.47** 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. The CQC found there were no breaches of the relevant regulations.

Strategy, clinical governance and partnerships

- 2.48** There were no local health delivery board meetings, and key operational areas that required joint working were not always delivered. This issue had been identified by the health provider, Care UK, and formal meetings were due to commence in February 2018. A health needs assessment from 2014 required updating, and this was planned. There had been a separate review of substance misuse treatment and mental health services, which was due for publication.
- 2.49** Care UK's clinical governance structures were embedded. Meetings were well attended and effectively reviewed quality, performance and risk. The management and reporting of clinical incidents was good, and we saw several examples where lessons from practice had been shared.
- 2.50** We saw effective operational leadership and all staff we spoke to felt well supported, with good internal communication between all health professionals. Patient feedback was obtained through patient experience surveys and health care champion forums. This helped improve service delivery and there were plans to develop patient engagement further, with the involvement of representatives from across the establishment. We found equity of access to services for all prisoners, including those identified as vulnerable.

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>.

- 2.51** Regular audit of infection prevention standards had identified areas that needed improvement. Cleaning arrangements were particularly inefficient and inconsistent, but we were told that changes had been agreed to address this problem.
- 2.52** We identified some logistical problems with the checking and maintenance of resuscitation equipment, and the strategic location and accessibility of such equipment was also questionable. Both points were resolved while we were on site. All health care staff were trained to intermediate life support level, and we saw practitioners responding promptly and efficiently to urgent medical concerns. Prison staff we spoke to knew how to summon support.
- 2.53** The health complaints system was generally effective and encouraged face-to-face resolution of concerns. Responses to complaints were respectful, prompt and dealt with the issues raised, but communication to prisoners did not identify how they could raise matters that they felt were unresolved to a higher level, although this was resolved during the inspection. We also saw evidence of learning from complaints and monitoring of trends.

Recommendation

- 2.54** **The prison and health care staff should prioritise attendance at the planned local delivery board meetings to agree the key operational areas that require effective joint working.**

Promoting health and well-being

- 2.55** We saw evidence of a developing prison-wide approach to health promotion, which included using a dedicated prisoner television channel. The waiting area and health care centre displayed a range of health promotion information. Prisoners had excellent access to immunisations and screening for blood-borne viruses. Sexual health work was very good, and barrier protection was advertised and available from health staff. There were policies to prevent and identify communicable disease, and senior staff described clearly how they would deal with outbreaks.

Primary care and inpatient services

- 2.56** We did not have the opportunity to observe any health reception processes, but the records we reviewed indicated that health needs, risk and follow up were effectively determined for new arrivals. There was an effective health application system with sufficient consultation time provided, although it could take 48 hours to make routine appointments due to security considerations. Health support for prisoners in the segregation unit was appropriate, and they could access dedicated clinics in the health care department.
- 2.57** There was a full range of primary care services, including physiotherapy and podiatry. Waiting times were reasonable, except for podiatry where recent staff sickness had caused a temporary short backlog. Non-attendance rates were low. A nurse-led daily triage clinic effectively supported the well-being of patients. Long-term conditions were very well managed and led by a team of specifically skilled nurses. The clinical records we examined were of a good standard and included personalised care plans that reflected current National Institute for Health and Care Excellence (NICE) guidelines. There were good arrangements to support older prisoners, and nurses liaised well with the mental health team to deliver a coordinated approach.

- 2.58** Routine GP appointments were available. Access was risk assessed and based on clinical need. Waits for some patients were just under three weeks. Nurses were always present on site, and urgent 'on the day' medical appointments were facilitated. Out-of-hours GP cover was provided to the same level as in the community. Telemedicine was well used, and the agreed quota for external hospital appointments was not fully used. However, over 15% of all external appointments were cancelled by the prison, and some patients had waited too long for important appointments, with potentially serious implications for their health.
- 2.59** The eight-bed inpatient unit was directly managed by the prison and supported six men during the inspection. Provision included a palliative care bed and a constant watch cell, which was used for prisoners with an active risk of self-harm. The unit had improved since our last inspection with a general nurse permanently allocated to provide support, and there was regular input from the mental health team. Admission criteria were not routinely followed, and access could be determined on non-clinical grounds. Three inpatients had been accepted as needing treatment under the Mental Health Act, (see paragraph 2.65). We observed some good interactions by staff but the regime was still too limited, with few therapeutic opportunities or stimulation for prisoners who could only be unlocked individually and could not interact with each other.

Recommendations

- 2.60** Patients should be able to attend all necessary external health appointments.
- 2.61** The inpatient service should operate through an agreed operational policy that that prioritises clinical need, and should deliver an effective therapeutic regime.

Social care

- 2.62** The prison had established links with Worcestershire County Council, which enabled effective arrangements for social care assessments. Although there was not yet a formal agreement, a memorandum of understanding was being drawn up. Need was low and no prisoner was currently assessed as having a social care need, although there had been two recent referrals with the outcomes still awaited. There was still not enough awareness across the prison to ensure potential need was identified early. Health staff were aware of their safeguarding responsibilities and had received appropriate safeguarding training. Consent to share medical information was routinely sought.

Mental health care

- 2.63** Inclusion, part of South Staffordshire and Shropshire NHS Foundation Trust, provided integrated mental health and substance misuse treatment services. The arrangements worked well and services were good. The integrated model provided flexibility in meeting the demands of the mental health pathway. A stepped care approach was delivered through a multidisciplinary team of psychiatry, mental health nursing, social work and occupational therapy staff, which provided an appropriate range of services. Most work was one-to-one, and interventions included directed self-help, supportive counselling, psychological interventions - including trauma-based work - and specialist support for prisoners with complex mental health needs. A clinical psychologist had recently been appointed, and this would enhance provision for prisoners with particularly challenging needs.
- 2.64** Prisoners could access the mental health service through reception screening, by direct application or through referrals from custodial or generic health care staff. Routine referrals

were reviewed weekly at a single point of referral meeting and, following assessment, prisoners accepted on the caseload were assigned an appropriate caseworker. There was a duty worker for the team so urgent referrals could be seen rapidly within 48 hours, and commonly on the same day if significant risks were identified. Services were available five days a week. Waiting times were short and better than those found in equivalent community services. The team made effective contributions to relevant ACCT processes and attended all initial ACCT assessments.

- 2.65** There were 80 prisoners on the caseload, with nearly 30 having enduring mental health problems and being cared for using the care programme approach (CPA). Record keeping on SystemOne (the clinical IT system) was of a good standard. Governance arrangements, including complaints and incident management, were good. The service routinely canvassed feedback from users about the services provided. At the time of inspection, four prisoners were waiting to be transferred to hospital under the Mental Health Act; those needing such treatment routinely experienced significant delays in being transferred.

Recommendation

- 2.66 Prisoners accepted as needing transfer to hospital under the Mental Health Act should be moved within the Department of Health timescales.**

Substance misuse treatment⁹

- 2.67** There was a coherent prison-wide drug strategy, and the drug strategy group met regularly to determine and then monitor agreed actions. Inclusion provided integrated substance misuse and mental health support. Within the substance misuse pathway, all prisoners were seen on induction, and given advice on the services available (including harm reduction practices) and the opportunity to access support if required. Prisoners could be referred by prison staff, including following a positive drug test, or could self-refer at any point during their stay.
- 2.68** The team of practitioners provided a range of psychosocial support for prisoners with substance misuse problems. The service was well integrated into the work of the mental health pathway and routinely supported broader therapeutic processes. However, there were limited opportunities for groupwork, which would be better to assist prisoners' needs in some situations. Peer working had been attempted but was difficult because of security and screening processes, particularly given the intense training and support required. There were 87 prisoners on the caseload, who were on structured one-to-one work, including motivational interviewing, dialectical behavioural therapy and mindfulness. Care plans were good. We found evidence of detailed one-to-one work, appropriate coordination of care and effective information-sharing with other stakeholders, including the offender management unit and security.
- 2.69** One specialist nurse provided clinical substance misuse oversight of treatment to prisoners in liaison with a specialist GP. Demand was low with a total of 12 prisoners currently requiring opiate substitute treatment, of whom two were on reduction regimes. Treatment was flexible and geared towards individual need, which was positive. There were regular clinical reviews, in line with practice standards. Written information about services was adequate but needed updating. Health promotion initiatives were adopted and harm reduction advice provided routinely. User feedback was regularly sought, and prisoners we spoke with said they were well supported. Governance arrangements were good and

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).

practitioners worked closely with the primary care team, attending daily briefings and other learning events.

Recommendation

- 2.70 Prisoners with substance misuse needs should be able to access groupwork as part of their programme of care and support, where indicated.**

Medicines optimisation and pharmacy services

- 2.71** Medicines were dispensed by Sigcare Pharmacy through use of generic stock, with prescribers using an agreed Care UK formulary. There was no dedicated clinical pharmacist to provide specialist advice and monitoring of prescribing practice, but one had recently been appointed. Although there were no pharmacy clinics, prisoners could telephone the pharmacy team for advice and information about their medication, which was good practice.
- 2.72** Patients were able to receive in-possession medication following a risk assessment, which took into account both patient and drug risk. However, the in-possession policy did not identify specific drug risks or medicines that should be restricted or only prescribed by supervised administration. Despite this, the prescribing of potentially tradable drugs was closely monitored.
- 2.73** Supervised medicines were administered by nurses twice a day at 7.30am and 5.30pm from treatment rooms shared by the wing areas. Although there were treatment areas on all wings - which could have streamlined access for prisoners - these were not used, due to staffing and other logistical reasons. Despite these limitations, the arrangements worked reasonably well during the inspection. The inpatient and PIPE units received medicine directly from the health care centre. Prescribing practice was partly based on the administration arrangements, but we were told that prisoners could access medication at other times if clinically indicated. Officer supervision of medication queues was adequate, but there was little confidentiality for patients at the hatch.
- 2.74** Prescriptions could be accessed from stock within 24 hours of being prescribed, with non-stock orders taking around 72 hours to turn around, although urgent medicines not in stock could be accessed more readily by use of a community prescription. Movement and storage of medicines, including controlled drugs, was secure. There was an appropriate range of standard operating policies. The small team of pharmacy technicians had a significant workload, but oversaw medicine management arrangements effectively.
- 2.75** Room and fridge temperatures were routinely monitored, and all medicine management activity was reported through local medicine management and regional committee meetings, which considered trends and compliance issues.

Recommendation

- 2.76 The in-possession medication policy should clearly identify the specific risks of drugs that could be tradable, and provide clear advice to prescribers.**

Good practice

- 2.77** *Prisoners could telephone the pharmacy team directly for advice and information about their medication.*

Dental services and oral health

- 2.78** Dental services were provided by a dentist and dental nurse from Time for Teeth. Appointments were prioritised appropriately on clinical need, and waiting times were adequate at around six weeks. Urgent referrals were seen promptly. Dental sessions offered a range of treatment, equivalent to the community, which was good. Oral health promotion was provided verbally during consultations.
- 2.79** Governance processes were good and ensured safe dental services were provided. Dental equipment was well maintained and serviced regularly. There was a separate decontamination room and the dental suite met infection control standards. Dental waste was disposed of safely.

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 The published core day provided a consistent regime on weekdays, but there were regular restrictions over the weekend. We found that full-time workers generally received over nine hours a day out of cell on weekdays, which was reasonable. Unlock and lock-up times were generally adhered to, although morning unlock often had minor slippage against the published times.
- 3.2 Unemployed prisoners on the basic level of the privileges scheme could spend 21 hours a day locked in their cells, which was too long. Our roll checks during the working day showed between a quarter and a third of prisoners locked behind their doors, which was excessive. (See main recommendation S43.) Many of these were prisoners returned to their units from workshops (see paragraph 3.15).
- 3.3 Prisoners could have evening association and exercise on weekday evenings when working prisoners returned to the wings. Although exercise was always offered, it was only for 30 minutes a day.
- 3.4 The library, provided by Worcestershire County Council, had improved over the previous 12 months. There was now a wide range of up-to-date fiction, non-fiction and reference works, as well as easy readers and a collection of foreign language titles. Other resources included a stock of audio books and selection of music CDs. However, no computers were available for prisoners' private study or research. There had been no complete stock check and staff were unable to provide a stock loss rate; systems for recording overdue items had lapsed.
- 3.5 Prisoners had reasonable access to the library, although recent sessions had been cancelled because of a lack of staff, and some sessions clashed with other activities. Data on library use were not sufficiently detailed and did not identify participation by particular groups. Library staff provided the 'Reading Ahead' and 'Turning Pages' reading and literacy mentoring projects.
- 3.6 Induction to PE activity was reasonable and included a full tour of the facilities and demonstration of equipment. There was basic data on PE attendance, but this was not used to ensure equality of access and to promote health and fitness to non-users. Vulnerable prisoners were offered fewer sessions than mainstream prisoners, although they could still access between three and seven sessions a week. Some prisoners had to choose between attending the gym, library or religious services as a result of regime clashes.
- 3.7 There was one PE mentor and five trained health champions, with plans to recruit more. The department had some links with the community, and visitors from a sporting background had visited to assist in PE sessions and present achievement certificates. The PE department

delivered a good balance of accredited and non-accredited course; not all were available to vulnerable prisoners.

- 3.8** PE accommodation and resources included a fitness suite with free weights, resistance and cardiovascular equipment, a full-size sports hall and an outdoor all-weather, multi-sport facility. Some equipment was worn and needed replacement. There were clean changing facilities and showers, although privacy screening was limited. Drinking water was available in all areas.

Recommendations

- 3.9** Exercise should be offered for an hour a day.

- 3.10** All prisoners should have equitable access to PE facilities and qualifications.

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:	requires improvement
<i>Achievements of prisoners engaged in learning and skills and work:</i>	<i>good</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>good</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** Managers had rectified two key weaknesses identified at the previous inspection. Prisoner achievements of qualifications were now significantly better and were good, and Milton Keynes College had achieved full compliance with the contract, whereas previously it was meeting less than half of the requirements. Managers had also obtained additional funding to extend the contract.

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).

