

Report on an unannounced inspection of

HMP Elmley

by HM Chief Inspector of Prisons

23–24 April, 29 April–3 May 2019

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



Crown copyright 2019

This publication, excluding logos, is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

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

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

Printed and published by:
Her Majesty's Inspectorate of Prisons
3rd floor
10 South Colonnade
Canary Wharf
London
E14 4PU
England

Contents

Introduction	5
Fact page	7
About this inspection and report	9
Summary	11
Section 1. Safety	21
Section 2. Respect	29
Section 3. Purposeful activity	43
Section 4. Rehabilitation and release planning	49
Section 5. Summary of recommendations and good practice	55
Section 6. Appendices	59
Appendix I: Inspection team	59
Appendix II: Progress on recommendations from the last report	61
Appendix III: Prison population profile	67
Appendix IV: Prisoner survey methodology and results	71

Glossary of terms

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

Introduction

HMP Elmley is a large category B men's local prison situated in the cluster of prisons on the Isle of Sheppey in Kent. At the time of this inspection it held over 1,100 prisoners and, unusually for a local prison, significant numbers of foreign nationals and sex offenders. The prison was last inspected in 2015.

It was pleasing to see that there had been some improvements to the reception and induction of newly arrived prisoners, and that they were promptly allocated to activities. Although levels of violence were lower than in similar prisons, a quarter of prisoners still told us they felt unsafe. To address this, the prison should conduct more thorough investigations into violence when it occurs and gain an understanding of what is driving it. Despite nearly half of prisoners telling us that it was easy to obtain illicit drugs in the prison, and 22% testing positive during random mandatory drug tests, there was no comprehensive drug supply reduction strategy. Intelligence was not being used as well as it should have been, and there had been hardly any intelligence-led drug tests carried out, despite the ready availability of such intelligence.

It was pleasing to see that care for those in crisis or at risk of self-harm was reasonably good. There had been two self-inflicted deaths since the last inspection, and the recommendations made by the Prisons and Probation Ombudsman had been followed, which was reassuring.

Managing behaviour needed to improve. The incentives and earned privileges scheme was not being used effectively either to deter poor behaviour or incentivise good. Inspectors saw too many examples of low level poor behaviour such as open vaping on wings, prisoners being inappropriately dressed, the use of bad language and play-fighting going unchallenged. Inexperienced staff needed to be given the confidence to do so, and this required them to be supported and mentored by their more experienced colleagues. However, we saw young, inexperienced staff being left alone on landings while groups of their colleagues congregated in wing offices.

Living conditions were variable across the prison, and overall standards of cleanliness were not good enough, given the very large numbers of prisoners allocated to cleaning work. There were no less than 180 prisoners allocated to working on the wings, but many were not fully or meaningfully employed or supervised. The prison had plans to generate vocational training and work opportunities, and to improve attendance and punctuality. These plans needed to become a priority, and the access of vulnerable prisoners to vocational training and work needed to improve.

A considerable source of frustration to prisoners was the quality and quantity of food available. Only a quarter of prisoners told us that there was enough food or that it was of good quality. This percentage was very low and needed to be addressed.

The strategic management of rehabilitation and release planning needed more attention. Although there was some good work being carried out, such as the management of multi-agency public protection arrangements (MAPPA) cases, significant improvement was needed in many other areas. For instance, some 40% of prisoners did not have an up-to-date assessment of the risks they presented and their needs. Meanwhile, the shortage of probation officers meant that most high-risk prisoners were managed by offender supervisors who were not trained to deal with the level of risk presented by those prisoners. This situation was exacerbated by frequent cross-deployments of offender supervisors, taking them away from the prisoners they were supposed to be managing.

While it was disappointing to find that the prison had not managed to improve since the last inspection, and that on this occasion all our judgements were 'not sufficiently good', the picture was not without hope. The prison had a number of credible plans to address the weaknesses, and those weaknesses were clearly acknowledged. There was also a full staff complement, so in terms of both plans and people, the prerequisites to make progress were in place. I was invited to regard Elmley as

an establishment that was going through a transitional phase. There could be little doubt that this was a genuinely held aspiration, and I was given the clear impression that the senior team were fully aware of the amount of hard work and focused leadership that would be required to turn the aspiration into reality.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2019

Fact page

Task of the establishment

Category B local prison serving the courts of Kent.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 1,133

Baseline certified normal capacity: 1,007

In-use certified normal capacity: 1,007

Operational capacity: 1,232

Notable features from this inspection

The prison held 636 category C and 40 category D prisoners.

There were 189 foreign national prisoners.

181 prisoners were sex offenders.

The prison had a full complement of uniformed staff.

Prison status (public or private) and key providers

Public

Physical health provider: Integrated Care 24

Mental health provider: Oxleas NHS Foundation Trust

Substance misuse provider: Forward Trust

Prison Education Framework provider: Weston College

Community rehabilitation company (CRC): Seetec

Escort contractor: GEOAmey

Prison group

Kent, Sussex and Surrey

Brief history

Elmley opened in 1992 and includes a category C unit of up to 240 prisoners built in 1997. It is the largest of the three prisons on the Isle of Sheppey.

Short description of residential units

Six house blocks hold between 167 and 300 prisoners each in single or double cells.

House block 1: first night in custody centre, remand and convicted prisoners.

House block 2: remand and convicted prisoners.

House block 3: substance recovery community working in partnership with Forward Trust.

House block 4: remand and convicted prisoners.

¹ Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

House block 5: category C prisoners on A spur; foreign national prisoners on B spur.

House block 6: vulnerable prisoners on A spur; prisoners with a current or historic sex offence on B spur.

Name of governor and date in post

Paul Woods, November 2018

Independent Monitoring Board chair

Pam Spindlow

Date of last inspection

19–20 October, 16–20 November 2015

About this inspection and report

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

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

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

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

Respect Prisoners are treated with respect for their human dignity.

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

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

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

- **Outcomes for prisoners are good.**

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

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

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

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

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

- **Outcomes for prisoners are poor.**

There is evidence that the outcomes for prisoners are seriously affected by current

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

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

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.² 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.³

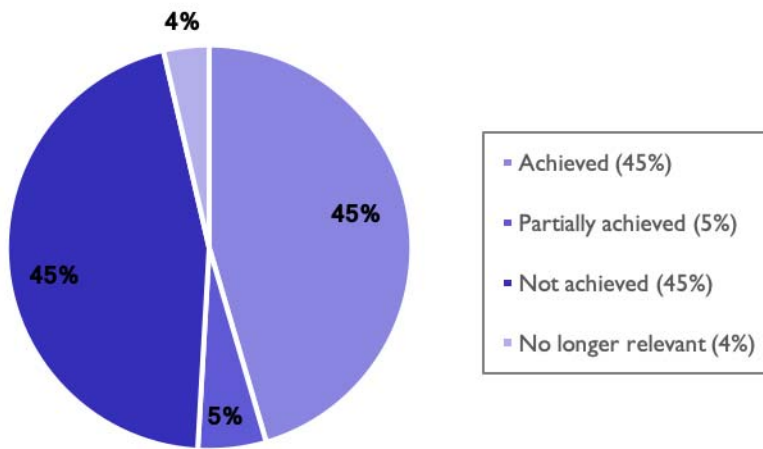
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

³ 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

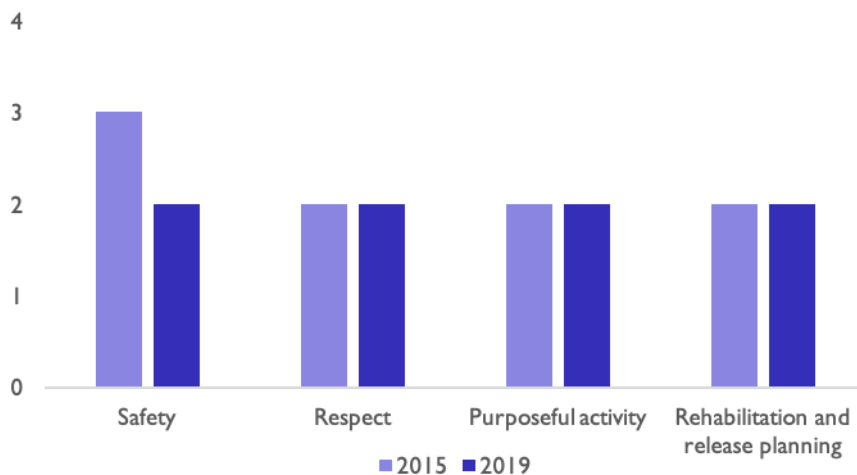
- S1 We last inspected HMP Elmley in 2015 and made 55 recommendations overall. The prison fully accepted 50 of the recommendations and partially (or subject to resources) accepted four. It rejected one recommendation.
- S2 At this follow up inspection we found that the prison had achieved 25 of those recommendations, partially achieved three recommendations and not achieved 25 recommendations. Two recommendations were no longer relevant.

Figure 1: HMP Elmley progress on recommendations from last inspection (n=55)



- S3 Since our last inspection outcomes for prisoners have stayed the same in all healthy prison areas apart from safety, which had declined. Outcomes were not sufficiently good in all healthy prison areas.