- 3.13** The education and vocational training provided by Milton Keynes College were good. The curriculum broadly met the needs of prisoners, but there were few higher level courses and too many prisoners were unable to progress beyond level 2 programmes. Distance learning and Open University programmes were offered to a few prisoners, but not enough could access them or were adequately supported; for example, prisoners were not always told why their applications had been rejected.
- 3.14** The prison was clearly focused on helping prisoners gain useful skills and placed a strong emphasis on developing their English and mathematics skills. However, integration of English and mathematics into the workshops was weak. There were no structured courses for prisoners requiring English for speakers of other languages (ESOL), although staff provided good individual support to those who needed it.
- 3.15** All activity places were full time only, and were sufficient for around 80% of the population. Workshops were frequently closed because of a lack of prison discipline staff (see also paragraph 3.2 and main recommendation S43.) Punctuality was good where activities were available.
- 3.16** The range of vocational training opportunities had increased, for example in customer services and manufacturing, although accredited kitchen work had ceased as a result of staff shortages and there was still insufficient provision. Prison managers had recognised the need for more training and work activity places and there were plans to introduce accredited textile and laundry work, and create a woodmill workshop (see recommendation 3.37). A minority of jobs continued to be mundane and repetitive, with little emphasis on improving employability.
- 3.17** Prison managers had significantly improved the previously weak quality improvement arrangements. There were now very effective measures to monitor and improve the quality of teaching, learning and assessment practices in all activities. Milton Keynes College had improved the quality of teaching, learning and assessment in education, and prisoners progressed well through their learning.
- 3.18** Prison staff carried out learning walks¹² around the training areas and workshops, and used them well to improve prisoner performance, such as reinforcing a work ethic and improving the quality of prisoner work. A few prison staff had gained qualifications as trainers and assessors to be used in the textile workshop when fully operational. Self-evaluation processes were fully integrated into all aspects of the prison. The report was concise and evaluative, and demonstrated that staff had an accurate understanding of key strengths and areas for improvement. A detailed improvement action plan was successfully used to improve aspects of the provision.
- 3.19** The prison learning and skills induction process was effective. All prisoners were given an initial assessment of their English and mathematics skills, and this was used to inform sentence planning and allocations. The allocation of prisoners to activities was fair, and mostly fitted with their sentence plan. Prisoners were paid different rates for doing the same job – such as mentors working in different areas – but the prisoner pay policy was being reviewed to ensure equity.
- 3.20** The quality of the National Careers Service provision contracted to Prospects was good, although few prisoners were released from Long Lartin. Prospects advisers worked well to meet individual prisoner needs and aspirations. Staff regularly reviewed and monitored prisoners' time in the prison to prepare them for progression to other prisons. A minority of prisoners used the 'virtual campus' (internet access to community education, training and

¹² Learning walks to classroom or work areas allow structured observation of teaching, learning and assessment, and findings are used to help make improvements.

employment opportunities) to help them with Open University studies and distance learning. However, a few prisoners told us that they had difficulties accessing the website, and vulnerable prisoners had no access.

Recommendations

- 3.21** There should be sufficient higher level courses to meet the learning needs and aspirations of prisoners, especially those serving long sentences.
- 3.22** There should be structured provision of English for speakers of other languages (ESOL), and English and mathematics support should be included in all workshops as part of prisoner learning.
- 3.23** All prisoners, including vulnerable prisoners, should have access to the ‘virtual campus’.

Quality of provision

- 3.24** The quality of teaching, learning and assessment had improved and was now good, and was reflected in prisoners’ high achievements. In education sessions, most tutors used a range of information about prisoners well, including their starting points in English and mathematics and their learning barriers – such as leaving school early with few or no skills and disengagement at school. Information from the initial assessment of prisoners’ English and mathematics skills was not routinely shared with all trainers and workshop staff. The most successful tutors and trainers used peer mentors very effectively, and prisoners who required extra help progressed well.
- 3.25** Tutors set prisoners learning tasks that extended their evaluative and reflective skills. For example, in arts lessons prisoners evaluated their own learning using a range of artistic vocabulary, and in functional English, they evaluated their handwriting and use of language. Tutors in functional skills in mathematics explained fundamental mathematical operations and showed them clearly to prisoners. However, they focused too early in the course on equipping them with techniques to be successful in examinations, so did not always set learning tasks to reflect ability or help develop full potential.
- 3.26** Information about the support required by prisoners with learning difficulties and/or disabilities was used well by most tutors to plan their learning activities. For example, a prisoner with learning difficulties was given sufficient time to make additional notes during lessons, and learning tasks were introduced to him more slowly; he made good progress as a result.
- 3.27** Most tutors and trainers provided good feedback to prisoners, checking prisoners’ knowledge effectively to assess their understanding during lessons. In most vocational training, trainers used their extensive industrial experience well to develop very good work-based activities that engaged prisoners. Trainers provided good practical instruction and used the more experienced prisoners to support new prisoners well.
- 3.28** Most education tutors were skilful in including topics in their lessons to broaden prisoners’ understanding of fair treatment and respecting differences. For example, tutors encouraged prisoners to debate the use of the term ‘man up’ and what it could imply for people with different sexual orientations. As a result, prisoners reflected on their own views, beliefs and assumptions. In the workshops, trainers were skilled in accommodating prisoners with

different needs and displayed posters to promote diversity, but diversity needed to be reinforced more during training.

Recommendations

- 3.29** The results of prisoners' initial assessment of English and mathematics support needs should be routinely shared with staff in the workshops to help plan individual learning.
- 3.30** Equality and respect for diversity should be promoted and reinforced in the workshops and training areas.

Personal development and behaviour

- 3.31** Most prisoners developed their personal and social skills well and demonstrated a good work ethic. Although the vast majority of prisoners were serving very long sentences, they recognised the need to work to timescales and deadlines. However, trainers did not always record prisoners' development of non-accredited personal and work skills, and prisoners had little useful information about their skills development to take with them when transferring to another prison or on release.
- 3.32** Prisoners showed high levels of respect to each other and to prison and other staff. Most took great pride in their work, particularly in art and wood workshops, and had achieved national recognition. Prisoners made a range of high-quality bespoke wood furniture, which they could send to families and friends and sell to selected businesses, prisoners' families and staff. Prisoners greatly appreciated the opportunity to make constructive use of their time in the prison.

Recommendation

- 3.33** Trainers should record development of prisoners' personal, social and work skills to ensure that they are better prepared for progression to further education and training.

Good practice

- 3.34** *Prisoners in the wood workshops developed high levels of skills and produced high-quality, bespoke furniture and other artefacts, which they could send to families and friends and sell to selected businesses, prisoners' families and staff. They valued this opportunity to make constructive use of their time in the prison.*

Outcomes and achievements

- 3.35** Outcomes and achievements had significantly improved from a very low base at the previous inspection and were now good. Prisoners progressed well from their starting points and achieved accredited qualifications very well, particularly in English and mathematics.
- 3.36** Most prisoners who started on courses completed and achieved their individual learning goals, including those with complex special educational needs and/or with learning difficulties and disabilities. There were no discernible variations in achievements of different groups of

prisoners. Prisoners in most workshops and on vocational training programmes developed good practical skills, although too few followed accredited qualifications (see also paragraph 3.16).

Recommendation

- 3.37 The prison should provide a sufficient range and quality of accredited work and vocational training to develop prisoners' work skills and ensure recognition of their achievements.**

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 Visits were scheduled for two hours on four afternoons a week, including weekends. Visitors were generally positive about the ease of booking visits by telephone or online, although some commented on the need to book in early at the visitors' centre to guarantee a full visit. There was a dress code for visitors which was overly restrictive (see paragraph 1.39 and recommendation 1.46).
- 4.2 Some areas of the visitors' centre looked shabby, and lockers needed replacement. The provision of a dedicated prayer, reflection and meditation room was positive. Limited refreshments and confectionery were available, and there was a small unsupervised play area for children.
- 4.3 The security checks and searching of visitors were appropriate and respectful. Visits were often delayed and, in our survey, only 20% of prisoners said their visits started and finished on time. Vulnerable prisoners sometimes had to wait until the end of mainstream prisoner movement before they could go to the visits hall, increasing delays for them.
- 4.4 The visits hall was reasonably relaxed and comfortable, although the lighting was very dim. Prisoners attending visits had to wear a sash. There was an unsupervised play area for children and a snack bar with a limited selection of drinks and snacks. We observed some very good interactions between some staff and visitors that reflected professional and positive relationships developed over time. Five closed visits booths were available but these were not partitioned and offered no privacy.
- 4.5 Although family visits continued to take place and were valued, support for prisoners to maintain family ties was poor. In our survey, only 34% of prisoners said staff encouraged them to maintain family ties, and black and minority ethnic prisoners were even more negative. There was no dedicated children and families team or any provision such as accredited parenting courses. These were significant shortcomings. (See main recommendation S44.)
- 4.6 Telephones on residential units had suitable privacy screening, and in our survey 93% of prisoners said they could use them every day. The mail system was reasonably robust. There were occasional backlogs, principally due to staffing shortages, but these were for a brief period and staff in the department had a clear focus on the need to deliver prisoners' mail on time.

Recommendations

- 4.7 Visits should start at the advertised time, and prisoners should be able to have closed visits in privacy.**
- 4.8 There should be a supervised children's play area in the visits hall, and a wide range of food and drinks for visitors.**

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 still did not have an offender management policy, and practice was largely based on custom and practice. The reducing reoffending policy focused on resettlement pathways, including drugs and alcohol, programmes, and children and family provision, but did not link this work with that of offender management. Likewise, the monthly reducing reoffending group included representation from offender management but had relatively little focus on the work of the department. The role of offender management and how its work was integrated at the prison was not clear.
- 4.10** There was no longer a dedicated team of offender supervisors and officers were rarely allocated to the role on consecutive days, which affected continuity of provision. Each offender supervisor had a small caseload of around 20, but the department had lost almost 45% of its staffing resource to redeployment since April 2017. As at the last inspection, there was no quality assurance of work beyond OASys, and no casework supervision, although offender supervisors told us that managers and probation staff were supportive.
- 4.11** As a result of limited time, offender management had focused almost exclusively on the completion of prisoner offender assessment system (OASys) assessments, recategorisation reviews and sentence planning meetings. The wider role of offender supervisors, contact with and support of prisoners to meet sentence plan targets were underdeveloped. In our survey, only 40% of prisoners said staff were helping them meet their targets.
- 4.12** The backlog of OASys assessments had been substantially reduced, although it was again steadily rising. At the time of the inspection, the backlog was 82 (approximately 16% of the current population). Of these, 58 were the responsibility of the National Probation Service and, we were told, nine were indeterminate sentence prisoners. The prison had a mechanism to escalate delays, but it had not been sufficiently effective.
- 4.13** Despite this, completed OASys assessments was generally good. In most cases there was sufficient detail and analysis to help inform sentence planning. In several cases we also saw risk management plans with itemised criminogenic factors, along with actions identified to meet each one. which was impressively thorough.
- 4.14** All prisoners had an annual sentence plan review. Most were comprehensive and detailed, although contributions from other departments, and even from community offender managers, were variable. In many cases, there was little connection between the sentence plan meeting targets and those identified in OASys. In our survey, 89% of prisoners who said they had a custody plan knew what they had to do to meet their targets, although targets were often too broad – for example, 'evidence pro-social behaviour and work towards gaining enhanced IEP'. Determinate sentence prisoners were also subject to annual OASys

reviews, but indeterminate sentenced prisoners (approximately 73% of the population) had such reviews only every three years.

- 4.15** There was a lack of integration between the offender management unit and some other services. Although there was a good range of nationally accredited and non-accredited programmes (see Interventions section below), and it was positive that prisoners could often access these early on in their time at Long Lartin, it was relatively rare that offender supervisors attended post-programme reviews or incorporated post-programme targets into sentence plans or OASys reviews. In one case we reviewed, the annual sentence plan meeting occurred when the prisoner still had one more session of the Thinking Skills Programme to complete.
- 4.16** Many prisoners we spoke to expressed frustration at their perceived inability to make progress and move out of the high security estate. Over 42% of prisoners, 216, had been at the prison for over two years, and 96 (19%) had been there more than four years. However, 93 prisoners (18% of the population) had moved in the previous 12 months. In the previous six months, 49 prisoners had received progressive moves, including two transferred to category C prisons, one to a category D prison, two to undertake programmes and three to therapeutic communities. Given the length of sentences for many prisoners at Long Lartin, it was likely that they would spend many years in the high security estate, and more work was needed to structure prisoner expectations. All prisoners had an annual recategorisation review, and the recent cases we sampled had made appropriate decisions.
- 4.17** Public protection arrangements were very good. Ninety-one per cent of the population were subject to multi-agency public protection arrangements (MAPPA) - 31 were already identified as level two (requiring the active involvement of one or more agency) and six as level three (the highest risk level). At the time of the inspection, 65 prisoners were subject to restrictions due to harassment and 87 to child protection arrangements. All new arrivals were screened, initially by case administrators and then by one of the two probation officers dedicated to public protection work. Although prisoners subject to public protection were still allocated to one of the officer offender supervisors, probation staff retained responsibility for managing their public protection issues.
- 4.18** Following their screening, most prisoners were reviewed at the monthly interdepartmental risk management team (IDRMT) meeting. Minutes from meetings were comprehensive and indicated detailed discussions and considered decision making. Attendance by staff from departments from across the prison was low. Probation staff had recently delivered some basic child protection training for officers working in visits, but it was recognised that more staff needed this training.
- 4.19** One of the probation officers completed reports on prisoner risk management and prison behaviour (MAPPA F reports) where requested by community MAPPA boards. The reports we reviewed were of a good standard.

Recommendations

- 4.20** Offender supervisors should have sufficient time to undertake their roles in full. They should receive necessary training and supervision, and an offender management policy should outline how their work is to be integrated with other departments.
- 4.21** OASys assessments should be completed promptly, including by community offender managers.
- 4.22** Child protection training should be available for all staff, with priority for staff who have direct contact with children. (Repeated recommendation 4.22)

Good practice

- 4.23** *Risk management plans linked identified criminogenic factors with specific actions identified to address each one, which helped focus attention on prisoners' key issues.*

Interventions

Expected outcomes:

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

- 4.24** The prison delivered two nationally accredited offending behaviour programmes - the Thinking Skills Programme (TSP), designed to address distorted thinking associated with offending, and Resolve, addressing violence. The prison had also been delivering the self-change programme (SCP), which was about to be replaced by the newly developed Kaizen programme, designed for high risk offenders convicted of a violent or sexual offence. There was a combined annual target of 94 completions a year, and the prison was scheduled to achieve this.
- 4.25** The prison also delivered two non-accredited programmes. The 'Timewise' intervention addressed violence and aggression for prisoners who demonstrated such behaviour while in custody. The Motivation and Engagement course was targeted at those who were in denial of their offence and was much needed; the prison's needs analysis of January 2017 suggested that 37% of the population fell into this category. A further programme to work with prisoners convicted of arson was also due. The prison aimed to deliver a total of 122 course places a year – reaching almost 24% of the population, which was an impressive figure. In our survey, 69% of prisoners who said they had completed an offending behaviour programme, said it had helped them meet their (sentence planning) targets or objectives.
- 4.26** Many prisoners could access offending behaviour programmes early on in their sentences, which was positive, but there were few opportunities for follow-up work and reinforcement of learning from programmes. These were missed opportunities, which could be incorporated into sentence plans to be monitored through offender management.

Psychologically informed planned environment unit

Expected outcomes:

Personality disorder units and therapeutic communities provide a safe, respectful and purposeful environment which allows prisoners to confront their offending behaviour.

- 4.27** The psychologically informed planned environment (PIPE) unit opened in August 2017 and was an essential addition to the national offender personality disorder pathway and network. Its role is to prepare prisoners who would benefit from entering the pathway but are resistant to change. It was in its early stages of development.
- 4.28** Custody officers staffing the unit had been suitably trained, and received supervision and leadership from the PIPE clinical lead, a forensic psychologist. Recruitment of mental health professionals was in hand, but the custody staff team was not yet complete.
- 4.29** There were appropriate marketing, referral and acceptance criteria for prisoners to join the unit and to raise awareness of what it could offer. The unit had 14 rooms for prisoners to stay from six to 24 months. Since the PIPE had opened, there had been 15 referrals with five to six residents and two deselections. Some prisoners we spoke with showed early signs of positive responses to therapy, including improved anger control.
- 4.30** The building had been repainted but was dated and small. Improvements to the exercise yard were planned, with good involvement of the prisoners. However, works requests had been outstanding for several months, for example, for corridor lights that did not work (see also paragraph 2.6 and recommendation 2.9).

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** It was rare for prisoners to be released directly from Long Lartin. In the previous six months, two prisoners had been released. Both were high profile prisoners, and their releases had been managed very tightly through the IDRMT and in close communication with the community offender manager and the police. Prisoners who were released invariably went initially to approved premises, organised and arranged through the National Probation Service. As a consequence, there was no prisoner accommodation service at the prison.
- 4.32** The next planned release from the prison was due in May 2018. The case had already been identified by the IDRMT and the prisoner was being reviewed, and there was close communication with his allocated offender manager.
- 4.33** At the time of the inspection, there were no specific services for prisoners with debts. A two-week debt management course was planned to be run through the education department, but resources for this had yet to be confirmed. The prison had introduced debt management plans for prisoners who got themselves into debt while in custody, and these were managed through the safer custody team.

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 A to D wings should be refurbished to include integral sanitation in cells. (S42, repeated main recommendation S51)
- 5.2 The prison should ensure that there are sufficient activity places to occupy all prisoners fully during the working day, and that all those allocated to activities are able to attend. (S43)
- 5.3 The prison should provide a comprehensive range of support to help prisoners sustain and improve relationships with their children and other close family members. (S44)

Recommendations

To HMPPS and the governor

- 5.4 All maintenance jobs should be completed swiftly and those of most importance to prisoner well-being and decency should be prioritised. (2.9)
- 5.5 The national equality monitoring tool should cover all protected characteristics and produce data that is not more than a month old. The prison should use the available monitoring data and investigate any identified disparities. (2.31)
- 5.6 Offender supervisors should have sufficient time to undertake their roles in full. They should receive necessary training and supervision, and an offender management policy should outline how their work is to be integrated with other departments. (4.20)
- 5.7 OASys assessments should be completed promptly, including by community offender managers. (4.21)

Recommendation

To the escort contractors

- 5.8 Prisoners' property should arrive with them on transfer or within a reasonable time after their arrival. (1.6, repeated recommendation. 1.6)

Recommendations

To the governor

Early days in custody

- 5.9 Wing staff should regularly check the welfare of new arrivals. (1.7)
- 5.10 Prisoners should receive a comprehensive and meaningful induction about the prison's rules and regime. (1.8)

Managing behaviour

- 5.11** Prisoners on the basic level of the incentives scheme should be reviewed frequently and promoted to standard when there is evidence to show an improvement in behaviour. (1.15)
- 5.12** Prison managers should fully investigate the reasons for the significant increase in the number of adjudications, and address any concerns identified. (1.19)
- 5.13** Adjudications referred to the police should be followed up quickly to ensure natural justice for prisoners. (1.20)
- 5.14** Prison managers should investigate and address the reasons behind the increase in the use of force and special accommodation. (1.25)
- 5.15** Managers should regularly review the video recordings of planned interventions. (1.26)
- 5.16** Governance of the use of special accommodation should ensure that all uses are justified and properly documented, and that all procedures are correctly followed. (1.27)
- 5.17** Prisoners undergoing self-harm monitoring should only be held in the segregation unit in exceptional circumstances. (1.35, repeated recommendation 1.70)
- 5.18** There should be effective reintegration planning for all prisoners held in the segregation unit. (1.36)
- 5.19** Segregated prisoners should have daily access to showers and telephone calls, as well as a regime that provides more time out of cell if an individual risk assessment shows this is safe. (1.37)

Security

- 5.20** The visitors' dress code should be proportionate to the risks faced by the prison. (1.46)
- 5.21** Mandatory drug testing facilities should be relocated to an appropriate testing and waiting environment. (1.47, repeated recommendation 1.45)

Safeguarding

- 5.22** Prisoners should be able to access Listeners easily, including on reception and at night. (1.52)

Daily life

- 5.23** The prison should log and monitor responses to cell call bells. (2.10)
- 5.24** Breakfast packs should be issued on the day they are to be eaten. (2.15, repeated recommendation 2.96)
- 5.25** Wing serveries should record food temperature checks consistently, and be cleaned after service, and prisoner kitchens on the wings should be kept clean and properly maintained. (2.16)
- 5.26** Prisoner consultation should be more widely promoted, and staff from all departments and representatives from each wing should attend meetings. (2.21)

- 5.27** Prisoner applications should be logged and tracked. Responses to applications should be prompt, address the issue raised, demonstrate sufficient enquiry and be subject to quality assurance. (2.22)
- 5.28** Responses to all complaints should be timely and investigated at an appropriate level and should fully address the issues raised. (2.23, repeated recommendation 2.39)

Equality, diversity and faith

- 5.29** The equality strategy should outline how the needs of all protected groups will be identified and addressed. It should be underpinned by regular consultation and accompanied by a systematically implemented action plan. (2.30)
- 5.30** Professional translation and interpreting services should be used to engage with foreign national prisoners who require them. (2.41)
- 5.31** The prison should develop a paid carer scheme to support prisoners with disabilities who needed extra support, and should make adapted cells available for vulnerable prisoners with identified needs. (2.42)

Health, well-being and social care

- 5.32** The prison and health care staff should prioritise attendance at the planned local delivery board meetings to agree the key operational areas that require effective joint working. (2.54)
- 5.33** Patients should be able to attend all necessary external health appointments. (2.60)
- 5.34** The inpatient service should operate through an agreed operational policy that that prioritises clinical need, and should deliver an effective therapeutic regime. (2.61)
- 5.35** Prisoners accepted as needing transfer to hospital under the Mental Health Act should be moved within the Department of Health timescales. (2.66)
- 5.36** Prisoners with substance misuse needs should be able to access groupwork as part of their programme of care and support, where indicated. (2.70)
- 5.37** The in-possession medication policy should clearly identify the specific risks of drugs that could be tradable, and provide clear advice to prescribers. (2.76)

Time out of cell

- 5.38** Exercise should be offered for an hour a day. (3.9)
- 5.39** All prisoners should have equitable access to PE facilities and qualifications. (3.10)

Education, skills and work activities

- 5.40** There should be sufficient higher level courses to meet the learning needs and aspirations of prisoners, especially those serving long sentences. (3.21)
- 5.41** There should be structured provision of English for speakers of other languages (ESOL), and English and mathematics support should be included in all workshops as part of prisoner learning. (3.22)

- 5.42** All prisoners, including vulnerable prisoners, should have access to the ‘virtual campus’. (3.23)
- 5.43** The results of prisoners’ initial assessment of English and mathematics support needs should be routinely shared with staff in the workshops to help plan individual learning. (3.29)
- 5.44** Equality and respect for diversity should be promoted and reinforced in the workshops and training areas. (3.30)
- 5.45** Trainers should record development of prisoners’ personal, social and work skills to ensure that they are better prepared for progression to further education and training. (3.33)
- 5.46** The prison should provide a sufficient range and quality of accredited work and vocational training to develop prisoners’ work skills and ensure recognition of their achievements. (3.37)

Children and families and contact with the outside world

- 5.47** Visits should start at the advertised time, and prisoners should be able to have closed visits in privacy. (4.7)
- 5.48** There should be a supervised children’s play area in the visits hall, and a wide range of food and drinks for visitors. (4.8)

Reducing risk, rehabilitation and progression

- 5.49** Child protection training should be available for all staff, with priority for staff who have direct contact with children. (4.22, repeated recommendation 4.22)

Examples of good practice

- 5.50** The processes to scrutinise and monitor the violence reduction strategy, including the leaflet drop, weekly safety reports and monthly safety bulletins, were comprehensive and helped to keep prisoners safe. (1.16)
- 5.51** Prisoners could telephone the pharmacy team directly for advice and information about their medication. (2.77)
- 5.52** Prisoners in the wood workshops developed high levels of skills and produced high-quality, bespoke furniture and other artefacts, which they could send to families and friends and sell to selected businesses, prisoners’ families and staff. They valued this opportunity to make constructive use of their time in the prison. (3.34)
- 5.53** Risk management plans linked identified criminogenic factors with specific actions identified to address each one, which helped focus attention on prisoners’ key issues. (4.23)

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Hindpal Singh Bhui	Team leader
Colin Carroll	Inspector
Karen Dillon	Inspector
Keith McInnis	Inspector
Tamara Pattinson	Inspector
Kam Sarai	Inspector
Tamara al Janabi	Researcher
Catherine Shaw	Researcher
Joe Simmonds	Researcher
Patricia Taflan	Researcher
Steve Eley	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Paul Tarbuck	Health and social care inspector
Gary Turney	Care Quality Commission inspector
Aimee Everett	Care Quality Commission inspector
Paddy Doyle	Offender management inspector
Bob Cowdrey	Ofsted inspector
Shahram Safavi	Ofsted inspector
Stephen Oliver-Watts	Ofsted 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 2014, the reception process was swift but the prison needed to ensure that induction was delivered consistently and promptly. First night arrangements were weak and many prisoners felt unsafe on their first night. We found a calm, well controlled prison but, while violence and bullying were few, there continued to be some very serious incidents. There had been two self-inflicted deaths since our last inspection. Some lessons had been learned from Prisons and Probation Ombudsman investigations but support for prisoners in crisis still required improvement. Safeguarding arrangements were underdeveloped. Security and disciplinary procedures were broadly proportionate. The incentives and earned privileges scheme was viewed positively by most prisoners. Use of force was commendably low. The segregation unit environment and regime were reasonable and we found some evidence of good and much improved staff-prisoner interaction. Substance misuse services were good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Induction should start the day after a prisoner arrives at the establishment, take place without delay, and include purposeful activity between modules. (S50)

Not achieved

Recommendations

Prisoners' property should arrive with them on transfer or within a reasonable time after their arrival. (1.6)

Not achieved (recommendation repeated, 1.6)

Interviews with new arrivals in reception should take place in private. (1.11)

Achieved

Prisoners should be able to have a shower on their first night. (1.12)

Partially achieved

Perceptions of vulnerable prisoners about their safety should be explored and addressed. (1.22)

Not achieved

The quality of care for prisoners at risk of self-harm should be improved. (1.31)

Achieved

There should be pro-active and effective support for the Listener scheme. (1.32)

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. (1.37)

Partially achieved

Strip-searching should only be undertaken following an individual risk assessment. (1.43)

Not achieved

Prisoners should only be placed and remain on closed visits when there is sufficient intelligence relating directly to visits. (1.44)

Achieved

MDT facilities should be relocated to an appropriate testing and waiting environment. (1.45)

Not achieved (recommendation repeated, 1.47)

Management oversight and accountability for all aspects of use of force, including planned interventions, should be improved. (1.56)

Partially achieved

The quality of officer entries on special accommodation observation forms should be improved and indicate meaningful engagement with prisoners. (1.57)

Not achieved

The regime in the segregation unit should be further improved and prisoners should be able to exercise together subject to a risk assessment. (1.67)

Not achieved

The environment and conditions in the segregation unit exercise yards should be improved. (1.68)

Partially achieved

A more effective approach to reintegrating prisoners should be implemented. (1.69)

Not achieved

Prisoners undergoing self-harm monitoring should only be held in the segregation unit in exceptional circumstances. (1.70)

Not achieved (recommendation repeated, 1.35)

A comprehensive needs analysis should be carried out to inform future service developments. (1.77)

Achieved

The ISMS should increase support to prisoners by developing a peer support scheme and mutual aid groups. (1.78)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in 2014, prisoner accommodation varied greatly. The old wings had small cells with no integral sanitation, but newer wings provided bright, good quality accommodation. Staff-prisoner engagement was good and we saw some skilful interactions. The administrative aspects of equality and diversity were reasonable as was support across most protected characteristics. Care and support for older prisoners and those with limited mobility required improvement. Faith provision was adequate. Primary health care services were good but the inpatient regime was very poor and its role was unclear. Food was unpopular with prisoners. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendations

A to D wings should be refurbished to include integral sanitation in cells. (S51)

Not achieved (recommendation repeated S42)

Prisoners who need 24-hour clinical support should have access to a dedicated unit which provides a positive therapeutic regime delivered by well trained staff. (S52)

Partially achieved

Recommendations

Showers on Perrie wing should be refurbished and adequately screened. (2.10)

No longer relevant

Responses to applications should be timely and the date of the response should be recorded in application logs. (2.11)

Not achieved

Problems that are consistently identified by equality monitoring data should be fully investigated and action taken to address them. (2.21)

Not achieved

Equality representatives should receive regular training in their role. (2.22)

Not achieved

Provision and support for older prisoners and prisoners with disabilities should be improved. (2.29)

Not achieved

Appropriately adapted cells should be available for both mainstream and vulnerable prisoners with disabilities. (2.30)

Not achieved

Responses to all complaints should be timely and investigated at an appropriate level and should fully address the issues raised. (2.39)