Figure 2: HMP Elmley healthy prison outcomes 2015 and 2019⁴



⁴ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Work to support prisoners in their early days was reasonably good. Levels of violence were lower than in comparable prisons but had risen, and one in four prisoners still felt unsafe. Intervention plans were in place for the most violent prisoners and the most vulnerable victims of violence. Too many incidents were not investigated, and the quality of investigation was inadequate. The incentives and earned privileges (IEP) policy was not used effectively to motivate positive behaviour, and staff often did not challenge low-level poor behaviour. Gaps in the governance of the use of force made it difficult to conclude that all force was justified. Segregation was well managed. Despite significant drug use the prison had no effective supply reduction strategy. Care for prisoners in crisis was reasonably good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S5** *At the last inspection in November 2015 we found that outcomes for prisoners in Elmley were reasonably good against this healthy prison test. We made 12 recommendations in the area of safety.⁵ At this inspection we found that seven of the recommendations had been achieved, one had been partially achieved and four had not been achieved.*
- S6** There had been some improvements to reception and induction processes. However, prisoners were still routinely handcuffed from escort vans to reception and strip searched without a risk assessment. Most first night cells were adequately prepared, although quality assurance was not always effective in maintaining these standards consistently. There was an induction programme for new arrivals and their allocation to activities was prompt. Peer supporters provided good additional support to arrivals, but there was no effective induction for prisoners who did not speak English.
- S7** In our survey, over one in five prisoners reported feeling unsafe. However, levels of reported violence were lower than in comparable prisons. The violence reduction strategy was reasonable but not sufficiently comprehensive. The quality of investigation into incidents of violence was inadequate; officers failed to explore all potential sources of evidence, often relying heavily on prisoners who were reluctant to give information about what had happened and why. The safer custody team only investigated incidents involving physical assault, which meant that most incidents were not investigated and managers missed an important opportunity to learn about underlying tensions. Challenge, support and intervention plans (CSIPs)⁶ had been introduced to manage the most serious perpetrators of violence and support victims, and there were some examples of good multidisciplinary work. A new weekly safety intervention meeting supported the CSIP process. Prisoner violence reduction representatives provided useful support on house blocks but they needed better supervision to ensure that they were safe and effective. We observed low-level poor behaviour that was not challenged by staff, and the IEP scheme was still not used systematically to discourage poor behaviour or encourage good behaviour. The adjudication system was underused.
- S8** Use of force figures were similar to last time and were low for the type of prison. A use of force committee met monthly to review incident data, and identified patterns and themes in

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

⁶ A system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners. Prisoners identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individual targets and regular reviews.

the use of force. An effective monitoring system had ensured that a backlog of use of force reports had been cleared. Managers were now carrying out investigations into use of force incidents, but there was inadequate scrutiny of control and restraint video footage alongside the associated documentation to provide assurance that all force was justified. Not all incidents were fully recorded using officers' body-worn video cameras.

- S9 The number of prisoners segregated was comparable to the previous inspection. Cells and communal areas in the segregation unit were clean and relationships were positive. However, in our survey only 30% of prisoners who had been in the unit said they had access to a daily shower, and it was not clear if prisoners in the unit were always offered showers daily. Segregation reviews were multidisciplinary and reintegration plans were good.
- S10 Most security arrangements were proportionate with a few notable exceptions - such as poor supervision on some house blocks. There was a large backlog of unprocessed security reports, which undermined the intelligence process. Mandatory drug testing (MDT) results were above target, at around 22%. This indicated significant drug use in the prison, particularly psychoactive substances,⁷ yet there was no supply reduction strategy. There was too little suspicion testing to provide a meaningful deterrent for prisoners, and little risk or compliance testing to support prisoners who wanted to stop using drugs. The new dog handler resource was underused because of a shortage of dogs, and therefore visitor searching was much less effective than it could have been.
- S11 The number of self-harm incidents had increased and was comparable to other local prisons. There had been two self-inflicted deaths since the previous inspection, and following investigations by the Prisons and Probation Ombudsman (PPO), the prison had met the recommendations made. Most records for assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm demonstrated good care and monitoring. Prisoners we spoke to who were managed through ACCT were positive about the care they received. There were some gaps in procedural recording and multidisciplinary contributions to ACCT case reviews. However, there was a new quality assurance process, in which the custodial manager and duty governor reviewed ACCT case files, which was a positive initiative. Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) said they were well supported in their roles.

⁷ Drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

Respect

S12 Relationships between staff and prisoners were reasonably good. However, managers did not set and maintain sufficiently high standards for staff to follow. Prisoner behaviour and cleanliness on some units were poor. The quality and quantity of food were inadequate. New consultation arrangements were promising and there was good use of peer support. Management of the application process was weak. Responses to complaints had improved but there was insufficient analysis and institutional learning. Equality work had improved but support for foreign national prisoners was inadequate. Prisoners had problems in accessing some health services but the quality of health care was reasonable. **Outcomes for prisoners were not sufficiently good against this healthy prison test.**

S13 At the last inspection in November 2015 we found that outcomes for prisoners in Elmley were not sufficiently good against this healthy prison test. We made 19 recommendations in the area of respect. At this inspection we found that 11 of the recommendations had been achieved, one had been partially achieved and seven had not been achieved.

S14 In our survey, almost three-quarters of prisoners said there was a member of staff they could turn to if they had a problem. We saw some good staff-prisoner relationships across all disciplines. However, low-level rule breaking by prisoners, such as vaping on the landings, often went unchallenged. During periods of unlock too many staff failed to engage adequately with prisoners and did not provide effective supervision. There was a lack of active frontline management and senior manager visibility on house blocks to improve and maintain acceptable standards. The implementation of the keyworker scheme – with staff allocated to regular meetings with individual prisoners – was slow, and the quality of interactions was too variable (see also concern and main recommendation S44).

S15 The prison gardens and grounds were pleasant and well maintained. There had been efforts to brighten up corridors through displays of artwork and the promotion of activities. However, there was a notable contrast in living conditions and standards throughout the establishment. Cleanliness on some house blocks was poor because prisoner cleaners were not adequately supervised. There was an issue with prisoners throwing rubbish from windows, yet many did not have a bin in their cells. Bird droppings inside buildings remained a major concern, and staff and prisoners in all areas experienced problems accessing basic cleaning equipment.

S16 In our survey, only 24% of prisoners said they got enough to eat. The quality and quantity of food we inspected were inadequate. Some prisoners could use toasters and microwaves and supplemented meals with toast and shop purchases. Consultation on food was very limited. The prison shop provision was good, and prisoners could also buy clothes and other goods from catalogues.

S17 A new prisoner consultative meeting was attended by the governor, which was encouraging. Despite this, there was little awareness among prisoners about consultation. Prisoner peer support was well used across many areas, although the administration and management of the scheme were weak. There were also weaknesses in the management of the application process. Responses to complaints were polite and helpful, but there had been too little analysis and learning. The new state-of-the-art court videolink facility was impressive.

S18 Management and oversight of equality and diversity work were improving through the monthly equality action team meeting. However, the local equality strategy was not informed by a needs analysis and did not set out how the needs of prisoners with protected characteristics would be met. This led to inequalities in the focus and support given to

different groups of prisoners. Consultation with prisoners with protected characteristics was inconsistent and inadequate. Monitoring of equality data was rudimentary, did not extend to all protected characteristic groups, and was not used to identify any learning points. For example, the data had identified disproportionality in the use of restraint on black and minority ethnic prisoners, but little had been done to understand and address this. The number of discrimination incident report forms submitted had risen. Some responses lacked adequate investigation, and there was little analysis of complaints to improve outcomes. There were a large number of Gypsy, Romany and Traveller prisoners who were well supported. Although there was a dedicated unit for foreign national prisoners, support for this group was inadequate, with poor use of interpreting and translation services. Support for most disabled prisoners was generally good. The protocol for young prisoners moving into the prison from the youth estate was mostly effective, although it was not always followed. Part of house block 6 had been established as an older prisoner unit, with enhanced social care support, increased availability of a GP and a team of carers. There were six transgender prisoners who received good care. The chaplaincy was well integrated into daily prison life, and provided good support to prisoners.

- S19 Prisoners held very negative views about health care, particularly in relation to access and the medication they were prescribed. We found the quality of health services to be reasonably good overall. There was good partnership working and governance was generally robust. There was a range of primary care services with mostly adequate waiting times, although the wait for nurse triage appointments took too long at three weeks. The inpatient department provided good support for patients with complex health needs. Too many external hospital appointments were rescheduled, often due to prison-operation issues, which led to delays in treatment. No prisoner was receiving a social care package at the time of the inspection but assessments were timely. Mental health services remained good with a comprehensive range of therapeutic interventions delivered by a skilled staff group. Drug and alcohol dependent prisoners were treated promptly, and there was good clinical management. Prisoners could access a wide range of psychosocial support. However, not all new arrivals identified as needing substance use support were located on the drug support unit on their first night. National changes to the management of certain painkillers had led to a reduction in prescriptions for them, which had frustrated prisoners. However, the prison had introduced clinically effective alternatives and support for those who had received a change in prescription. Some prisoners waited up to 12 weeks to see the dentist, although additional sessions had been brought in.

Purposeful activity

S20 *Time out of cell was insufficient for too many prisoners. Leadership and management of learning, skills and work required improvement. Partnership working through the new learning and skills contract was promising although it was too early to measure its effectiveness on outcomes. There were sufficient activity spaces for every prisoner but attendance and punctuality still required improvement. Activities for vulnerable prisoners remained severely limited. Collaborative work with employers was good and there were plans to address the shortfall in vocational training places. The quality of teaching, learning and assessment required improvement. Prisoners' personal skills and development were not always recognised, and they did not achieve well in some important areas.*
Outcomes for prisoners were not sufficiently good against this healthy prison test.