Not achieved (recommendation repeated, 2.23)

Prisoners should have access to trained legal services staff and independent immigration advice. (2.43)

Not achieved

There should be a consistent GP service so that prisoners can see the same clinician who should be an integral part of the primary health care team. (2.54)

Achieved

Care plans for prisoners with chronic health problems should demonstrate the involvement of the patient in formulating the care plan and should describe all necessary interventions. (2.55)

Achieved

Smoking cessation services should be accessible in a timely fashion to meet patient need. (2.56)

Achieved

Automated external defibrillators in residential settings should be accessible to custody officers who should be trained to use them. (2.57)

Not achieved

Access to optician services should be timely and should meet the needs of the prisoner population. (2.64)

Achieved

Input from pain management specialists should be sought in cases involving long-term pain management. Prisoners should be involved in making decisions about their treatment. (2.65)

Achieved

Prisoners should attend external hospital appointments within clinically appropriate timeframes. (2.66)

Not achieved

Custody staff working in the inpatient unit and other areas should receive mental health awareness training. (2.67)

Achieved

Supervised medicines should be administered according to the recommended dosage regimes to provide appropriate patient care. (2.72)

Achieved

The dentist should be able to access the prescribing module on SystemOne. (2.79)

Achieved

Separate areas for decontamination of equipment should be established. (2.80)

Achieved

Counselling services should be available for prisoners with low to moderate mental health difficulties. (2.85)

Achieved

All prisoners with complex severe and enduring mental health difficulties should be fully managed and supported in line with the care programme approach, with records subject to periodic audit. (2.86)

Achieved

Kitchens on the wings should be clean and properly maintained. (2.95)

Not achieved

Breakfast packs should be issued on the day they are to be eaten. (2.96)

Not achieved (recommendation repeated, 2.15)

There should be no administration charge for catalogue orders. (2.101)

Achieved

The prison should work with minority groups of prisoners to understand their negative perceptions of the shop list. (2.102)

Not achieved

Purposeful activity

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

At the last inspection in 2014, time out of cell was reasonable for most prisoners. There were sufficient activity places but the sequencing of attendance at activities required improvement. An improvement action plan was in place, but it was too early to identify any positive outcomes. The education provision was inadequate. Achievement outcomes were still too low, especially in English and mathematics. Too much teaching required improvement and arrangements for initial assessment and induction were inadequate. Library facilities were good and we found positive support in place for learners. There were good opportunities for recreational and accredited PE. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

The range and availability of accredited qualifications should be increased and sufficient staff should be provided to cover classes and workshops. (S53)

Partially achieved

Prisoners should receive adequate and timely initial assessment and induction into education. (S54)

Achieved

Recommendations

All prisoners should be able to access a full activity programme. (3.5)

Not achieved

Robust quality assurance procedures should be put in place which should include contributions from all stakeholders, including prisoners. (3.14)

Achieved

The policy of over-allocating prisoners to workshops should be reviewed and more efficient ways of allocation to purposeful activity should be found. (3.18)

Not achieved

The college should improve the planning of individual learning to provide more focus on learning. (3.26)

Partially achieved

The number of accredited qualifications for learning at work should be increased. (3.27)

Partially achieved

Equality and diversity should be integrated more explicitly into learning in education, training and work. (3.28)

Partially achieved

Success rates for all prisoners should be improved. (3.30)

Achieved

English and mathematics should be integrated more effectively into classroom teaching and vocational training. (3.31)

Partially achieved

There should be accredited training for prisoner orderlies working in the library. (3.35)

Achieved

Links between the gym and the learning provider should be improved, particularly with a view to promoting the development of prisoners' English and mathematics skills. (3.41)

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 2014, much of the strategic direction of resettlement was determined informally, but there was an up-to-date reducing reoffending policy, supported by a comprehensive needs analysis. Most prisoners knew their offender supervisors and contact was regular, but the consistency and quality of engagement required some improvement. OASys work was good. Public protection arrangements were good. Pathway provision was reasonable but provision for children and families was poor. Outcomes for prisoners were good against this healthy prison test.

Main recommendation

Visits should start at the advertised time and the visits experience should be more welcoming and respectful. (S55)

Partially achieved

Recommendations

Offender supervisors should not be redeployed out of the department except in exceptional circumstances. (4.6)

Not achieved

The role of offender supervisors should be developed beyond OASys and sentence planning. There should be appropriate training and supervision for staff undertaking such work, especially in addressing individual risk factors. (4.14)

Not achieved

OASys should be completed in a timely fashion by community offender managers. (4.15)

Not achieved

There should be quality assurance of the frequency and quality of offender supervisor contact with prisoners. (4.16)

Partially achieved

A strategy should be developed to manage sex offenders who are unsuitable or unwilling to undertake the sex offenders' treatment programme at another prison. (4.17)

Achieved

Child protection training should be available for all staff, with priority for staff who have direct contact with children. (4.22)

Not achieved (recommendation repeated, 4.22)

The transfer of patients to external health care beds should be achieved within Department of Health transfer target timescales. (4.33)

Not achieved

A trained family support worker should be appointed to support prisoners to build and maintain family ties. (4.41)

Not achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	21 and over	%
Sentenced	507	99.4
Recall	1	0.2
Convicted unsentenced	0	0
Remand	2	0.4
Total	510	100

Sentence	21 and over	%
Unsentenced	2	0.4
4 years to less than 10 years	4	0.8
10 years and over (not life)	120	23.5
ISPP (indeterminate sentence for public protection)	12	2.4
Life	372	72.9
Total	510	100

Age	Number of prisoners	%
21 years to 29 years	121	23.7
30 years to 39 years	158	31
40 years to 49 years	115	22.5
50 years to 59 years	77	15.1
60 years to 69 years	36	7.1
70 plus years: maximum age=79	3	0.6
Total	510	100

Nationality	21 and over	%
British	425	83.3
Foreign nationals	85	16.7
Total	510	100

Security category	21 and over	%
Category A	124	24.3
Category B	386	75.7
Total	510	100

Ethnicity	21 and over	%
White		
British	268	52.5
Irish	5	1
Gypsy/Irish Traveller	18	3.5
Other white	32	6.3
Mixed		
White and black Caribbean	14	2.7
White and black African	2	0.4
White and Asian	1	0.2
Other mixed	2	0.4
Asian or Asian British		
Indian	9	1.8
Pakistani	17	3.3
Bangladeshi	5	1
Other Asian	20	3.9
Black or black British		
Caribbean	56	11
African	23	4.5
Other black	26	5.1
Other ethnic group		
Arab	3	0.6
Other ethnic group	5	1
Not stated	4	0.8
Total	510	100

Religion	21 and over	%
Church of England	66	12.9
Roman Catholic	75	14.7
Other Christian denominations	84	16.5
Muslim	160	31.4
Sikh	9	1.8
Hindu	2	0.4
Buddhist	20	3.9
Jewish	7	1.4
Other	14	2.7
No religion	73	14.3
Total	510	100

Other demographics	21 and over	%
Veteran (ex-armed services)	2	0.4
Total	2	0.4

Sentenced prisoners only

Length of stay	21 and over	
	Number	%
Less than 1 month	15	2.9
1 month to 3 months	46	9
3 months to six months	36	7.2
six months to 1 year	78	15.3
1 year to 2 years	117	22.9
2 years to 4 years	120	23.5
4 years or more	96	18.8
Total	508	99.6

Unsentenced prisoners only

Length of stay	21 and over	
	Number	%
1 month to 3 months	2	0.4
Total	2	0.4

Main offence	21 and over	%
Violence against the person	396	77.6
Sexual offences	44	8.6
Burglary	2	0.4
Robbery	17	3.3
Drugs offences	21	4.1
Other offences	30	6
Total	510	100

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

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

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.¹³

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.¹⁴ 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.¹⁵ 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 15 January 2018, the prisoner population at HMP Long Lartin was 512. Using the sampling method described above, questionnaires were distributed to 205 prisoners. We received a total of 178 completed questionnaires, a response rate of 87%. This included two questionnaires completed via face-to-face interview. Thirteen prisoners declined to participate in the survey and 14 questionnaires were either not returned at all, or returned blank.

¹³ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

¹⁴ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

¹⁵ 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/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Long Lartin. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.¹⁶ Missing responses have been excluded from all analyses.

Full survey results

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

Responses from HMP Long Lartin 2018 compared with those from other HMIP surveys¹⁷

- Survey responses from HMP Long Lartin in 2018 compared with survey responses from the most recent inspection at all other high security prisons.
- Survey responses from HMP Long Lartin in 2018 compared with survey responses from HMP Long Lartin in 2014.

Comparisons between different residential locations within HMP Long Lartin 2018

- Responses of prisoners on wings without in-cell sanitation (A, B, C and D wings) compared with those of prisoners from the rest of the establishment.
- Responses of prisoners on the vulnerable prisoner units (A and B wings) compared with those of prisoners from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Long Lartin 2018¹⁸

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- British nationals' responses compared with those of foreign nationals.
- Muslim prisoners' responses compared with those of non-Muslim prisoners.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.
- Responses of prisoners who have served in the armed forces compared with those who have not.

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

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.

¹⁶ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

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.

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.

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.

Survey summary

Background information

I.1	What wing or house block are you currently living on?	
	A	27 (15%)
	B	26 (15%)
	C	22 (12%)
	D	24 (14%)
	E	14 (8%)
	F	29 (16%)
	Q	26 (15%)
	R	3 (2%)
	Segregation unit	4 (2%)
	Health care unit	3 (2%)
I.2	How old are you?	
	Under 21	1 (1%)
	21 - 25	20 (11%)
	26 - 29	29 (16%)
	30 - 39	64 (36%)
	40 - 49	32 (18%)
	50 - 59	17 (10%)
	60 - 69	13 (7%)
	70 or over	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	83 (48%)
	White - Irish	1 (1%)
	White - Gypsy or Irish Traveller	6 (3%)
	White - any other White background	16 (9%)
	Mixed - White and Black Caribbean	10 (6%)
	Mixed - White and Black African	4 (2%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	2 (1%)
	Asian/ Asian British - Indian	5 (3%)
	Asian/ Asian British - Pakistani	6 (3%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	3 (2%)
	Black/ Black British - Caribbean	20 (12%)
	Black/ Black British - African	6 (3%)
	Black - any other Black/ African/ Caribbean background	4 (2%)
	Arab	0 (0%)
	Any other ethnic group	7 (4%)
I.4	How long have you been in this prison?	
	Less than six months	22 (13%)
	Six months or more	149 (87%)

1.5	Are you currently serving a sentence?	
	Yes	172 (97%)
	Yes - on recall	2 (1%)
	No - on remand or awaiting sentence	2 (1%)
	No - immigration detainee	2 (1%)
1.6	How long is your sentence?	
	Less than six months	0 (0%)
	Six months to less than one year	0 (0%)
	One year to less than four years	3 (2%)
	Four years to less than 10 years	6 (3%)
	10 years or more	54 (31%)
	IPP (indeterminate sentence for public protection)	3 (2%)
	Life	107 (60%)
	Not currently serving a sentence	4 (2%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	11 (6%)
	No	152 (87%)
	Don't remember	12 (7%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than two hours	80 (47%)
	Two hours or more	73 (43%)
	Don't remember	17 (10%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	122 (71%)
	No	36 (21%)
	Don't remember	15 (9%)
2.4	Overall, how were you treated in reception?	
	Very well	37 (22%)
	Quite well	94 (55%)
	Quite badly	22 (13%)
	Very badly	9 (5%)
	Don't remember	10 (6%)

2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	68 (39%)
	Contacting family	68 (39%)
	Arranging care for children or other dependants	2 (1%)
	Contacting employers	1 (1%)
	Money worries	19 (11%)
	Housing worries	4 (2%)
	Feeling depressed	57 (33%)
	Feeling suicidal	16 (9%)
	Other mental health problems	26 (15%)
	Physical health problems	15 (9%)
	Drug or alcohol problems (e.g. withdrawal)	13 (7%)
	Problems getting medication	38 (22%)
	Needing protection from other prisoners	9 (5%)
	Lost or delayed property	68 (39%)
	Other problems	21 (12%)
	Did not have any problems	38 (22%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	51 (30%)
	No	79 (47%)
	Did not have any problems when I first arrived	38 (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	84 (49%)		
	Toiletries / other basic items	73 (43%)		
	A shower	56 (33%)		
	A free phone call	23 (13%)		
	Something to eat	107 (63%)		
	The chance to see someone from health care	97 (57%)		
	The chance to talk to a Listener or Samaritans	20 (12%)		
	Support from another prisoner (e.g. Insider or buddy)	28 (16%)		
	Wasn't offered any of these things	19 (11%)		
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean	11 (6%)		
	Quite clean	65 (37%)		
	Quite dirty	57 (33%)		
	Very dirty	35 (20%)		
	Don't remember	7 (4%)		
3.3	Did you feel safe on your first night here?			
	Yes	108 (62%)		
	No	54 (31%)		
	Don't remember	11 (6%)		
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	60 (36%)	95 (57%)	13 (8%)
	Free PIN phone credit?	32 (19%)	125 (75%)	10 (6%)
	Numbers put on your PIN phone?	65 (39%)	89 (53%)	14 (8%)

3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			77 (45%)
	No			87 (51%)
	Have not had an induction			8 (5%)
On the wing				
4.1	Are you in a cell on your own?			
	Yes			175 (98%)
	No, I'm in a shared cell or dormitory			3 (2%)
4.2	Is your cell call bell normally answered within five minutes?			
	Yes			62 (36%)
	No			92 (53%)
	Don't know			19 (11%)
	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?	138 (80%)	34 (20%)	0 (0%)
	Can you shower every day?	167 (95%)	9 (5%)	0 (0%)
	Do you have clean sheets every week?	136 (79%)	34 (20%)	3 (2%)
	Do you get cell cleaning materials every week?	139 (80%)	32 (18%)	2 (1%)
	Is it normally quiet enough for you to relax or sleep at night?	107 (63%)	61 (36%)	3 (2%)
	Can you get your stored property if you need it?	54 (33%)	71 (43%)	39 (24%)
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			18 (11%)
	Quite clean			102 (60%)
	Quite dirty			28 (16%)
	Very dirty			22 (13%)
Food and canteen				
5.1	What is the quality of food like in this prison?			
	Very good			6 (4%)
	Quite good			47 (27%)
	Quite bad			70 (41%)
	Very bad			48 (28%)
5.2	Do you get enough to eat at mealtimes?			
	Always			11 (6%)
	Most of the time			34 (20%)
	Some of the time			74 (43%)
	Never			52 (30%)
5.3	Does the shop / canteen sell the things that you need?			
	Yes			103 (61%)
	No			62 (37%)
	Don't know			3 (2%)

Relationships with staff

6.1	Do most staff here treat you with respect?	
	Yes	124 (73%)
	No	45 (27%)
6.2	Are there any staff here you could turn to if you had a problem?	
	Yes	126 (74%)
	No	44 (26%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?	
	Yes	59 (34%)
	No	115 (66%)
6.4	How helpful is your personal or named officer?	
	Very helpful	49 (29%)
	Quite helpful	48 (28%)
	Not very helpful	34 (20%)
	Not at all helpful	21 (12%)
	Don't know	12 (7%)
	Don't have a personal / named officer	7 (4%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	30 (17%)
	Sometimes	54 (31%)
	Hardly ever	84 (49%)
	Don't know	4 (2%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	67 (41%)
	No	97 (59%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	27 (16%)
	Yes, but things don't change	79 (47%)
	No	47 (28%)
	Don't know	16 (9%)

Faith

7.1	What is your religion?	
	No religion	34 (20%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	71 (42%)
	Buddhist	6 (4%)
	Hindu	1 (1%)
	Jewish	1 (1%)
	Muslim	48 (28%)
	Sikh	3 (2%)
	Other	5 (3%)

7.2	Are your religious beliefs respected here?	
	Yes	80 (48%)
	No	40 (24%)
	Don't know	13 (8%)
	Not applicable (no religion)	34 (20%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	97 (57%)
	No	10 (6%)
	Don't know	30 (18%)
	Not applicable (no religion)	34 (20%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	120 (69%)
	No	14 (8%)
	Don't know	5 (3%)
	Not applicable (no religion)	34 (20%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	58 (34%)
	No	112 (66%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	115 (66%)
	No	58 (34%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	160 (92%)
	No	13 (8%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	13 (8%)
	Quite easy	32 (19%)
	Quite difficult	45 (27%)
	Very difficult	68 (40%)
	Don't know	10 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week	5 (3%)
	About once a week	12 (7%)
	Less than once a week	91 (54%)
	Not applicable (don't get visits)	60 (36%)
8.6	Do visits usually start and finish on time?	
	Yes	22 (20%)
	No	86 (80%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	64 (60%)
	No	43 (40%)

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	90 (53%)
	Yes, but these times are not usually kept to	68 (40%)
	No	13 (8%)
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 two hours	13 (8%)
	Two to six hours	56 (35%)
	Six to 10 hours	73 (45%)
	10 hours or more	8 (5%)
	Don't know	11 (7%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than two hours	17 (10%)
	Two to six hours	103 (61%)
	Six to 10 hours	42 (25%)
	10 hours or more	0 (0%)
	Don't know	7 (4%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	2 (1%)
	1 or 2	24 (14%)
	3 to 5	28 (16%)
	More than 5	113 (66%)
	Don't know	4 (2%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	7 (4%)
	1 or 2	6 (3%)
	3 to 5	16 (9%)
	More than 5	138 (80%)
	Don't know	5 (3%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	4 (2%)
	1 or 2	9 (5%)
	3 to 5	34 (20%)
	More than 5	111 (65%)
	Don't know	12 (7%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	104 (60%)
	About once a week	19 (11%)
	Less than once a week	7 (4%)
	Never	43 (25%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	3 (2%)
	About once a week	126 (73%)
	Less than once a week	32 (19%)
	Never	11 (6%)

9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	101 (59%)
	No	59 (35%)
	Don't use the library	11 (6%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	132 (76%)
	No	39 (22%)
	Don't know	3 (2%)

10.2	If you have made any applications here, please answer the questions below:	Yes	No	Not made any applications
	Are applications usually dealt with fairly?	74 (45%)	85 (52%)	5 (3%)
	Are applications usually dealt with within 7 days?	45 (29%)	107 (68%)	5 (3%)

10.3	Is it easy for you to make a complaint?	
	Yes	120 (70%)
	No	39 (23%)
	Don't know	13 (8%)

10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	41 (25%)	100 (61%)	22 (13%)
	Are complaints usually dealt with within 7 days?	40 (26%)	90 (59%)	22 (14%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	45 (27%)
	No	105 (62%)
	Not wanted to make a complaint	19 (11%)

10.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	75 (45%)	45 (27%)	26 (16%)	20 (12%)
	Attend legal visits?	72 (46%)	28 (18%)	34 (22%)	22 (14%)
	Get bail information?	11 (8%)	20 (14%)	50 (35%)	63 (44%)

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	
	Yes	83 (49%)
	No	63 (38%)
	Not had any legal letters	22 (13%)

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	12 (7%)	48 (28%)	65 (38%)	40 (24%)	5 (3%)
	Nurse	29 (17%)	86 (51%)	37 (22%)	13 (8%)	2 (1%)
	Dentist	8 (5%)	37 (22%)	54 (32%)	53 (32%)	16 (10%)
	Mental health workers	12 (7%)	39 (24%)	27 (16%)	25 (15%)	61 (37%)
11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	28 (16%)	68 (40%)	42 (25%)	21 (12%)	11 (6%)
	Nurse	43 (25%)	78 (46%)	29 (17%)	13 (8%)	6 (4%)
	Dentist	32 (19%)	63 (37%)	25 (15%)	19 (11%)	30 (18%)
	Mental health workers	20 (13%)	30 (19%)	23 (15%)	14 (9%)	71 (45%)
11.3	Do you have any mental health problems?					
	Yes					63 (37%)
	No					107 (63%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					36 (21%)
	No					28 (16%)
	Don't have any mental health problems					107 (63%)
11.5	What do you think of the overall quality of the health services here?					
	Very good					16 (9%)
	Quite good					78 (46%)
	Quite bad					45 (27%)
	Very bad					25 (15%)
	Don't know					5 (3%)

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		51 (30%)
	No		119 (70%)
12.2	If you have a disability, are you getting the support you need?		
	Yes		18 (11%)
	No		30 (18%)
	Don't have a disability		119 (71%)
12.3	Have you been on an ACCT in this prison?		
	Yes		40 (25%)
	No		123 (75%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?		
	Yes		21 (13%)
	No		19 (12%)
	Have not been on an ACCT in this prison		123 (75%)

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	28 (17%)
	Quite easy	36 (22%)
	Quite difficult	9 (5%)
	Very difficult	7 (4%)
	Don't know	84 (51%)
	No Listeners at this prison	2 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	13 (8%)
	No	156 (92%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	6 (4%)
	No	6 (4%)
	Did not / do not have an alcohol problem	156 (93%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	36 (21%)
	No	135 (79%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	26 (15%)
	No	144 (85%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	14 (8%)
	No	157 (92%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	21 (13%)
	No	20 (12%)
	Did not / do not have a drug problem	126 (75%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	52 (31%)
	Quite easy	25 (15%)
	Quite difficult	9 (5%)
	Very difficult	4 (2%)
	Don't know	79 (47%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	18 (11%)
	Quite easy	23 (14%)
	Quite difficult	11 (7%)
	Very difficult	17 (10%)
	Don't know	99 (59%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	105 (61%)
	No	68 (39%)
14.2	Do you feel unsafe now?	
	Yes	39 (23%)
	No	130 (77%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)	
	Verbal abuse	59 (36%)
	Threats or intimidation	53 (33%)
	Physical assault	31 (19%)
	Sexual assault	4 (2%)
	Theft of canteen or property	32 (20%)
	Other bullying / victimisation	41 (25%)
	Not experienced any of these from prisoners here	87 (54%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	55 (34%)
	No	108 (66%)
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	47 (28%)
	Threats or intimidation	46 (28%)
	Physical assault	14 (8%)
	Sexual assault	4 (2%)
	Theft of canteen or property	13 (8%)
	Other bullying / victimisation	38 (23%)
	Not experienced any of these from staff here	90 (55%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	78 (48%)
	No	83 (52%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	64 (38%)
	No	87 (52%)
	Don't know what the incentives / rewards are	16 (10%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	68 (40%)
	No	79 (46%)
	Don't know	18 (11%)
	Don't know what this is	5 (3%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	14 (8%)
	No	156 (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	3 (2%)
	No	12 (7%)
	Don't remember	2 (1%)
	Not been restrained here in last 6 months	156 (90%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	31 (18%)
	No	138 (82%)

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?	16 (53%)	14 (47%)
	Could you shower every day?	9 (30%)	21 (70%)
	Could you go outside for exercise every day?	18 (60%)	12 (40%)
	Could you use the phone every day (if you had credit)?	9 (30%)	21 (70%)

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	47 (28%)	89 (53%)	30 (18%)	2 (1%)
	Vocational or skills training	20 (13%)	79 (51%)	44 (29%)	11 (7%)
	Prison job	79 (49%)	62 (39%)	17 (11%)	2 (1%)
	Voluntary work outside of the prison	3 (2%)	23 (16%)	33 (23%)	87 (60%)
	Paid work outside of the prison	3 (2%)	20 (14%)	34 (23%)	89 (61%)

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	84 (53%)	41 (26%)	34 (21%)
	Vocational or skills training	63 (43%)	40 (27%)	45 (30%)
	Prison job	46 (30%)	91 (59%)	17 (11%)
	Voluntary work outside of the prison	22 (16%)	16 (12%)	99 (72%)
	Paid work outside of the prison	23 (17%)	13 (9%)	103 (74%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	74 (45%)
	No	85 (52%)
	Not applicable (e.g. if you are retired, sick or on remand)	4 (2%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)	
	Yes	112 (67%)
	No	54 (33%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?			
	Yes			99 (89%)
	No			10 (9%)
	Don't know what my objectives or targets are			2 (2%)
17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes			44 (40%)
	No			63 (58%)
	Don't know what my objectives or targets are			2 (2%)
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	44 (42%)	20 (19%)	40 (38%)
	Other programmes	25 (26%)	17 (18%)	53 (56%)
	One to one work	26 (27%)	18 (19%)	52 (54%)
	Being on a specialist unit	2 (2%)	8 (9%)	77 (89%)
	ROTL - day or overnight release	1 (1%)	5 (6%)	83 (93%)
Preparation for release				
18.1	Do you expect to be released in the next 3 months?			
	Yes			1 (1%)
	No			161 (94%)
	Don't know			9 (5%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			0 (0%)
	Quite near			0 (0%)
	Quite far			0 (0%)
	Very far			1 (100%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			1 (100%)
	No			0 (0%)
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	0 (0%)	1 (100%)	0 (0%)
	Getting employment	0 (0%)	1 (100%)	0 (0%)
	Setting up education or training	0 (0%)	1 (100%)	0 (0%)
	Arranging benefits	0 (0%)	1 (100%)	0 (0%)
	Sorting out finances	0 (0%)	1 (100%)	0 (0%)
	Support for drug or alcohol problems	0 (0%)	0 (0%)	1 (100%)
	Health / mental health support	0 (0%)	1 (100%)	0 (0%)
	Social care support	0 (0%)	1 (100%)	0 (0%)
	Getting back in touch with family or friends	1 (100%)	0 (0%)	0 (0%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	77 (45%)
	No	96 (55%)
19.2	Are you a UK / British citizen?	
	Yes	148 (86%)
	No	25 (14%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	8 (5%)
	No	162 (95%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	19 (11%)
	No	152 (89%)
19.5	What is your gender?	
	Male	172 (99%)
	Female	1 (1%)
	Non-binary	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	163 (94%)
	Gay / lesbian / homosexual	5 (3%)
	Bisexual	3 (2%)
	Other	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	2 (1%)
	No	163 (99%)

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	14 (9%)
	Less likely to offend	82 (52%)
	Made no difference	63 (40%)

HMP Long Lartin 2018

Survey responses compared with those from other HMIP surveys of high secure prisons and with those from the previous survey

In this table summary statistics from HMP Long Lartin 2018 are compared with the following HMIP survey data:

- **Summary statistics from most recent surveys of all other high secure prisons (4 prisons).** Please note that we do not have comparable data for the new questions introduced in September 2017.

- **Summary statistics from HMP Long Lartin in 2018 are compared with those from HMP Long Lartin in 2014.** Please note that we do not have comparable data for the new questions introduced in September 2017.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =176	1%	0%	1%	1%
	Are you 25 years of age or younger?	<i>n</i> =176	12%		12%	
	Are you 50 years of age or older?	<i>n</i> =176	17%	34%	17%	14%
	Are you 70 years of age or older?	<i>n</i> =176	0%	4%	0%	0%
1.3	Are you from a minority ethnic group?	<i>n</i> =173	39%	29%	39%	42%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =171	13%		13%	
1.5	Are you currently serving a sentence?	<i>n</i> =178	98%	100%	98%	99%
	Are you on recall?	<i>n</i> =178	1%	1%	1%	2%
1.6	Is your sentence less than 12 months?	<i>n</i> =177	0%	0%	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =177	2%	12%	2%	4%
7.1	Are you Muslim?	<i>n</i> =169	28%	20%	28%	35%
11.3	Do you have any mental health problems?	<i>n</i> =170	37%		37%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =170	30%	30%	30%	27%
19.1	Do you have any children under the age of 18?	<i>n</i> =173	45%	36%	45%	47%
19.2	Are you a foreign national?	<i>n</i> =173	15%	13%	15%	18%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =170	5%	4%	5%	5%
19.4	Have you ever been in the armed services?	<i>n</i> =171	11%	8%	11%	7%
19.5	Is your gender female or non-binary?	<i>n</i> =173	1%		1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =173	6%	9%	6%	3%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =165	1%		1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =175	6%		6%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =170	47%	55%	47%	50%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =173	71%	73%	71%	71%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =172	76%		76%	