S21 *At the last inspection in November 2015 we found that outcomes for prisoners in Elmley 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 four of the recommendations had been achieved, seven had not been achieved and one was no longer relevant.*

- S22 During our roll checks we found 27% of prisoners locked in their cells during the core day, which was more than at the previous inspection. Full-time employed prisoners could be out of their cells for between seven and eight hours on weekdays but had little time to carry out domestic tasks outside of work. Access to association was poor and there was too much regime curtailment.
- S23 The library was a good facility with excellent use of peer mentors to support literacy initiatives. Gym facilities were good with accredited training programmes on offer, but the prison's most recent assessment indicated that only 30% of prisoners used the gym, which was very low.
- S24 The overall effectiveness of education, skills and work required improvement, as did leadership and management. Prison managers had worked effectively with the new education provider and relationships were positive. The prison also had good collaborative working with employers and this had resulted in additional much-valued construction training. There were quality assurance arrangements for improving teaching and learning but it was too early to measure the impact on raising the quality of teaching. The prison self-evaluation and quality improvement planning was reasonably effective.
- S25 The education provision was broadly adequate, supporting prisoners' functional skills development and providing sufficient programmes in English for speakers of other languages (ESOL). The prison provided sufficient, mostly full-time, activity places for the population. However, as at the previous inspection, too much work was wing based and these prisoners were not fully employed or adequately supervised. Work and vocational training activities were severely limited, especially for vulnerable prisoners, but plans to increase the range of vocational training for all prisoners were well advanced. Prison managers did not ensure that all prisoners arrived at their allocated activity on time, and the monitoring of prisoners' attendance was not sufficiently thorough. The prison continued to support prisoners following Open University and distance learning courses and through the Turning Pages reading scheme. Peer mentors and prisoner representatives were used effectively across the prison.
- S26 The quality of teaching, learning and assessment required improvement. Education staff had strengthened the functional skills support to prisoners in the workshops and residential areas and, as a result, their achievements had improved. Teaching and learning on vocational courses and in most education classes were effective and helped prisoners make good progress and develop useful practical skills. However, teaching and learning in several classes were not good enough. Education tutors provided supportive feedback to most prisoners but did not always correct errors in prisoners' spelling, punctuation and grammar.
- S27 Prisoners' opportunities for personal development required improvement. Most prisoners were motivated, engaged well in activities, and were respectful to staff and to each other. Staff successfully challenged inappropriate comments and language. However, the skills prisoners developed were not always recognised, recorded or accredited. Prisoner outcomes also required improvement. Most prisoners on education programmes completed their learning. Their achievements on accredited courses, such as information and communications technology, ESOL and English entry level 1 programmes were high. However, achievements in English and mathematics at level 2 were still too low. Standards of work were generally satisfactory.

Rehabilitation and release planning

- S28** *There had been some improvements to help prisoners maintain contact with their families. The strategy to manage rehabilitation and release planning was not based on a prisoner needs analysis and there was no action plan to drive improvements. A lack of resourcing had led to a significant backlog of OASys (offender assessment system) completions and inadequate offender management for many prisoners. Despite improvements to home detention curfew (HDC) processes, too many eligible prisoners were not released on time. Transfers of prisoners to progress their sentences were too slow. Multi-agency public protection arrangements (MAPPA) were well managed, but there were significant weaknesses in public protection monitoring. The community rehabilitation company (CRC)⁸ provided a good service, although a third of prisoners were released from Elmley with nowhere to live. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S29** *At the last inspection in in November 2015 we found that outcomes for prisoners in Elmley were not sufficiently good against this healthy prison test. We made 12 recommendations in the area of resettlement.⁹ At this inspection we found that three of the recommendations had been achieved, one had been partially achieved, seven had not been achieved and one was no longer relevant.*
- S30** There were many creative initiatives to help prisoners build and maintain contact with their families. Prisoners valued extended ‘family days’, although these were not sufficiently frequent. The visits hall and visitors’ centre had been refurbished and visitors were treated well by staff. Visit sessions were short and often started late. The roll out of in-cell telephones had been positive in helping prisoners maintain contact with their families.
- S31** The reducing reoffending strategy was not informed by a needs analysis and there was no accompanying action plan to track progress. A new resettlement management team had started to review the strategy to drive improvement. Offender management was inadequate overall. Too many prisoners (40%) did not have an up-to-date OASys assessment of their risk and needs. This had a direct impact on their access to offending behaviour programmes, prison transfers and progression. The probation team was significantly understaffed, which had resulted in most high-risk prisoners being managed by prison offender managers who were not adequately trained in risk management. Even though the prison was fully staffed, offender management unit staff were constantly cross-deployed to other duties, which affected their contact time with prisoners and the support they could provide for rehabilitation and progression. Although there had been some improvements to HDC processes since our previous inspection, too many eligible prisoners were released late.
- S32** The use of administrative staff who were not trained to assess risk and make recommendations for recategorisation reviews potentially affected prisoners’ ability to progress. There were also delays in transfers to other prisons. Almost one in 10 prisoners were serving indeterminate sentences but work to support them was still underdeveloped.
- S33** There was inconsistent attendance at the interdepartmental risk management meeting to discuss the most complex and dangerous prisoners. Around a third of prisoners due for release in the next three months were high risk but the prison did not systematically review

⁸ Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The National Probation Service has maintained responsibility for high- and very high-risk offenders.

⁹ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated *Expectations* (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

this group to provide assurance that their risks were properly managed. The prison had introduced a good system to manage MAPPA. However, there was a four-week backlog in monitoring telephone calls and prisoner mail was not adequately screened. Prisoners were then removed from monitoring without the evidence to make an informed decision. These failures in public protection arrangements potentially placed the public at risk.

- S34 There were insufficient programme spaces to meet the needs of the population, although the CRC offered some good short-term interventions to help prisoners address their attitudes, thinking and behaviour. Release on temporary licence was not used to support rehabilitation and resettlement. The CRC provided effective support and nearly all prisoners received a good quality initial resettlement plan, which was reviewed before their release. Despite the best efforts of the Nacro worker, about a third of prisoners were released homeless. There were difficulties in securing accommodation for prisoners on release because of a lack of supported housing and local authorities refusing to accept a housing duty for individual prisoners.

Main concerns and recommendations

- S35 Concern:** The quality of investigation into incidents of violence was inadequate. Officers failed to explore all potential sources of evidence, often relying heavily on prisoners who were reluctant to give information about what had happened and why. The safer custody team only investigated incidents involving physical assault, which meant that most incidents were not investigated and managers missed an important opportunity to learn about underlying tensions.

Recommendation: The prison's investigations into incidents of violence should be comprehensive and thorough to ensure that the perpetrators and victims of violence are managed and supported, and to understand the causes of violence.

- S36 Concern:** The mandatory drug testing positive rate was above target and indicated significant drug use in the prison, particularly psychoactive substances. However, neither the security meeting nor the drug strategy meeting was focused on reducing drug supply, and there was no formal drug supply reduction strategy or action plan. There was too little suspicion testing to provide a meaningful deterrent for prisoners, and little risk or compliance testing to support prisoners. The new dog handler resource was underused because of a shortage of dogs, and therefore visitor searching was much less effective than it could have been.

Recommendation: Managers should develop and monitor an effective drug supply reduction strategy.

- S37 Concern:** Staff frequently ignored low-level rule breaking, such as vaping on the landings, and the incentives and earned privileges scheme was not used effectively. During periods of unlock too many staff failed to engage adequately with prisoners and did not provide effective supervision. There was a lack of active frontline management and senior manager visibility on house blocks to improve and maintain acceptable standards.

Recommendation: Managers and staff should be visible and actively engage with prisoners during periods of unlock to enforce rules and promote safety.

S38 **Concern:** Standards of cleanliness varied greatly across the house blocks. Cleanliness on some house blocks was poor; poor supervision of cleaners, and a lack of suitable cleaning materials contributed to the problem. Bird droppings inside buildings remained a major concern. Staff and prisoners in all areas felt there was a real problem in accessing basic cleaning equipment. There was an issue with prisoners throwing rubbish from windows, yet many did not have a bin in their cells.

Recommendation: High standards of cleanliness should be set and maintained across the prison.

S39 **Concern:** The prison's policy for managing equality and diversity was not based on a needs analysis of the population. The policy did not set out how the needs of prisoners from all protected characteristics should be met. Local equality monitoring data did not cover all protected characteristics and evidence of disproportionate treatment was not always followed up. There was minimal consultation for groups with protected characteristics to support the equality agenda.

Recommendation: The prison should have a clear strategy to identify and meet the needs of prisoners from all protected characteristic groups, ensuring there is no disproportionate treatment.

S40 **Concern:** Prisoners had waited too long for some internal and external health appointments, including a three-week wait for a nurse triage appointment and up to 12 weeks for a dental appointment. Too many external hospital appointments were rescheduled, often due to prison-operation issues, which led to delays in treatment.

Recommendation: Prisoners should be able to access internal and external health appointments promptly and within community-equivalent waiting times.

S41 **Concern:** There was too little vocational training and meaningful work for the number of category C prisoners in the prison. Vulnerable prisoners had very limited access to vocational training and meaningful work.

Recommendation: Prisoners should be enabled to participate in a range of vocational training and meaningful purposeful work to equip them with the skills they need to move into further education, training and/or employment on release.

S42 **Concern:** The reducing reoffending strategy was not specific to the needs of the population and was not informed by a needs analysis. There was no overarching action plan to monitor and drive progress across the resettlement pathways.