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2.5	When you first arrived, did you have any problems?	n=174	78%	71%	78%	69%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=174	39%	27%	39%	28%
	- Contacting family?	n=174	39%	29%	39%	31%
	- Arranging care for children or other dependents?	n=174	1%		1%	
	- Contacting employers?	n=174	1%	1%	1%	2%
	- Money worries?	n=174	11%	14%	11%	10%
	- Housing worries?	n=174	2%	4%	2%	4%
	- Feeling depressed?	n=174	33%		33%	
	- Feeling suicidal?	n=174	9%		9%	
	- Other mental health problems?	n=174	15%		15%	
	- Physical health problems	n=174	9%	15%	9%	14%
	- Drugs or alcohol (e.g. withdrawal)?	n=174	8%		8%	
	- Getting medication?	n=174	22%		22%	
	- Needing protection from other prisoners?	n=174	5%	8%	5%	9%
	- Lost or delayed property?	n=174	39%	28%	39%	32%
	<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	39%	33%	39%	34%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=171	49%	50%	49%	52%
	- Toiletries / other basic items?	n=171	43%	44%	43%	39%
	- A shower?	n=171	33%	23%	33%	22%
	- A free phone call?	n=171	14%	21%	14%	14%
	- Something to eat?	n=171	63%	45%	63%	36%
	- The chance to see someone from health care?	n=171	57%	55%	57%	64%
	- The chance to talk to a Listener or Samaritans?	n=171	12%	22%	12%	14%
	- Support from another prisoner (e.g. Insider or buddy)?	n=171	16%		16%	
	- None of these?	n=171	11%		11%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=175	43%		43%	
3.3	Did you feel safe on your first night here?	n=173	62%	67%	62%	62%
3.4	In your first few days here, did you get?					
	- Access to the prison shop / canteen?	n=168	36%	19%	36%	17%
	- Free PIN phone credit?	n=167	19%		19%	
	- Numbers put on your PIN phone?	n=168	39%		39%	
3.5	Have you had an induction at this prison?	n=172	95%	87%	95%	88%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=164	47%		47%	

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ON THE WING					
4.1	Are you in a cell on your own?	n=178	98%		98%
4.2	Is your cell call bell normally answered within 5 minutes?	n=173	36%	46%	36%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=172	80%	77%	80%
	- Can you shower every day?	n=176	95%	93%	95%
	- Do you have clean sheets every week?	n=173	79%	70%	79%
	- Do you get cell cleaning materials every week?	n=173	80%	71%	80%
	- Is it normally quiet enough for you to relax or sleep at night?	n=171	63%	67%	63%
	- Can you get your stored property if you need it?	n=164	33%	26%	33%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=170	71%		71%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=171	31%		31%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=171	26%		26%
5.3	Does the shop / canteen sell the things that you need?	n=168	61%	55%	61%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=169	73%	78%	73%
6.2	Are there any staff here you could turn to if you had a problem?	n=170	74%	74%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=174	34%	36%	34%
6.4	Do you have a personal officer?	n=171	96%		96%
	<i>For those who have a personal officer:</i>				
6.4	Is your personal or named officer very / quite helpful?	n=164	59%		59%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=172	17%		17%
6.6	Do you feel that you are treated as an individual in this prison?	n=164	41%		41%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=169	63%		63%
	If so, do things sometimes change?	n=106	26%		26%
FAITH					
7.1	Do you have a religion?	n=169	80%	83%	80%
	<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=133	60%		60%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=137	71%		71%
7.4	Are you able to attend religious services, if you want to?	n=139	86%		86%

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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=170	34%		34%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=173	67%	52%	67%
8.3	Are you able to use a phone every day (if you have credit)?	n=173	93%		93%
8.4	Is it very / quite easy for your family and friends to get here?	n=168	27%		27%
8.5	Do you get visits from family/friends once a week or more?	n=168	10%		10%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=108	20%		20%
8.7	Are your visitors usually treated respectfully by staff?	n=107	60%		60%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=171	92%		92%
<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=158	57%		57%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=161	8%	10%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=161	5%	11%	5%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=169	10%		10%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=169	0%		0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=171	66%		66%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=172	80%		80%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=170	65%		65%
9.7	Do you typically go to the gym twice a week or more?	n=173	60%		60%
9.8	Do you typically go to the library twice a week or more?	n=172	2%	5%	2%
<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=160	63%	58%	63%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=174	76%	86%	76%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=159	47%	52%	47%
	Are applications usually dealt with within 7 days?	n=152	30%	38%	30%
10.3	Is it easy for you to make a complaint?	n=172	70%	72%	70%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=141	29%	27%	29%
	Are complaints usually dealt with within 7 days?	n=130	31%	34%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=150	30%		30%

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	<i>n=146</i>	51%		51%
	Attend legal visits?	<i>n=134</i>	54%		54%
	Get bail information?	<i>n=81</i>	14%		14%
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n=146</i>	57%	63%	57% 60%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	<i>n=170</i>	35%		35%
	- Nurse?	<i>n=167</i>	69%		69%
	- Dentist?	<i>n=168</i>	27%		27%
11.2	- Mental health workers?	<i>n=164</i>	31%		31%
	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	<i>n=170</i>	57%		57%
	- Nurse?	<i>n=169</i>	72%		72%
11.3	- Dentist?	<i>n=169</i>	56%		56%
	- Mental health workers?	<i>n=158</i>	32%		32%
11.3	Do you have any mental health problems?	<i>n=170</i>	37%		37%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	<i>n=64</i>	56%		56%
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=169</i>	56%		56%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	<i>n=170</i>	30%	30%	30% 27%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	<i>n=48</i>	38%		38%
12.3	Have you been on an ACCT in this prison?	<i>n=163</i>	25%		25%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	<i>n=40</i>	53%		53%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=166</i>	39%		39%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=169</i>	8%	14%	8% 12%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	<i>n=12</i>	50%	70%	50% 69%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n=171</i>	21%	17%	21% 22%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=170</i>	15%	5%	15% 5%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=171</i>	8%		8%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	<i>n=41</i>	51%	70%	51% 77%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=169</i>	46%		46%
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=168</i>	24%		24%

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SAFETY					
14.1	Have you ever felt unsafe here?	n=173	61%	55%	61% 52%
14.2	Do you feel unsafe now?	n=169	23%	24%	23% 27%
14.3	Have you experienced any of the following from other prisoners here:				
	- Verbal abuse?	n=162	36%		36%
	- Threats or intimidation?	n=162	33%		33%
	- Physical assault?	n=162	19%		19%
	- Sexual assault?	n=162	3%		3%
	- Theft of canteen or property?	n=162	20%		20%
	- Other bullying / victimisation?	n=162	25%		25%
	- Not experienced any of these from prisoners here	n=162	54%	62%	54% 66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=163	34%		34%
14.5	Have you experienced any of the following from staff here:				
	- Verbal abuse?	n=165	29%		29%
	- Threats or intimidation?	n=165	28%		28%
	- Physical assault?	n=165	9%		9%
	- Sexual assault?	n=165	2%		2%
	- Theft of canteen or property?	n=165	8%		8%
	- Other bullying / victimisation?	n=165	23%		23%
	- Not experienced any of these from staff here	n=165	55%	53%	55% 58%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=161	48%		48%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=167	38%		38%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=170	40%		40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=170	8%	6%	8% 6%
	<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=17	18%		18%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=169	18%	25%	18% 29%
	<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=30	53%		53%
	Could you shower every day?	n=30	30%		30%
	Could you go outside for exercise every day?	n=30	60%		60%
	Could you use the phone every day (if you had credit)?	n=30	30%		30%

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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=168	28%		28%
	- Vocational or skills training?	n=154	13%		13%
	- Prison job?	n=160	49%		49%
	- Voluntary work outside of the prison?	n=146	2%		2%
	- Paid work outside of the prison?	n=146	2%		2%
16.2	In this prison, have you done the following activities:				
	- Education?	n=159	79%	83%	79% 84%
	- Vocational or skills training?	n=148	70%	77%	70% 80%
	- Prison job?	n=154	89%	88%	89% 91%
	- Voluntary work outside of the prison?	n=137	28%		28%
	- Paid work outside of the prison?	n=139	26%		26%
	<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=125	67%	49%	67% 58%
	- Vocational or skills training?	n=103	61%	43%	61% 47%
	- Prison job?	n=137	34%	38%	34% 37%
	- Voluntary work outside of the prison?	n=38	58%		58%
	- Paid work outside of the prison?	n=36	64%		64%
16.3	Do staff encourage you to attend education, training or work?	n=159	47%		47%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=166	68%		68%
	<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=111	89%		89%
17.3	Are staff helping you to achieve your objectives or targets?	n=109	40%		40%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=104	62%		62%
	- Other programmes?	n=95	44%		44%
	- One to one work?	n=96	46%		46%
	- Been on a specialist unit?	n=87	12%		12%
	- ROTL - day or overnight release?	n=89	7%		7%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=64	69%		69%
	- Other programmes?	n=42	60%		60%
	- One to one work?	n=44	59%		59%
	- Being on a specialist unit?	n=10	20%		20%
	- ROTL - day or overnight release?	n=6	17%		17%

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	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

Long Lartin 2018	All other high secure prisons	Long Lartin 2018	Long Lartin 2014
178	696	178	167

n=number of valid responses to question (HMP Long Lartin)

PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	n=171	1%		1%
<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=1	0%		0%
18.3	Is anybody helping you to prepare for your release?	n=1	100%		100%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	n=1	100%		100%
	- Getting employment?	n=1	100%		100%
	- Setting up education or training?	n=1	100%		100%
	- Arranging benefits?	n=1	100%		100%
	- Sorting out finances?	n=1	100%		100%
	- Support for drug or alcohol problems?	n=1	0%		0%
	- Health / mental Health support?	n=1	100%		100%
	- Social care support?	n=1	100%		100%
	- Getting back in touch with family or friends?	n=1	100%		100%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	n=1	0%		0%
	- Getting employment?	n=1	0%		0%
	- Setting up education or training?	n=1	0%		0%
	- Arranging benefits?	n=1	0%		0%
	- Sorting out finances?	n=1	0%		0%
	- Support for drug or alcohol problems?	n=1	0%		0%
	- Health / mental Health support?	n=1	0%		0%
	- Social care support?	n=1	0%		0%
	- Getting back in touch with family or friends?	n=1	100%		100%
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	52%		52%

HMP Long Lartin 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

Please note that these analyses are 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
	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

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
67	106	48	121

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	2%	0%	2%	0%
	Are you 50 years of age or older?	12%	21%	8%	22%
1.3	Are you from a minority ethnic group?			87%	21%
7.1	Are you Muslim?	62%	6%		
11.3	Do you have any mental health problems?	27%	45%	26%	41%
12.1	Do you consider yourself to have a disability?	30%	31%	26%	31%
19.2	Are you a foreign national?	20%	11%	19%	11%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	8%	0%	7%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	59%	81%	60%	77%
2.4	Overall, were you treated very / quite well in reception?	67%	84%	62%	84%
2.5	When you first arrived, did you have any problems?	85%	74%	83%	75%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	33%	44%	31%	44%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	54%	69%	60%	65%
3.5	Have you had an induction at this prison?	95%	95%	98%	94%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	46%	49%	44%	48%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	36%	36%	36%	36%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	82%	82%	77%	85%
	- Can you shower every day?	96%	96%	98%	96%
	- Do you have clean sheets every week?	70%	85%	72%	82%
	- Do you get cell cleaning materials every week?	82%	80%	85%	80%
	- Is it normally quiet enough for you to relax or sleep at night?	64%	62%	58%	66%
	- Can you get your stored property if you need it?	33%	35%	33%	33%

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

Number of completed questionnaires returned

Black and minority ethnic	White
67	106

Muslim	Non-Muslim
48	121

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	28%	26%
5.3	Does the shop / canteen sell the things that you need?	53%	68%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	60%	84%
6.2	Are there any staff here you could turn to if you had a problem?	59%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	29%	38%
6.6	Do you feel that you are treated as an individual in this prison?	43%	41%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	46%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	78%	67%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	43%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	70%	64%
8.3	Are you able to use a phone every day (if you have credit)?	91%	95%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	49%	71%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	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?	50%	73%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	72%	80%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	40%	52%
10.3	Is it easy for you to make a complaint?	65%	75%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	23%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	32%

30%	26%
49%	66%
62%	80%
59%	82%
30%	37%
41%	41%
46%	70%
79%	67%
22%	40%
72%	65%
98%	92%
41%	68%
5%	10%
5%	5%
48%	71%
72%	81%
37%	52%
66%	74%
20%	34%
26%	32%

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

Black and minority ethnic	White
67	106

Muslim	Non-Muslim
48	121

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	28% 40%
	- Nurse?	62% 74%
	- Dentist?	26% 28%
	- Mental health workers?	29% 34%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	56% 57%
11.5	Do you think the overall quality of the health services here is very / quite good?	60% 55%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	39% 37%
SAFETY		
14.1	Have you ever felt unsafe here?	66% 56%
14.2	Do you feel unsafe now?	25% 21%
14.3	Not experienced bullying / victimisation by other prisoners	64% 49%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	35% 32%
14.5	Not experienced bullying / victimisation by members of staff	48% 60%
14.6	If you were being bullied / victimised by staff here, would you report it?	46% 51%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	36% 42%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	38% 43%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11% 7%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14% 21%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	42% 51%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	71% 66%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	30% 48%
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?	100%
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?	53% 50%

23%	40%
61%	73%
11%	34%
14%	36%
54%	56%
53%	57%
33%	38%
61%	59%
30%	19%
73%	50%
33%	35%
48%	61%
47%	51%
33%	42%
30%	45%
7%	8%
13%	19%
38%	52%
73%	66%
31%	47%
100%	
47%	55%

HMP Long Lartin 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of foreign national prisoners are compared with those of British national prisoners
 Please note that these analyses are based on summary data from selected survey questions only.