Recommendation: The reducing reoffending strategy should meet the needs of the specific population at Elmley to ensure that interventions are appropriate.

S43 **Concern:** The shortage of probation officers had increased the caseload for prison offender managers and resulted in them managing high risk cases without adequate training and supervision. It also contributed to the OASys backlog. Prison offender managers were constantly redeployed, and not all prisoners had a keyworker. Offender supervisor and keyworker contact with most prisoners was superficial, and prisoners did not receive enough support to determine their rehabilitation and progression needs.

Recommendation: Offender supervisors and keyworkers should have regular good quality contact with prisoners to help drive sentence progression.

S44 **Concern:** Telephone and mail monitoring arrangement for prisoners subject to public protection procedures were poor, which potentially placed the public at risk.

Recommendation: Public protection procedures should be given urgent and sustained attention to ensure that prisoners' risks are managed effectively.

S45 **Concern:** Despite the best efforts of the Nacro worker, a third of prisoners were released as homeless. The prison experienced difficulties securing accommodation due to a lack of spaces in supported housing and local authorities refusing to accept a housing duty.

Recommendation: There should be an urgent and coordinated review of accommodation available for prisoners released from Elmley, and relevant action taken to provide suitable sustainable accommodation on release.

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 Prisoners reported being treated well by escort staff on their journey to the prison, and the escort vans we inspected were clean and well maintained. The disembarkation of prisoners from the vans had improved, and most prisoners were moved promptly to holding rooms in reception. Prisoners were routinely handcuffed to reception and strip-searched without a risk assessment.
- I.2 The reception area was clean and spacious, and there was some information displayed on notice boards. Prisoners' property was processed efficiently. In our survey, 55% of prisoners said they waited in reception for less than two hours, which was better than the comparator of 34%. We observed swift processing arrangements for most prisoners but noted a delay of over five hours before one new prisoner was allocated to a cell in the first night centre. There was evidence that reception staff highlighted concerns about new arrivals, such as self-harming history, for further investigation.
- I.3 A prisoner peer supporter completed a 'meet and greet' with each new arrival when they moved to the first night centre. This was effective and appreciated by new prisoners. Staff then carried out a more thorough first night induction. Most first night cells were clean and adequately prepared but standards were inconsistent. We identified lengths of material hanging from doorways in two first night cells which were potential ligature points; staff removed them as soon as we pointed them out.
- I.4 Peer supporters continued the induction on the second day with an information-sharing workshop and DVD about life at Elmley, although some of the content needed updating. Prisoners found this part of the induction very helpful. Prisoners could apply for employment and education activities as soon as their induction was completed. A new 'early days in custody' passport had been introduced to check completion of the reception and induction process. Although promising, this was not always completed and not yet fully embedded. The prison could not provide assurance that all new arrivals had received all parts of the induction programme.
- I.5 Despite the large foreign national population, prisoners who did not speak fluent English were still not provided with an induction in a language they understood, and professional interpreting services were not used to introduce them into prison life.

Recommendations

- I.6 **Decisions to strip search prisoners should be supported by an individualised risk assessment.**

- 1.7 Prisoners who do not speak English should have access to induction information in a language they understand.**

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

- 1.8** In our survey, 22% of prisoners overall said they felt unsafe, although more prisoners with disabilities and mental health concerns felt unsafe. The rate of violence was higher than at the previous inspection but lower than similar prisons. Managers had improved incident reporting processes during 2018 and some of the increases we identified were potentially due to previous underreporting. In the previous six months, there had been 131 assaults, including 42 on staff and 55 fights. One in five assaults had resulted in hospital treatment. Records showed that the level of general disorder (such as barricades and netting incidents) was not excessive.
- 1.9** The strategic approach to violence was reasonable. Safer custody meetings were regular and reasonably well attended, including by prisoner peer representatives (see paragraph 1.14), but lacked momentum and were not linked to an agreed action plan. For example, the need for a prison-wide strategy to manage and prevent debt had been identified during 2018 but no progress was yet evident. During our inspection, the prison held a 'violence summit' to discuss the findings of prisoner forums investigating the drivers for violence. This was a potentially useful initiative.
- 1.10** The safer custody team was appropriately resourced but only investigated incidents involving physical assault, failing to give attention to other important incidents such as verbal assault, bullying and intimidation. Fewer than half of reported incidents were investigated. The quality of investigations was often inadequate. Many prisoners were reluctant to give information but officers did not always explore other potential sources of information, such as security intelligence, observation books and wing staff (see main recommendation S35).
- 1.11** Since November 2018, managers had prioritised the implementation of challenge, support and intervention plans (CSIPs, see footnote 6). Fourteen prisoners had CSIPs and we saw examples of supportive multidisciplinary work led by the safer custody team. However, more work was required to ensure that house block staff understood CSIP processes.
- 1.12** A weekly safety intervention meeting had begun shortly before our inspection. It was well attended and was a useful tool for identifying and managing victims, potential victims and perpetrators.
- 1.13** There was a policy for managing prisoners identified as self-isolators, but there were few of them. House block 6 housed offence-related and situational vulnerable prisoners. This unit provided a welcome refuge for some prisoners, although the regime opportunities were very limited (see also main recommendation S41 and paragraph 3.16).
- 1.14** There were several violence reduction prisoner representatives on each house block who supported prisoners who were vulnerable and helped to resolve concerns. They also attended monthly meetings to help the safer custody department understand the drivers for

violence. However, they had no clear job description, training or regular supervision. Managers had appointed a violence reduction liaison officer on each house block to improve supervision, but this had not yet been effective.

- I.15** The local incentives and earned privileges (IEP) scheme was complicated and not well understood by staff. There were too few meaningful incentives for prisoners on the enhanced regime. The number of prisoners on the basic regime was not excessive, but it was often used punitively as a 28-day or more penalty following a single serious event. We found examples of prisoners who had not had basic reviews every seven days, and of inappropriate decisions. The regime for unemployed prisoners on the basic regime was poor, with only two hours a day out of cell. In our survey, only 38% of prisoners said they had been treated fairly in the IEP scheme.
- I.16** Staff sometimes failed to use the IEP scheme to challenge poor behaviour. Segregation unit staff told us that staff sometimes used the adjudication process when an IEP warning would have been more appropriate, and the safer custody department regularly identified that the IEP scheme had not been used following incidents. Managers were aware of many of these weaknesses, but had not yet taken sufficient action to correct them.

Recommendation

- I.17 Staff should use the incentives and earned privileges (IEP) scheme systematically and fairly to encourage positive behaviour.**

Adjudications

- I.18** The volume of adjudications had fallen since our previous inspection from 153 adjudications per 100 prisoners to 99 per 100 prisoners, and was much lower than we usually see at comparator sites (183 per 100 prisoners), perhaps suggesting underuse. Staff said that a proportion of adjudication reports submitted to the segregation unit were refused because they were poor quality or could be dealt with in the IEP scheme, but this was not monitored. Until the recent acquisition of an 'itemiser' (a machine to test for the presence of psychoactive substances,¹⁰ see also paragraph I.37), most charges relating to possession of psychoactive substances had also been dealt with under the IEP scheme, rather than adjudication, because the testing equipment was not sufficiently reliable to prove a charge. However, the new machines provided more conclusive evidence. Around 13% of adjudications were 'not proceeded with' for administrative reasons and around 100 were remanded.
- I.19** Adjudication standardisation meetings had been held in October 2018 and March 2019, but attendance was poor and there was little evidence of improvement activity. The deputy governor was given 10% of adjudications for quality assurance each month, but there was no detailed record of his findings and none of the current managers had received any feedback. Managers discussed quashed adjudications with the relevant adjudicator to encourage improvement.
- I.20** Adjudication records were reasonable and most punishments were proportionate, although some were lenient. Adjudicators did not always record the reasons for not proceeding with charges.

¹⁰ Drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

Recommendation

- I.21 Quality assurance of adjudications should provide regular feedback for adjudicators and segregation unit staff to encourage continuous improvement.**

Use of force

- I.22** Use of force figures were similar to the previous inspection and lower than similar prisons. Although there had been improvements in ensuring that incidents were recorded and in minimising a backlog, use of force documents were rarely completed fully.
- I.23** Although there was a quality assurance process, managers had reviewed only two incidents of force in the year to date. Staff now carried body-worn video cameras, but some incidents had not been recorded or the camera was turned on after holds had been applied or turned off before full de-escalation of the incident. We saw one example of an officer speaking aggressively to a prisoner after the incident had been deescalated, while covering the lens of his camera before turning it off. Due to the lack of quality assurance, the prison could not provide assurance that incidents of use of force were necessary and proportionate.
- I.24** There were no formal arrangements to conduct a debrief with the staff involved following an incident. The drawing and use of batons occurred infrequently and was appropriately recorded. Planned interventions were managed well, although the briefing before the intervention was not always recorded, making it difficult to assess if the proposed use of force was necessary and proportionate.
- I.25** A use of force committee met monthly and analysed comprehensive information on incidents, including ethnicity of the prisoners involved and details about where and when the incident had occurred. It had identified themes, such as a disproportionate use of force against black prisoners, but had taken no action to address this. (See also paragraph 2.32.)
- I.26** In the previous six months, special accommodation had been used on five occasions and had been properly authorised. All five incidents took place outside the designated special accommodation cells.

Recommendation

- I.27 There should be effective quality assurance processes to ensure that the use of force has been legitimate, necessary and proportionate.**

Segregation

- I.28** In the previous six months, 387 prisoners had been segregated, which was similar to the 371 found at the previous inspection. Between eight and 12 prisoners were held in the segregation unit during our inspection, including one who had been there for eight weeks.
- I.29** The segregation unit was well maintained. Cells were clean and free from graffiti. Prisoners had an adequate supply of clothes and bedding, and some had televisions. The exercise yards were clean but bare, although one had some exercise equipment. A notice in the unit stated that prisoners would receive a shower every other day, and in our survey only 30% of prisoners said they could have a daily shower in segregation. However, most of the prisoners in the unit told us that they were given a shower daily, and staff said they would try to facilitate daily showers whenever possible.

- I.30** Some prisoners were provided with in-cell work and education while in the segregation unit. There was a large selection of books that were changed regularly. Where individual risk assessments allowed, some prisoners had been allowed to attend the gym.
- I.31** Staff-prisoner relationships on the unit were positive, and the prisoners commented that they felt well supported by the staff. The staff had detailed knowledge of the prisoners and we observed respectful and caring relationships. We saw some examples of reintegration planning, which included the use of specialist services such as psychology and mental health. In comparison, staff entries in prisoners' daily history records were basic and lacked any meaningful detail. Segregation reviews were multidisciplinary and involved the prisoner.

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.32** Physical security was generally sound, but the repeated failure of the electronic doors in the gate complex was a concern. Managers had submitted bids to upgrade poor quality CCTV.
- I.33** Most security procedures were proportionate. We were satisfied that the 13 closed visits restrictions and 17 visitor bans had been imposed appropriately, that escort risk assessments took account of prisoners' physical ability, and that mass movements of prisoners were well supervised. However, we remained concerned about routine strip searching of prisoners on arrival at the prison and into segregation (see also paragraph I.1 and recommendation I.6). We also observed poor supervision on some of the house blocks with too many staff remaining in offices or observing landings from outside the spur gates (see also main recommendation S37 and paragraph 2.2). During our inspection managers rectified an excessively restrictive activities allocation process.
- I.34** The volume of intelligence had increased since our previous inspection but was still lower than we would expect in this type of prison. There was a backlog of 340 unprocessed intelligence reports; we were told that reports were regularly processed more than three or four days after they were received, which undermined the intelligence procedure. Monthly intelligence assessments were reasonable, but there had been no 'tasking' meeting in April 2019 and on several occasions in 2018. Minutes of security meetings were brief and did not evidence sufficient attendance by senior managers or strategic discussion based on the data presented.
- I.35** In our survey, 46% of prisoners said it was easy to get illicit drugs in the prison. Random mandatory drug testing (MDT) was routinely completed on time. In the six months to the end of March 2019, 22% of tests were positive (against a target of 14.2%), of which almost half were for psychoactive substances (see footnote 7). However, weaknesses in intelligence processing, associated administration and staffing meant that the testing process was not used sufficiently. Only two suspicion tests had been requested since January 2019, which was far too few given the volume of drug-related intelligence. In April 2019, 23 compliance tests had been requested, but only two had been completed.
- I.36** The MDT suite had been refurbished and was now reasonable. However, there was still insufficient privacy for strip searching; although the windows were frosted, there was no curtain or screen.

- I.37** Despite the volume of illicit drug use, there was no formal drug supply reduction strategy. Security managers reviewed MDT results at their monthly meeting but had not attended the drug strategy meeting (which focused mostly on treatment and support) for at least six months. The prison had received new resources for drug-detection dogs in May 2018 and now had four dog handlers who should have had seven dogs between them. However, there were only four dogs (three active and one passive), apparently because the price of dogs exceeded the budget and spaces on training courses were scarce. The shortage of passive dogs meant that not all visitors received a dog search (only around 30% at weekends). All prisoner post was searched by an active dog and the new itemiser (see paragraph I.18) was proving useful. (See main recommendation S36.) The substance misuse team was not always alerted to a prisoner's use of psychoactive drugs (see paragraph 2.85).

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.38** There had been two self-inflicted deaths since the previous inspection, the last in January 2017. The Prisons and Probation Ombudsman (PPO) investigations into these deaths highlighted some operational shortfalls, such as using the wrong emergency codes and staff not having working radios. The prison had addressed and continued to monitor these areas.
- I.39** The number of self-harm incidents had increased since our previous inspection but was comparable to other local prisons. The prison had launched a safety strategy in November 2018, but this had not yet been embedded and required a relaunch.
- I.40** There had been improvements in the support and monitoring for at-risk prisoners on assessment, care in custody and teamwork (ACCT) case management, and prisoners were positive about the care they received.
- I.41** ACCT case reviews were held on time in a private and confidential setting. We found some good record-keeping, and examples of staff following up actions highlighted on care plans. In contrast, there were gaps in procedural recording - for example, a prisoner's risk level had increased following a review but this had not been recorded effectively. Case reviews were not always multidisciplinary. We observed six case reviews held with just the supervising officer, chaplain and prisoner present. Quality assurance had been introduced, and the custodial manager and duty governor reviewed ACCT case files, but the standard and frequency of reviews were not consistent across the house blocks.
- I.42** Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) told us they were well trained and supported. There was a shortage of Listeners but the prison was in the process of recruiting more. Listeners had access to private rooms for their support sessions, but the lack of a Listener suite on house block 5 made it difficult to fulfil their responsibilities in that area.

Protection of adults at risk¹¹

- I.43** There was a safeguarding strategy in place but it needed updating. A monthly safeguarding panel met to review adults at risk, such as care leavers, and prisoners requiring additional support were referred to the Kent police safeguarding panel for effective partnership working.
- I.44** There were appropriate links with the local safeguarding adults board, and the governor was a member. Due to an increased aging population, the prison had taken the initiative to make contact with the safeguarding team at the local hospital and were working on streamlining attendance for routine appointments.

¹¹ 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 We saw some good staff-prisoner relationships across all disciplines. This was reflected in our survey, where almost three-quarters of prisoners said there was a member of staff they could turn to if they had a problem and 72% said that the most staff treated them with respect. However, managers did not always set and maintain sufficiently high standards for staff to follow. Throughout our inspection we witnessed prisoner behaviour that involved low-level rule breaking, such as vaping on landings, which often went unchallenged by staff. (See main recommendation S37.)
- 2.2 During periods of unlock, too many staff were not adequately supervising or engaging with prisoners. Staff often congregated in the areas away from the prisoners or in wing offices. The large number of wing workers during the core day (see paragraph 2.7) were also usually left unsupervised and unchallenged, resulting in very little work accomplished.
- 2.3 There was a lack of active frontline management and senior manager visibility on house blocks to improve and maintain acceptable standards. Prisoners complained that they could only see managers in the main corridor during movements to work and, even then, staff prevented them from stopping and speaking to them. (See main recommendation S37.)
- 2.4 The introduction of keyworkers (officers with time allocated to support a small caseload of prisoners) had been slow, even though the prison was fully staffed, with relatively low absences and detached duty in addition to full staffing. Where keywork took place, the quality of interactions was too variable. (See main recommendation S43.)

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

- 2.5 There was a notable contrast in living conditions and standards throughout the establishment, with poor cleanliness on some house blocks. House block 6 and the segregation unit were notably cleaner and brighter than other residential areas. Painting work on the house block 1 induction spur had improved the environment, but the standard of cleanliness on the unit was still poor. House block 4 was particularly grubby. (See main recommendation S38.)

- 2.6** The prison had an ongoing issue with rubbish thrown from the windows, with a huge amount of prisoner labour employed daily to address this problem. However, a lack of some basics – such as bins in cells and bin bags in communal bins – compounded the problem. We saw exercise yards covered in litter, and while some house blocks cleared the rubbish before exercise, others sent prisoners on to dirty exercise yards. (See main recommendation S38.)
- 2.7** Both staff and prisoners complained about a lack of suitable cleaning material, such as mops, buckets and cloths. There were large numbers of wing workers for cleaning and painting in all house blocks, but the lack of staff supervision of their work meant that they were largely ineffective. (See main recommendation S37.)
- 2.8** Cell standards were little changed since the previous inspection. Cells continued to have graffiti and lacked lockable storage, and some had broken furniture. Too many cells still lacked shower screening, although refurbishment was under way. Most toilets were adequately screened, and the prison had succeeded in removing indecent images from display in cells.
- 2.9** The external gardens and grounds were pleasant and well maintained. There had been efforts to brighten up corridors with prisoner artwork and material promoting activities and support services.
- 2.10** Bird droppings inside buildings remained a major concern, and house blocks 1 to 4 had bird droppings on all the top floor landings. We saw birds flying around the house blocks during our inspection, and dead birds on netting on top of the main walkways. (See main recommendation S38.)
- 2.11** In our survey, 64% of prisoners said that they had enough clean, suitable clothes for the week, which was above the comparator of 53%. The laundry facilities we observed were good with a laundry on every wing. However, during the inspection, several prisoners told us that they did not have weekly kit change.
- 2.12** More prisoners than at the previous inspection said they had access to their stored property, up from 11% to 25%. Although this figure was still low we could find no reason for this, as there was a process to access property and there was no significant backlog of applications waiting to be processed.