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

Foreign national	British national
25	148

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you 50 years of age or older?	8%	18%
1.3	Are you from a minority ethnic group?	54%	36%
7.1	Are you Muslim?	41%	27%
11.3	Do you have any mental health problems?	28%	40%
12.1	Do you consider yourself to have a disability?	20%	33%
19.2	Are you a foreign national?		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	5%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	71%	72%
2.4	Overall, were you treated very / quite well in reception?	83%	76%
2.5	When you first arrived, did you have any problems?	75%	79%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	53%	37%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	70%	61%
3.5	Have you had an induction at this prison?	92%	96%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	46%	46%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	42%	35%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	83%	80%
	- Can you shower every day?	96%	95%
	- Do you have clean sheets every week?	71%	79%
	- Do you get cell cleaning materials every week?	88%	79%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	63%
	- Can you get your stored property if you need it?	35%	32%

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

Foreign national	British national
25	148

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	38%	25%
5.3	Does the shop / canteen sell the things that you need?	68%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	65%	75%
6.2	Are there any staff here you could turn to if you had a problem?	67%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	24%	36%
6.6	Do you feel that you are treated as an individual in this prison?	55%	38%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	48%	62%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	68%	71%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	36%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	79%	64%
8.3	Are you able to use a phone every day (if you have credit)?	88%	94%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	50%	61%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	9%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	5%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	54%	64%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	77%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	35%	48%
10.3	Is it easy for you to make a complaint?	52%	73%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	11%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	24%	31%

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Foreign national	British national
25	148

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	17%	38%
	- Nurse?	57%	70%
	- Dentist?	17%	28%
	- Mental health workers?	27%	31%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	43%	58%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	58%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	41%
SAFETY			
14.1	Have you ever felt unsafe here?	63%	60%
14.2	Do you feel unsafe now?	23%	23%
14.3	Not experienced bullying / victimisation by other prisoners	50%	55%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	30%	34%
14.5	Not experienced bullying / victimisation by members of staff	48%	56%
14.6	If you were being bullied / victimised by staff here, would you report it?	44%	50%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	35%	39%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	26%	42%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	9%	20%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	50%	47%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	44%	71%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	50%	40%
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?	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?	43%	53%

HMP Long Lartin 2018

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
63	107
Have a disability	Do not have a disability
51	119

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%	1%	0%	1%
	Are you 50 years of age or older?	19%	15%	16%	17%
1.3	Are you from a minority ethnic group?	27%	46%	37%	39%
7.1	Are you Muslim?	20%	33%	25%	30%
11.3	Do you have any mental health problems?			65%	24%
12.1	Do you consider yourself to have a disability?	53%	16%		
19.2	Are you a foreign national?	11%	18%	10%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	4%	6%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	79%	68%	69%	73%
2.4	Overall, were you treated very / quite well in reception?	79%	76%	75%	78%
2.5	When you first arrived, did you have any problems?	87%	71%	90%	72%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	42%	39%	33%	44%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	60%	64%	49%	69%
3.5	Have you had an induction at this prison?	95%	95%	98%	94%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	48%	49%	43%	51%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	35%	37%	39%	35%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	82%	81%	78%	83%
	- Can you shower every day?	95%	95%	94%	96%
	- Do you have clean sheets every week?	82%	76%	80%	77%
	- Do you get cell cleaning materials every week?	76%	83%	78%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	54%	68%	54%	67%
	- Can you get your stored property if you need it?	33%	34%	35%	33%

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

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
63	107

Have a disability	Do not have a disability
51	119

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	21%	29%
5.3	Does the shop / canteen sell the things that you need?	59%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	73%	74%
6.2	Are there any staff here you could turn to if you had a problem?	84%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	39%	33%
6.6	Do you feel that you are treated as an individual in this prison?	32%	46%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	52%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	67%	73%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	38%	31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	66%	68%
8.3	Are you able to use a phone every day (if you have credit)?	92%	92%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	71%	57%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	16%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	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?	62%	64%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	81%	74%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	40%	51%
10.3	Is it easy for you to make a complaint?	69%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	27%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	32%	28%

25%	27%
51%	65%
68%	76%
77%	73%
36%	34%
35%	43%
43%	69%
73%	69%
35%	33%
64%	68%
94%	91%
50%	65%
13%	7%
4%	6%
56%	66%
70%	80%
31%	54%
69%	72%
27%	31%
31%	30%

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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
63	107

Have a disability	Do not have a disability
51	119

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	36%	35%	29%	39%
	- Nurse?	69%	70%	61%	72%
	- Dentist?	27%	25%	23%	27%
	- Mental health workers?	45%	22%	43%	24%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	58%		55%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	56%	56%	52%	57%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	37%	44%	38%	
SAFETY					
14.1	Have you ever felt unsafe here?	73%	53%	78%	53%
14.2	Do you feel unsafe now?	33%	16%	38%	17%
14.3	Not experienced bullying / victimisation by other prisoners	41%	63%	43%	59%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	28%	37%	39%	31%
14.5	Not experienced bullying / victimisation by members of staff	52%	57%	45%	59%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	52%	50%	48%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	37%	38%	36%	39%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	38%	42%	31%	44%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	5%	8%	7%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	25%	13%	22%	15%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	55%	44%	44%	48%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	63%	71%	67%	68%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	40%	34%	42%
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?	0%		100%	
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?	48%	54%	47%	54%

HMP Long Lartin 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Responses of prisoners aged 25 and under are compared with those of prisoners over 25

- Responses of prisoners aged 50 and over are compared with those of prisoners under 50

Please note that these analyses are 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
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

25 and under	Over 25	50 and over	Under 50
21	155	30	146

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.3	Are you from a minority ethnic group?	55%	37%	27%	41%
7.1	Are you Muslim?	47%	26%	13%	32%
11.3	Do you have any mental health problems?	25%	39%	43%	36%
12.1	Do you consider yourself to have a disability?	25%	31%	29%	31%
19.2	Are you a foreign national?	10%	15%	7%	15%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	5%	4%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	60%	73%	77%	70%
2.4	Overall, were you treated very / quite well in reception?	75%	77%	87%	75%
2.5	When you first arrived, did you have any problems?	86%	78%	62%	82%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	33%	40%	44%	39%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	45%	66%	67%	62%
3.5	Have you had an induction at this prison?	95%	95%	100%	94%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	65%	45%	50%	47%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	37%	36%	21%	39%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	81%	81%	83%	81%
	- Can you shower every day?	100%	95%	100%	95%
	- Do you have clean sheets every week?	76%	80%	83%	78%
	- Do you get cell cleaning materials every week?	57%	85%	86%	80%
	- Is it normally quiet enough for you to relax or sleep at night?	57%	64%	53%	66%
	- Can you get your stored property if you need it?	35%	33%	32%	34%

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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
21	155

50 and over	Under 50
30	146

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	19%	28%
5.3	Does the shop / canteen sell the things that you need?	53%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	74%
6.2	Are there any staff here you could turn to if you had a problem?	62%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	34%
6.6	Do you feel that you are treated as an individual in this prison?	50%	40%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	69%	60%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	78%	70%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	24%	36%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	86%	64%
8.3	Are you able to use a phone every day (if you have credit)?	100%	93%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	47%	63%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	9%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	6%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	55%	65%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	76%	77%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	38%	49%
10.3	Is it easy for you to make a complaint?	62%	72%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	28%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	22%	31%

45%	23%
61%	62%
83%	73%
90%	72%
39%	33%
39%	42%
68%	59%
60%	74%
35%	35%
50%	70%
100%	92%
80%	57%
8%	8%
0%	6%
78%	61%
90%	74%
58%	45%
69%	71%
39%	28%
19%	32%

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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
	21	155

	50 and over	Under 50
	30	146

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	29% 36%
	- Nurse?	67% 70%
	- Dentist?	14% 29%
	- Mental health workers?	24% 32%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	60% 56%
11.5	Do you think the overall quality of the health services here is very / quite good?	50% 57%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	0% 40%
SAFETY		
14.1	Have you ever felt unsafe here?	50% 62%
14.2	Do you feel unsafe now?	16% 24%
14.3	Not experienced bullying / victimisation by other prisoners	79% 51%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	28% 35%
14.5	Not experienced bullying / victimisation by members of staff	57% 55%
14.6	If you were being bullied / victimised by staff here, would you report it?	42% 50%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33% 40%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	19% 44%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14% 8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	33% 16%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	50% 47%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	60% 69%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	18% 43%
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?	100%
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?	48% 53%

	48%	32%
	79%	67%
	48%	23%
	48%	28%
	67%	54%
	76%	52%
	25%	40%
	52%	62%
	14%	25%
	48%	55%
	43%	32%
	67%	53%
	56%	48%
	52%	36%
	63%	36%
	11%	8%
	15%	19%
	52%	46%
	67%	68%
	69%	36%
	100%	
	50%	52%

HMP Long Lartin 2018

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of prisoners who have served in the armed forces are compared with those of prisoners who have not
 Please note that these analyses are 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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Number of completed questionnaires returned

Veterans	Non-veterans
19	152

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you 50 years of age or older?	37%	13%
1.3	Are you from a minority ethnic group?	32%	40%
7.1	Are you Muslim?	26%	29%
11.3	Do you have any mental health problems?	53%	35%
12.1	Do you consider yourself to have a disability?	32%	30%
19.2	Are you a foreign national?	32%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	5%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	79%	70%
2.4	Overall, were you treated very / quite well in reception?	95%	75%
2.5	When you first arrived, did you have any problems?	79%	79%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	47%	38%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	53%	63%
3.5	Have you had an induction at this prison?	95%	95%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	61%	45%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	44%	36%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	89%	80%
	- Can you shower every day?	95%	95%
	- Do you have clean sheets every week?	84%	78%
	- Do you get cell cleaning materials every week?	90%	80%
	- Is it normally quiet enough for you to relax or sleep at night?	50%	65%
	- Can you get your stored property if you need it?	29%	33%

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

Number of completed questionnaires returned

	Veterans	Non-veterans
Number of completed questionnaires returned	19	152

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	47%	24%
5.3	Does the shop / canteen sell the things that you need?	74%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	90%	73%
6.2	Are there any staff here you could turn to if you had a problem?	89%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	34%
6.6	Do you feel that you are treated as an individual in this prison?	41%	41%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	71%	58%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	65%	72%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	39%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	68%	66%
8.3	Are you able to use a phone every day (if you have credit)?	90%	93%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	75%	58%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	6%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	6%	5%
<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%	63%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	78%	75%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	63%	45%
10.3	Is it easy for you to make a complaint?	67%	70%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	43%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	30%

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

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

Number of completed questionnaires returned

	Veterans	Non-veterans
	19	152

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	29% 37%
	- Nurse?	63% 71%
	- Dentist?	24% 28%
	- Mental health workers?	35% 31%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	60% 54%
11.5	Do you think the overall quality of the health services here is very / quite good?	37% 59%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	67% 35%
SAFETY		
14.1	Have you ever felt unsafe here?	74% 58%
14.2	Do you feel unsafe now?	11% 25%
14.3	Not experienced bullying / victimisation by other prisoners	39% 57%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	47% 33%
14.5	Not experienced bullying / victimisation by members of staff	56% 55%
14.6	If you were being bullied / victimised by staff here, would you report it?	44% 50%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	37% 40%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	53% 39%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5% 9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6% 20%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	67% 46%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	63% 68%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	58% 38%
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?	100%
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?	56% 51%

HMP Long Lartin 2018

Comparison of survey responses from different residential locations

In this table responses from vulnerable prisoner units (A and B wing) are compared with those of prisoners from the rest of the establishment.

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

Vulnerable prisoner units (A and B wing)		Rest of the establishment	
	53		118

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you 25 years of age or younger?	8%	14%
	Are you 50 years of age or older?	28%	13%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	14%	50%
1.4	Have you been in this prison for less than 6 months?	12%	12%
1.5	Are you currently serving a sentence?	98%	98%
	Are you on recall?	2%	0%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	1%
7.1	Are you Muslim?	6%	39%
11.3	Do you have any mental health problems?	59%	25%
12.1	Do you consider yourself to have a disability?	40%	25%
19.1	Do you have any children under the age of 18?	40%	47%
19.2	Are you a foreign national?	8%	18%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	5%
19.4	Have you ever been in the armed services?	18%	9%
19.5	Is your gender female or non-binary?	2%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	12%	3%
19.7	Do you identify as transgender or transsexual?	4%	0%

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

Vulnerable prisoner units (A and B wing)	53
Rest of the establishment	118

Number of completed questionnaires returned

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	8%	6%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	36%	50%
2.3	When you were searched in reception, was this done in a respectful way?	82%	66%
2.4	Overall, were you treated very / quite well in reception?	84%	74%
2.5	When you first arrived, did you have any problems?	83%	76%
2.5	Did you have problems with:		
	- Getting phone numbers?	35%	41%
	- Contacting family?	33%	41%
	- Arranging care for children or other dependents?	0%	2%
	- Contacting employers?	0%	1%
	- Money worries?	15%	7%
	- Housing worries?	4%	2%
	- Feeling depressed?	42%	26%
	- Feeling suicidal?	10%	6%
	- Other mental health problems?	19%	10%
	- Physical health problems?	14%	4%
	- Drugs or alcohol (e.g. withdrawal)?	10%	6%
	- Getting medication?	29%	17%
	- Needing protection from other prisoners?	12%	3%
	- Lost or delayed property?	37%	39%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	40%	38%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	61%	44%
	- Toiletries / other basic items?	47%	42%
	- A shower?	27%	35%
	- A free phone call?	22%	10%
	- Something to eat?	59%	65%
	- The chance to see someone from health care?	57%	57%
	- The chance to talk to a Listener or Samaritans?	14%	10%
	- Support from another prisoner (e.g. Insider or buddy)?	20%	15%
	- None of these?	10%	10%
3.2	On your first night in this prison, was your cell very / quite clean?	40%	45%

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

Vulnerable prisoner units (A and B wing)	Rest of the establishment
53	118

Number of completed questionnaires returned

3.3	Did you feel safe on your first night here?	60%	64%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	38%	35%
	- Free PIN phone credit?	20%	18%
	- Numbers put on your PIN phone?	33%	41%
3.5	Have you had an induction at this prison?	98%	96%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	46%	48%
ON THE WING			
4.1	Are you in a cell on your own?	98%	98%
4.2	Is your cell call bell normally answered within 5 minutes?	39%	34%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	82%	80%
	- Can you shower every day?	96%	97%
	- Do you have clean sheets every week?	90%	74%
	- Do you get cell cleaning materials every week?	75%	83%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	67%
	- Can you get your stored property if you need it?	34%	33%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	71%	70%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	20%	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	20%	29%
5.3	Does the shop / canteen sell the things that you need?	57%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	80%	70%
6.2	Are there any staff here you could turn to if you had a problem?	90%	68%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	30%
6.4	Do you have a personal officer?	98%	96%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	60%	59%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	17%	15%
6.6	Do you feel that you are treated as an individual in this prison?	33%	43%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	64%	63%
	If so, do things sometimes change?	31%	21%

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	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

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

Vulnerable prisoner units (A and B wing)	53
	118

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	68%	87%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	52%	63%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	55%	76%
7.4	Are you able to attend religious services, if you want to?	85%	87%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	42%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	62%	71%
8.3	Are you able to use a phone every day (if you have credit)?	94%	93%
8.4	Is it very / quite easy for your family and friends to get here?	39%	21%
8.5	Do you get visits from family/friends once a week or more?	4%	12%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	27%	17%
8.7	Are your visitors usually treated respectfully by staff?	79%	51%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	96%	93%
<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?	74%	49%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	9%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	4%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	16%	4%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	71%	66%
9.5	Do you get association more than 5 days in a typical week, if you want it?	84%	82%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	61%	69%
9.7	Do you typically go to the gym twice a week or more?	47%	68%
9.8	Do you typically go to the library twice a week or more?	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?	67%	60%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	75%	76%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	51%	45%
	Are applications usually dealt with within 7 days?	34%	28%