Residential services

- 2.13** Prisoners were issued a breakfast pack the day before it was to be eaten. Lunch was mostly a cold snack, such as a sandwich or very small salad. The evening meal was a hot meal. This provision was reversed on a weekend with a hot meal at lunch and a cold meal in the evening. This meant that prisoners received only one hot meal a day. The quality and quantity of food – particularly the weekday lunch – were inadequate. In our survey, only 24% of prisoners said they got enough to eat. Some prisoners had access to toasters and microwaves and supplemented meals with toast. Those who could afford it also bought extra food through the prison shop.
- 2.14** Consultation on food was very limited. There was a quarterly meeting but minutes did not record follow-up actions and there was no evidence of action on points raised. There was no consultation for specific religious or special dietary requirements and we found poor provision in these areas. In one case, a Jewish prisoner received a special kosher meal which was uncooked and frozen, but was given no access to a microwave to heat it up.

- 2.15** On inspecting reception, we found frozen meals for new arrivals stored in a fridge. Although the prison said it had recently changed to fresh meals in reception, it was evident from the dates of use that these meals were supposed to be kept frozen.
- 2.16** Prisoners reported that hot food often arrived cold and on checking the temperature sheets we found many occasions when food did not arrive at the serveries at the required minimum temperatures, which was against food hygiene standards and a potential health risk.
- 2.17** Prison shop provision was good. In our survey, 62% of prisoners said it sold the things they needed. Prisoners could buy clothing and other goods from catalogues.

Recommendation

- 2.18** **The prison should ensure that prisoners have a sufficient range and quantity of food that meets all appropriate food safety standards.**

Prisoner consultation, applications and redress

- 2.19** In our survey, only 39% of prisoners said they were consulted about food, prison shop, health care or wing issues. The prison had recently revised the prisoner consultation arrangements, and the governor now attended the Elmley Community Group meeting along with prisoner representatives from each house block. However, most prisoners we spoke to were unaware of the consultation arrangements and could not describe any changes made as a result.
- 2.20** Peer support workers operated across many areas of the prison. They had job descriptions and access to a level 2 mentoring qualification. However, there were no formal quality assurance arrangements to ensure they were monitored and supported to carry out their work effectively. The prison acknowledged the need to develop the role of prisoner information desks on residential units.
- 2.21** There had been some improvements in the application system and this was reflected in our survey, in which 80% of respondents said that it was easy to make an application, which was better than similar establishments. Although more prisoners than at the previous inspection said their applications were dealt with within seven days, many prisoners we spoke with said they had to submit several applications to get a response. There was no tracking system for applications (see also paragraph 2.59), and no one member of the senior management team had overall responsibility for this process.
- 2.22** The number of complaints had risen since the previous inspection. In the previous six months, 1,735 complaints had been submitted, which was high. The prison had a robust quality assurance process, and responses to most of the complaints we examined were polite and helpful, which was also reflected in our survey. However, some could have been dealt with informally. While the prison monitored complaints, there was insufficient analysis of factors such as location or ethnicity, and there was no focus on organisational learning.
- 2.23** There were appropriate facilities for confidential legal visits, and the library was adequately stocked with legal texts. The new state-of-the-art court videolink facility was impressive.

Recommendations

- 2.24 All prisoners should be aware of opportunities to engage in consultation, and the outcomes from consultation should be communicated effectively.**
- 2.25 The prison should ensure that prisoners do not have to make repeated applications for services.**

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 characteristics¹² 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

- 2.26** The leadership and management of equality and diversity work was beginning to improve through the equality action team meeting. There was an equality policy in place, although it was not informed by a needs analysis or set out how prisoners with protected characteristics would be supported. (See main recommendation S39.) The associated equality delivery plan outlined several strategic priorities, although it was too early to demonstrate progress against these.
- 2.27** A dedicated equality manager had been appointed, and senior managers had been designated lead roles for protected characteristics, with clear terms of reference. Some managers had made more progress than others in their area of responsibility. The prison had very few links with community groups to support this work.
- 2.28** The bimonthly equality action team (EAT), chaired by the governor, was well attended by staff and prisoners. The meeting considered local equality monitoring data, although this did not cover all protected characteristics and it was not clear how the data was used to identify potential discrimination or unfair treatment. (See main recommendation S39.)
- 2.29** There had been 32 discrimination incident report forms (DIRFs) submitted in the previous six months, almost twice the number in the same period before the previous inspection. There was a quality assurance process, and most of the responses we looked were prompt and addressed the issue raised, although some were not adequate. While there was monitoring of DIRFs, including a synopsis of each complaint included in the papers for the EAT meeting, there was no evidence that this was used to identify lessons to improve outcomes for prisoners.
- 2.30** Several prisoner equality representatives had been appointed to support their peers. Those we spoke with were enthusiastic about their role and played an active part in the bimonthly consultation meetings arranged for most protected characteristic groups.

¹² The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protected characteristics

- 2.31** In our survey, responses from prisoners from minority groups were generally similar to other prisoners, with some notable exceptions. Far fewer prisoners who reported mental health issues than those without (29% against 49%) felt they were treated as an individual at Elmley. For those with a disability, far more than those without had felt unsafe at the prison at some time (77% against 45%), and only 26%, against 60%, stated they had not experienced bullying or victimisation from other prisoners.
- 2.32** Prisoners from a black and minority ethnic background made up approximately 21% of the prison population. There had been two focus groups for this prisoner group in the previous six months, and attendance was poor. The minutes included little reference to previously agreed actions. They also included data that indicated disproportionate treatment of black and minority ethnic prisoners in the adjudications process and the incentives and earned privileges (IEP) scheme, but no evidence that the prison had taken steps to understand and address this.
- 2.33** At the time of the inspection there were 44 prisoners from the Gypsy, Roma and Traveller community, which was proportionately higher than we find at similar prisons. There had been two well-attended forums to support this group since the start of 2019. The prison had explored the needs of this group and responded. For example, it allowed prisoners from this group to purchase increased telephone credit to offset difficulties in receiving visits, and it was planning a Travellers' family day to increase the opportunities to maintain family ties. The prison had identified that some Gypsy, Roma and Traveller prisoners had literacy issues and encouraged them to work with the reading mentors (see main recommendation S39).
- 2.34** Although there was a foreign national policy, this lacked detail about how the needs of this group would be met. It was also concerning that the senior lead officer for the foreign national prisoner group was not aware that the prison had a foreign national policy. Two focus groups had been convened during 2019, but only two prisoners attended the first meeting and seven the next. We could find no evidence that the prison had provided free five-minute telephone calls in lieu of visits, as listed in the policy.
- 2.35** The majority of the 189 foreign national prisoners were located on house block 5. The education department offered some individual and group work for non-English speakers. However, managers had not systematically identified the language capabilities of staff around the establishment to help prisoners who did not speak English. Data on the professional interpreting service indicated it had been used very infrequently, although prison data recorded 43 prisoners who had difficulty in communicating in English. In our survey, only 46% of foreign nationals, compared with 85% of British prisoners, said it was easy to make an application. We saw responses to complaints that were not translated and did not use simple language to help the foreign complainant understand the response. The prison made only limited analysis of whether this prisoner group suffered disproportionality across all aspects of prison life. Ten foreign nationals beyond the end of their sentence were held solely under administrative arrangements. Immigration officials held a surgery at the prison three times a week.
- 2.36** Support for most of the 183 prisoners identified with a learning difficulty or disability was generally good. Several disabled prisoners had been encouraged to reside on house block 6, which included a designated older prisoner wing with four wheelchair accessible cells and a wheelchair accessible shower. We spoke with a wheelchair user in another house block and, while his cell was wheelchair accessible, the showers on that wing were not, and he had been unable to shower since arriving on the wing earlier that week. The prison was aware of this and planned to relocate him. The prison used peer carers to assist those with mobility needs (see paragraph 2.67). There were personal emergency evacuation plans (PEEPs) for prisoners

needing additional support in the event of an evacuation. While the details of these plans were held on the wings, some night staff were not aware of the contents.

- 2.37** Part of house block 6 had been established as an older prisoner unit, with increased availability of a GP and carers allocated following a care needs assessment. Of the 33 prisoners over the age of 65 at the time of the inspection, 27 were located on this wing. There was also a well-attended older persons' forum that met regularly. The prison had conducted a needs analysis of this prisoner group and outlined how their needs would be met. Provision included more time unlocked for retired prisoners, high-backed chairs and access to age-specific physical education.
- 2.38** Young prisoners transferring into the prison from the young people's estate were now better supported. A transition planning meeting took place with the young prisoner, and a care map was devised in preparation of the transfer. Plans were subsequently reviewed to ensure the care map had been effective. However, we saw the transition plan for one young prisoner that stated that full searching should not be carried out at his reception as a matter of course, yet he was still subject to a strip search on arrival. Prison monitoring data on younger prisoners had identified that this group were involved in a greater proportion of violent incidents. It offered the 'Aspire Higher' violence reduction and personal development programme, with data suggesting some impressive improvements in behaviour. The prison was developing a role description for young prisoner peer representatives.
- 2.39** The prison had held a well-attended LGBTQ¹³ forum in 2018 but not in 2019. There was no strategy for supporting this group, and the prison had not developed any links with external support groups and networks.
- 2.40** There were six transgender prisoners at the time of the inspection. Those we spoke with said they were well supported. The prison had identified an appropriately trained senior manager to chair local transgender case boards. The boards were used to agree a care and management plan with the prisoner on issues such as location, dress code, searching and showering.

Faith and religion

- 2.41** Prisoners had good access to religious services, and the chaplaincy was well integrated into prison life. In our survey, 86% of respondents said they could attend religious services if they wanted to. There was a suitable range of services, as well as study classes. The main chapel was well equipped and provided an adequate space for corporate worship and celebrations.
- 2.42** A member of the team saw all new prisoners within 24 hours of their arrival and visited health care and the segregation unit daily, as well as being actively involved in the assessment, care in custody and teamwork (ACCT) reviews of at-risk prisoners. The team provided care for bereaved prisoners and assistance arranging emergency hospital visits. A chaplain met all prisoners due for release to offer advice and contact with faith communities.

¹³ Lesbian, gay, bisexual, transgender, queer or questioning.

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.

- 2.43** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁴ 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

- 2.44** NHS England commissioned a range of providers to deliver health services, including Integrated Care 24 (IC24), which provided primary health services, with GP services from Minster Medical Group and mental health services delivered by Oxleas NHS Foundation Trust. The Forward Trust provided an integrated substance misuse treatment and intervention service. Dental services were provided by Chopra Associates.
- 2.45** Good working relationships between the different providers, the prison and commissioners were evident, and health provision overall was reasonably good. A partnership board for the Sheppey group of prisons was reasonably well attended, and local quality board meetings covered essential areas. A review of the health needs assessment, completed in March 2017, informed the most recent re-tendering process and a new one had been commissioned.
- 2.46** Learning from adverse incidents, complaints and death in custody reports informed service delivery. Lessons learned were shared with staff at meetings and through a newsletter.
- 2.47** Mechanisms for patient consultation included a dedicated patient forum attended by health care representatives from all wings, patient experience surveys and User Voice, an independent advocacy service. Issues were then taken forward to 'barriers to health care' meetings, resulting in changes and service developments, such as improved advertising of sexual health provision and a reduction in missed appointments, although this was work in progress.
- 2.48** Prisoners held very negative views about health care, particularly about access and the medication they were prescribed. The change in classification of the painkillers pregabalin and gabapentin to controlled drugs from April 2019 had led to a reduction in prescribing. This had caused much frustration and an increase in complaints, although appropriate pain relief alternatives and support were being made available.
- 2.49** Staffing in the primary care service had been revised and additional qualified nurses were needed to facilitate supervised medication following the changes in drug classification. Regular agency nurses continued to cover many shifts and some newly recruited permanent staff were awaiting clearance. However, staffing deficits had led to delays in some nurse-led clinics. The mental health and substance use teams were fully staffed.

¹⁴ 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>.

- 2.50** Mandatory health staff training was generally well managed, although not all primary care staff had completed some training, including adult safeguarding. However, this was rectified during the inspection. Professional development opportunities were encouraged.
- 2.51** There was regular clinical and managerial supervision for substance use and mental health staff. Most IC24 staff said they felt supported as managers had an open-door policy, but formal supervision was not regular enough or in line with the policy, which needed to be addressed.
- 2.52** Clinical rooms in the health care department and on the house blocks were clean. There were regular infection prevention and control audits, with prompt action taken to help maintain good standards. Although the waiting room was too small to accommodate all the patients, options to increase the space were being explored.
- 2.53** Health care complaints were submitted through a separate confidential system, collected by IC24 staff and sent to the relevant providers. The responses we sampled were polite, addressed the issues raised and were mostly prompt.
- 2.54** Health care staff responded to medical emergencies throughout the 24-hour period and had access to appropriate emergency equipment. However, the automated external defibrillator (AED) pads and the calibration of the machine on house block 5 were out of date. Once identified, the clinical lead replaced these and modified the checking process.

Promoting health and well-being

- 2.55** Two well-being practitioners worked across the prison cluster and provided an active approach to health promotion. They offered group and individual weight management support, mindfulness and relaxation sessions, and self-help programmes, including behavioural smoking cessation, positive thinking, understanding diabetes and understanding sleep. An action group, attended by five to six peer mentors, chose the topics most relevant to the population to focus on.
- 2.56** A range of relevant health promotion was displayed in line with NHS calendar topics. However, there was limited information in foreign languages, apart from the leaflet given to new arrivals which was available in 10 languages. Telephone interpreting services were available when required for health consultations.
- 2.57** Prisoners had access to community disease prevention and screening programmes, including blood-borne viruses. The service made good use of visiting specialists, including a sexual health consultant and a hepatitis C specialist nurse who provided treatment and liver scans on site. Barrier protection and harm minimisation advice were available from health staff and were well advertised.

Primary care and inpatient services

- 2.58** New arrivals received an initial screening by a registered mental health nurse who identified immediate health and substance use needs, and made appropriate referrals. Comprehensive secondary health screening was completed the following day. All prisoners were also seen on release by the reception nurse and were given seven days' medication and a discharge summary.
- 2.59** The previously high failure-to-attend appointments rate was reducing with the recent allocation of an officer to the outpatients' department who followed up those who did not

attend. However, there remained some problems with the health application system and several prisoners said it was confusing. While they received an appointments slip for some appointments in good time, others were displayed on a list on the house block at too short notice to always allow time to arrange attendance.

- 2.60** GP cover was good with attendance every day. A GP completed daily inpatient and segregation rounds as well as being present for reception screening. The wait for a routine GP appointment was around two weeks, and urgent on-the-day slots were available.
- 2.61** There was an active multidisciplinary approach to the management of pain, which was positive. Provision included a GP who specialised in pain management and an increase in physiotherapy sessions. A senior nurse and a prescribing pharmacist reviewed patients on medication to treat neuropathic pain to actively reduce and support those who no longer needed it clinically, and provided appropriate pain relief and care.
- 2.62** There was a range of primary care services with mostly adequate waiting times, although the wait for nurse triage appointments was too long at three weeks. (See main recommendation S40.)
- 2.63** The use of NHS England's Quality and Outcomes Framework (QOF) supported the identification and monitoring of prisoners with long-term conditions. An advanced nurse practitioner liaised with the GP and external specialists to ensure a coordinated approach. However, some care plans had not been regularly reviewed and updated. Progress notes by some IC24 nurses and health care assistants on SystmOne (the clinical IT system) were not always clear and were of variable standards.
- 2.64** The inpatient unit continued to be a calm, well-run environment with a flexible level of therapeutic support. Admission was based on clinical need and was used for patients with physical, mental health and substance use needs. Effective care plans were in place. Inpatients we spoke to were content with their care. However, the shower and bathroom were not suitable for wheelchair users, and alternative arrangements were sometimes delayed due to lack of custody staff to escort the prisoner to another unit. There were plans to upgrade the bathroom area. The unit had good links with palliative and end-of-life services when needed.
- 2.65** Too many external appointments were rescheduled due to various reasons but mostly prison operational issues, including lack of officer escorts. Patients with the most urgent needs were clinically prioritised, but that meant that some with lower-level needs could have their assessments or treatment delayed by several months owing to multiple cancellations. (See main recommendation S40.)

Social care

- 2.66** Social care was provided by Kent County Council, and the external assessor was responsive when a referral was made. Referrals came from probation, prison and health care staff and prisoner self-referrals. There had been 27 referrals since November 2018, but no current packages in place. The council had subcontracted 80 hours (across all three prisons on Sheppey) to IC24 where personal care was required.
- 2.67** Peer supporters helped with non-intimate care, such as collecting meals. However, there was limited support and supervision of their work, which presented a potential risk. (See paragraph 2.36.)

Mental health care

- 2.68** Both the mental health in-reach team and the Bradley Therapy Service provided good support through a stepped model of care for patients with mild to moderate mental health needs to those with more complex needs. This included delivering self-help guidance through to complex care management.
- 2.69** Bradley offered psychological and counselling-based interventions, including a comprehensive range of short- to medium-term groups and some individual sessions. Psychoeducational workshops covered areas such as coping skills and mood management, and there were more in-depth 16-week modular groups covering trauma, emotional regulation, mindfulness and interpersonal effectiveness for those struggling to manage emotions and using unhelpful coping strategies, such as self-harm.
- 2.70** Mental health services were based on house block 4 with a large open plan office and access to a group room. Patients were also seen on the house blocks. A 'hearing voices' group had just started on house block 6. Both teams comprised skilled and experienced mental health practitioners from nursing, psychology, social work and counselling backgrounds, and regular psychiatrist input.
- 2.71** The team received about 250 referrals a month. Urgent referrals and those that came through reception were seen within 24 hours, and more routine assessments were usually carried out within seven days. The caseload at the time of the inspection was 130, including 17 prisoners experiencing enduring and severe mental health problems managed under the care programme approach.
- 2.72** There was a weekly multidisciplinary team meeting to review cases and fortnightly complex case meeting with the GP, psychiatrist, Forward Trust, IC24 and the prescribing pharmacist.
- 2.73** There were physical health checks, including regular blood tests, for patients on mental health medication.
- 2.74** The gym provided weekly remedial gym sessions for those referred by the mental health team. Team staff regularly attended the segregation unit and were engaged in relevant ACCT case reviews - this was part of a duty worker role each weekday between 8am and 5pm. A member of the team also worked on Saturdays. Following patient feedback there was now a monthly mental health drop-in session on each house block; this was proving positive and had raised the visibility of the team.
- 2.75** The clinical records we sampled were good with thorough risk assessments, comprehensive progress notes and care plans demonstrating patient involvement.
- 2.76** Most custody staff had received mental health awareness training, and the mental health in-reach team had recently run personality disorder awareness training, with further training planned.
- 2.77** There had been 10 transfers to secure mental health units under the Mental Health Act in the six months since November 2018. The 14-day transfer guideline was exceeded in two cases by a few weeks. However, despite active work by the transfer coordinator, one patient had been waiting for a bed for 19 weeks, which was excessive and due to a lack of beds in the area he came from. This case had been escalated to commissioners.