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Vulnerable prisoner units (A and B wing)	Rest of the establishment
53	118

Number of completed questionnaires returned

10.3	Is it easy for you to make a complaint?	78%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	42%	24%
	Are complaints usually dealt with within 7 days?	41%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	30%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	54%	52%
	Attend legal visits?	56%	54%
	Get bail information?	23%	11%
<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?	57%	57%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	42%	29%
	- Nurse?	78%	63%
	- Dentist?	39%	21%
	- Mental health workers?	45%	25%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	66%	50%
	- Nurse?	80%	69%
	- Dentist?	58%	56%
	- Mental health workers?	46%	26%
11.3	Do you have any mental health problems?	59%	25%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	57%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	60%	54%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	40%	25%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	30%	39%
12.3	Have you been on an ACCT in this prison?	42%	13%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	52%	50%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	51%	32%

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Vulnerable prisoner units (A and B wing)	53
Rest of the establishment	118

Number of completed questionnaires returned

ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	12%	6%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	50%	50%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	31%	16%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	20%	12%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	16%	4%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	44%	57%
13.7	Is it very / quite easy to get illicit drugs in this prison?	47%	43%
13.8	Is it very / quite easy to get alcohol in this prison?	20%	24%
SAFETY			
14.1	Have you ever felt unsafe here?	67%	57%
14.2	Do you feel unsafe now?	26%	21%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	61%	24%
	- Threats or intimidation?	57%	20%
	- Physical assault?	35%	12%
	- Sexual assault?	6%	1%
	- Theft of canteen or property?	31%	14%
	- Other bullying / victimisation?	43%	18%
	- Not experienced any of these from prisoners here	31%	66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	32%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	33%	26%
	- Threats or intimidation?	27%	28%
	- Physical assault?	10%	7%
	- Sexual assault?	2%	3%
	- Theft of canteen or property?	6%	8%
	- Other bullying / victimisation?	21%	23%
	- Not experienced any of these from staff here	56%	54%
14.6	If you were being bullied / victimised by staff here, would you report it?	40%	52%

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Vulnerable prisoner units (A and B wing)	53
Rest of the establishment	118

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?	47%	35%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	34%	43%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	12%	4%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	13%	40%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	18%	16%
<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?	67%	47%
	Could you shower every day?	44%	24%
	Could you go outside for exercise every day?	78%	53%
	Could you use the phone every day (if you had credit)?	44%	24%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	29%	28%
	- Vocational or skills training?	14%	13%
	- Prison job?	64%	43%
	- Voluntary work outside of the prison?	4%	1%
	- Paid work outside of the prison?	5%	1%
16.2	In this prison, have you done the following activities:		
	- Education?	87%	77%
	- Vocational or skills training?	78%	67%
	- Prison job?	93%	90%
	- Voluntary work outside of the prison?	36%	25%
	- Paid work outside of the prison?	31%	25%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	69%	65%
	- Vocational or skills training?	59%	60%
	- Prison job?	36%	32%
	- Voluntary work outside of the prison?	43%	65%
	- Paid work outside of the prison?	58%	65%
16.3	Do staff encourage you to attend education, training or work?	56%	45%

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Vulnerable prisoner units (A and B wing)	53	Rest of the establishment	118
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Number of completed questionnaires returned

PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	70%	67%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?	91%	88%
17.3	Are staff helping you to achieve your objectives or targets?	47%	37%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	55%	65%
	- Other programmes?	50%	42%
	- One to one work?	41%	48%
	- Been on a specialist unit?	12%	12%
	- ROTL - day or overnight release?	7%	7%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	72%	66%
	- Other programmes?	71%	52%
	- One to one work?	75%	52%
	- Being on a specialist unit?	33%	14%
	- ROTL - day or overnight release?	0%	25%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	2%	0%
<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?	0%	
18.3	Is anybody helping you to prepare for your release?	100%	
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	100%	
	- Getting employment?	100%	
	- Setting up education or training?	100%	
	- Arranging benefits?	100%	
	- Sorting out finances?	100%	
	- Support for drug or alcohol problems?	0%	
	- Health / mental Health support?	100%	
	- Social care support?	100%	
	- Getting back in touch with family or friends?	100%	

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Vulnerable prisoner units (A and B wing)	Rest of the establishment
53	118

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%	
	- Getting employment?	0%	
	- Setting up education or training?	0%	
	- Arranging benefits?	0%	
	- Sorting out finances?	0%	
	- Support for drug or alcohol problems?		
	- Health / mental Health support?	0%	
	- Social care support?	0%	
	- Getting back in touch with family or friends?	100%	
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?	59%	50%

HMP Long Lartin 2018

Comparison of survey responses from different residential locations

In this table responses from prisoners on wings without in-cell sanitation (A, B, C and D) are compared with the responses of those from the rest of the establishment.

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Number of completed questionnaires returned

Wings without in-cell sanitation (A, B, C and D wings)	99
Rest of the establishment	72

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	1%	0%
	Are you 25 years of age or younger?	8%	17%
	Are you 50 years of age or older?	19%	15%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	31%	50%
1.4	Have you been in this prison for less than 6 months?	15%	9%
1.5	Are you currently serving a sentence?	97%	100%
	Are you on recall?	1%	0%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	0%
7.1	Are you Muslim?	22%	39%
11.3	Do you have any mental health problems?	44%	25%
12.1	Do you consider yourself to have a disability?	32%	26%
19.1	Do you have any children under the age of 18?	46%	43%
19.2	Are you a foreign national?	13%	19%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	3%
19.4	Have you ever been in the armed services?	15%	7%
19.5	Is your gender female or non-binary?	1%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	7%	3%
19.7	Do you identify as transgender or transsexual?	2%	0%

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Wings without in-cell sanitation (A, B, C and D wings)	Rest of the establishment
99	72

Number of completed questionnaires returned

ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	6%	7%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	41%	53%
2.3	When you were searched in reception, was this done in a respectful way?	77%	62%
2.4	Overall, were you treated very / quite well in reception?	80%	73%
2.5	When you first arrived, did you have any problems?	80%	75%
2.5	Did you have problems with:		
	- Getting phone numbers?	37%	42%
	- Contacting family?	36%	42%
	- Arranging care for children or other dependents?	1%	1%
	- Contacting employers?	1%	0%
	- Money worries?	12%	6%
	- Housing worries?	4%	0%
	- Feeling depressed?	36%	25%
	- Feeling suicidal?	9%	4%
	- Other mental health problems?	15%	10%
	- Physical health problems?	8%	6%
	- Drugs or alcohol (e.g. withdrawal)?	10%	3%
	- Getting medication?	26%	13%
	- Needing protection from other prisoners?	8%	1%
	- Lost or delayed property?	39%	38%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	38%	39%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	54%	43%
	- Toiletries / other basic items?	44%	43%
	- A shower?	29%	37%
	- A free phone call?	17%	9%
	- Something to eat?	61%	67%
	- The chance to see someone from health care?	61%	53%
	- The chance to talk to a Listener or Samaritans?	12%	11%
	- Support from another prisoner (e.g. Insider or buddy)?	16%	17%
	- None of these?	10%	10%
3.2	On your first night in this prison, was your cell very / quite clean?	38%	51%

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Wings without in-cell sanitation (A, B, C and D wings)	Rest of the establishment
99	72

Number of completed questionnaires returned

3.3	Did you feel safe on your first night here?	60%	66%
3.4	In your first few days here, did you get?		
	- Access to the prison shop / canteen?	39%	31%
	- Free PIN phone credit?	17%	19%
	- Numbers put on your PIN phone?	36%	42%
3.5	Have you had an induction at this prison?	98%	94%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	46%	49%
ON THE WING			
4.1	Are you in a cell on your own?	97%	100%
4.2	Is your cell call bell normally answered within 5 minutes?	38%	33%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	78%	85%
	- Can you shower every day?	94%	100%
	- Do you have clean sheets every week?	78%	80%
	- Do you get cell cleaning materials every week?	76%	87%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	70%
	- Can you get your stored property if you need it?	32%	35%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	59%	86%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	27%	35%
5.2	Do you get enough to eat at meal-times always / most of the time?	24%	29%
5.3	Does the shop / canteen sell the things that you need?	61%	58%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	76%	70%
6.2	Are there any staff here you could turn to if you had a problem?	76%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	35%	29%
6.4	Do you have a personal officer?	97%	96%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	58%	62%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	12%	22%
6.6	Do you feel that you are treated as an individual in this prison?	39%	42%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	59%	71%
	If so, do things sometimes change?	26%	23%

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Wings without in-cell sanitation (A, B, C and D wings)	Rest of the establishment
99	72

Number of completed questionnaires returned

FAITH			
7.1	Do you have a religion?	75%	90%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	59%	61%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	66%	76%
7.4	Are you able to attend religious services, if you want to?	87%	86%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	39%	27%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	66%	70%
8.3	Are you able to use a phone every day (if you have credit)?	92%	96%
8.4	Is it very / quite easy for your family and friends to get here?	30%	22%
8.5	Do you get visits from family/friends once a week or more?	11%	9%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	21%	19%
8.7	Are your visitors usually treated respectfully by staff?	67%	50%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	96%	91%
<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?	63%	47%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	8%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	3%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	11%	4%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	69%	66%
9.5	Do you get association more than 5 days in a typical week, if you want it?	80%	86%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	62%	73%
9.7	Do you typically go to the gym twice a week or more?	53%	73%
9.8	Do you typically go to the library twice a week or more?	2%	1%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	63%	61%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	70%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	48%	45%
	Are applications usually dealt with within 7 days?	27%	33%

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Number of completed questionnaires returned

Wings without in-cell sanitation (A, B, C and D wings)	99	Rest of the establishment	72
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10.3	Is it easy for you to make a complaint?	72%	67%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	33%	25%
	Are complaints usually dealt with within 7 days?	32%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	25%
<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	48%	58%
	Attend legal visits?	51%	61%
	Get bail information?	14%	15%
<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?	55%	60%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	36%	30%
	- Nurse?	69%	66%
	- Dentist?	28%	23%
	- Mental health workers?	34%	27%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	62%	46%
	- Nurse?	74%	70%
	- Dentist?	51%	65%
	- Mental health workers?	34%	29%
11.3	Do you have any mental health problems?	44%	25%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	54%	61%
11.5	Do you think the overall quality of the health services here is very / quite good?	60%	50%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	32%	26%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	30%	44%
12.3	Have you been on an ACCT in this prison?	29%	14%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	58%	33%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	43%	31%

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Wings without in-cell sanitation (A, B, C and D wings)	Rest of the establishment
99	72

Number of completed questionnaires returned

ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	8%	9%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	57%	40%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	25%	16%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	16%	13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	9%	7%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	48%	57%
13.7	Is it very / quite easy to get illicit drugs in this prison?	40%	50%
13.8	Is it very / quite easy to get alcohol in this prison?	24%	21%
SAFETY			
14.1	Have you ever felt unsafe here?	63%	57%
14.2	Do you feel unsafe now?	25%	20%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	42%	27%
	- Threats or intimidation?	39%	22%
	- Physical assault?	24%	13%
	- Sexual assault?	3%	2%
	- Theft of canteen or property?	21%	17%
	- Other bullying / victimisation?	31%	19%
	- Not experienced any of these from prisoners here	48%	64%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	39%	30%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	31%	25%
	- Threats or intimidation?	28%	28%
	- Physical assault?	10%	6%
	- Sexual assault?	2%	3%
	- Theft of canteen or property?	7%	9%
	- Other bullying / victimisation?	18%	28%
	- Not experienced any of these from staff here	55%	54%
14.6	If you were being bullied / victimised by staff here, would you report it?	49%	48%

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	Green shading shows results that are significantly more positive than the comparator
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	Grey shading indicates that we have no valid data for this question

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Wings without in-cell sanitation (A, B, C and D wings)	Rest of the establishment
99	72

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?	40%	37%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	34%	48%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	3%
<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%	50%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	15%	19%
<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?	71%	33%
	Could you shower every day?	43%	17%
	Could you go outside for exercise every day?	71%	50%
	Could you use the phone every day (if you had credit)?	36%	25%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	27%	30%
	- Vocational or skills training?	15%	10%
	- Prison job?	60%	35%
	- Voluntary work outside of the prison?	4%	0%
	- Paid work outside of the prison?	4%	0%
16.2	In this prison, have you done the following activities:		
	- Education?	74%	87%
	- Vocational or skills training?	73%	68%
	- Prison job?	88%	94%
	- Voluntary work outside of the prison?	29%	28%
	- Paid work outside of the prison?	26%	27%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	70%	62%
	- Vocational or skills training?	62%	57%
	- Prison job?	34%	31%
	- Voluntary work outside of the prison?	50%	67%
	- Paid work outside of the prison?	60%	67%
16.3	Do staff encourage you to attend education, training or work?	54%	41%

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PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	65%	73%
<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?	90%	88%
17.3	Are staff helping you to achieve your objectives or targets?	46%	34%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	52%	72%
	- Other programmes?	45%	44%
	- One to one work?	38%	56%
	- Been on a specialist unit?	11%	13%
	- ROTL - day or overnight release?	8%	5%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	68%	68%
	- Other programmes?	59%	58%
	- One to one work?	58%	58%
	- Being on a specialist unit?	20%	20%
	- ROTL - day or overnight release?	25%	0%
PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	1%	0%
<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?	0%	
18.3	Is anybody helping you to prepare for your release?	100%	
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	100%	
	- Getting employment?	100%	
	- Setting up education or training?	100%	
	- Arranging benefits?	100%	
	- Sorting out finances?	100%	
	- Support for drug or alcohol problems?	100%	
	- Health / mental Health support?	0%	
	- Social care support?	100%	
	- Getting back in touch with family or friends?	100%	

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99	72

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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?	0%	
	- Getting employment?	0%	
	- Setting up education or training?	0%	
	- Arranging benefits?	0%	
	- Sorting out finances?	0%	
	- Support for drug or alcohol problems?		
	- Health / mental Health support?	0%	
	- Social care support?	0%	
	- Getting back in touch with family or friends?	100%	
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?	55%	50%