Recommendation

2.78 The transfer of patients to hospital under the Mental Health Act should take place within agreed Department of Health timescales.

Substance use treatment¹⁵

- 2.79** The Forward Trust delivered an integrated clinical and psychosocial support service, and contributed to drug strategy meetings. Services were well managed and appropriately resourced.
- 2.80** Support was readily available and promoted at induction and house block drop-in sessions. New arrivals were seen the following day, and 438 prisoners (40% of the population) currently engaged with the service. Interventions were delivered according to need. They ranged from harm-reduction and vitality workshops to the four-week 'Stepping Stones' and more intensive six-week abstinence-based programmes. Mutual aid groups (such as Alcoholics Anonymous and Narcotics Anonymous) were available to all prisoners but peer support was currently limited. Although most of the 170 spaces on house block 3 were designated as the drug support unit, one-third of prisoners were located there for other reasons, which undermined the ethos of the unit.
- 2.81** Clinical management was good and new arrivals were promptly assessed and treated by substance misuse clinicians. Arrivals experiencing alcohol withdrawal were always admitted to house block 3, which benefited from 24-hour nurse cover for observation and monitoring, or to the inpatient unit. The majority of opiate-dependent new arrivals were also located on the unit, although we found examples of prisoners refusing.
- 2.82** Currently 140 patients were prescribed opiate substitutes, mostly on a maintenance basis. Treatment was flexible, based on individual need and reviewed regularly. The care of patients with mental health and substance use problems was well coordinated.
- 2.83** Controlled drug administration had improved since our last inspection. Methadone and buprenorphine were now administered from a new designated treatment room, which provided more privacy to patients, and consistent officer supervision had improved safety.
- 2.84** Psychoactive substance use remained an issue, with 31 medical call-outs recorded in the previous six months. There was a psychoactive substance management protocol, and the substance misuse team provided appropriate training to staff and support to prisoners, but the team was not always alerted to suspected psychoactive substance use (see paragraph 1.37).
- 2.85** There were good throughcare arrangements and strong links with community service providers to facilitate treatment continuation for prisoners on release. Community in-reach workers attended drug strategy meetings and held pre-release case reviews, and prisoners with complex needs could be met at the gate. Harm reduction advice included the provision of naloxone to treat opiate overdose.

¹⁵ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

Recommendation

- 2.86** The prison should work in partnership with substance misuse service providers and consult with service users to develop a more structured environment on the drug treatment unit that supports an ethos of recovery and well-being.

Medicines optimisation and pharmacy services

- 2.87** Medicines were supplied from HMP Rochester with appropriate patient information. The pharmacy technicians had recently spent considerable time chasing medicines that had not been delivered promptly. Around 60% of patients received in-possession medicines. Supervised medicines were obtained in pre-labelled bags; although the pharmacist said that this had reduced administration errors, the system was cumbersome when medication changes required new prescriptions to be issued. Medicines were stored appropriately, and refrigerator temperatures were well monitored.
- 2.88** Medicines were administered from the wings three times a day and an evening administration was facilitated. Administration records were complete and patients who did not attend for medication were followed up appropriately.
- 2.89** Prisoners could request to see a pharmacist, and this was becoming more frequent. The pharmacist on site was an independent prescriber and had been involved in supporting and managing the challenges brought about by the recent reclassification of pregabalin and gabapentin. Since the re-classification, 49 patients on pregabalin and 67 on gabapentin had been reviewed and an alternative had been sought.
- 2.90** The pharmacist from Rochester visited and undertook monthly medicines management audit and some medicine reviews. Prisoners could receive over-the-counter remedies, and appropriate records were made. Patients could reorder their medicines; this was overseen by nursing staff who could also reorder medicines to ensure patients did not run out.
- 2.91** A computerised methadone dispensing machine was used on house block 3, and this was cleaned and calibrated regularly. The administration of methadone to 26 patients on house block 6 was cumbersome as staff had to measure methadone by hand. Staff referred to prescriptions and recorded supplies in the controlled drug register, but records on SystmOne were made at the end of the day. Although the queues for collection of medicines on house block 6 were supervised, the proximity of prisoners in the queues compromised confidentiality and privacy. There was good rapport between staff and patients. Staff asked prisoners for their ID cards when they presented for their medicines.
- 2.92** In-possession risk assessments were made on the risk of the patient and the medicine, and these were reviewed annually or when there was a change of circumstance. Prescribing of medicines liable to abuse, such as Zopiclone and co-codamol, was relatively high. The prison undertook some random cell checks for prohibited items, including non-prescribed medicines, but these were mainly intelligence-led.
- 2.93** Medicines could be dispensed out of hours, and there was also an emergency stock cupboard in the main dispensary. There were adequate medication reconciliation procedures.
- 2.94** A well-attended drugs and therapeutics committee met regularly.

Recommendation

- 2.95** Prison officers should consistently monitor and manage medication administration queues to reduce the opportunities for bullying and diversion, and to maintain patient confidentiality at the hatch.

Dental services and oral health

- 2.96** A local dentist offered a full range of standard NHS treatments, usually one day a week. However, we met prisoners who were waiting up to 12 weeks for a routine appointment, which was too long. (See main recommendation S40.). Due to the lengthy waits and excessive list, the prison had arranged additional sessions on a Sunday to help reduce the waiting time.
- 2.97** The dentist had introduced an oral surgeon to support his clinic where necessary. The dental suite was spacious and clean, and subject to regular audit. Dental equipment was maintained appropriately, and there were adequate arrangements to dispose of waste materials.

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 Time out of cell for most prisoners was worse than at the previous inspection. In 2015, we found 20% of prisoners locked in their cells during our roll checks; this had risen to 27% at this inspection. Full-time off-wing workers could still expect between seven and eight hours out of their cells, but most of this time was spent at work and they had little time to carry out domestic duties. Time out of cell for prisoners who were part time or unemployed could be as little as four hours a day. The regime for prisoners on the basic level of the privilege scheme who did not work was limited to less than two hours, and that was unpredictable. These prisoners were unsure when they would be unlocked for a shower or a telephone call because it was left to staff to decide. More positively, prisoners of retirement age or who were disabled and not required to work were no longer locked up during the core day.
- 3.2 In our survey, 11% of prisoners said they received association at least five days a week, which was significantly below the comparator of 43%. Only one weekly evening association session was scheduled on each house block, which was poor. The session only allowed prisoners to remain unlocked until 6.15pm, and this was often curtailed or cancelled. Prison plans to re-profile the core day would still only provide evening association once a week, although it would be extended to 7.15pm.
- 3.3 Weekend hours out of cell on house blocks 5 and 6 were adequate with most prisoners unlocked for at least six hours, but it was too limited on the other house blocks where prisoners received association in only the morning or the afternoon.
- 3.4 Exercise was provided first thing in the morning and only for 30 minutes on a weekday. The early morning slot did not encourage prisoners to spend time in the open air, and those on morning medications had to choose between medication or exercise.
- 3.5 Kent County Council ran the library and over 60% of prisoners were registered as users. While the prison collected some data on library use, it did not identify those not using the facility, which made it difficult to target and encourage use amongst prisoners who did not attend. The library had a good range of stock, including audio books, Braille, large print and easy read books. The librarian was supported by six prisoner mentors, one of who met all new arrivals during their induction. Prisoners were encouraged them to join the library, with the incentive of a welcome pack containing a free book and stationery for those who signed up. Peer mentors also provided a trolley service for those not able to visit the library, such as inpatients, those with mobility issues and prisoners in the segregation unit. The library supported literacy initiatives such as Reading Ahead, and peer mentors supported the Shannon Trust reading plan. Unlike similar prisons, the library did not provide access to the 'virtual campus' to give prisoners internet access to community education, training and employment opportunities.

- 3.6** The physical education facilities were good, with a full complement of instructors. The timetable offered prisoners on each house block the opportunity to use the gym at least twice a week. Separate sessions were also available for suitable prisoners in the segregation unit, as well as older prisoners. The prison's most recent assessment in December 2018 showed that only 30% of the population used the facilities, which was very low. The prison had not analysed attendance data to understand which prisoners did not attend. This left it poorly equipped to target services and encourage attendance.
- 3.7** The PE department offered several training programmes providing employment-related qualifications, such as the YMCA level 2 certificate in fitness instructing. It had also recently introduced the level 2 Sports Leader Award aimed particularly at young prisoners, with 11 successfully completing this programme in March 2019 (see also paragraph S38).

Recommendations

- 3.8 All prisoners should have the frequent access to association and exercise in the open air.**
- 3.9 All prisoners should have access to regular physical education sessions.**

Education, skills and work activities (Ofsted)¹⁶

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 education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁷

- 3.10** *Ofsted made the following assessments about the education, skills and work provision:*

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

¹⁶ 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.

¹⁷ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

Management of education, skills and work

- 3.11** The overall effectiveness of education, skills and work required improvement, as did leadership and management. Managers had fully achieved five of the 10 previous recommendations. Prison managers had worked productively with the new education provider. They had established clear management structures and responsibilities, and these provided increased stability. During the inspection, it was clear to inspectors and the provider's managers that the quality of teaching and learning required improvement. The provider's managers had recently implemented a clear structure for managing staff performance but it was too early to measure improvements in teaching and learning.
- 3.12** Collaborative working between prison senior managers and employers was good and, as a result, additional construction courses had been introduced – a few prisoners had started on the dry lining course. However, it was too soon to measure the effectiveness of the training through outcomes for prisoners.
- 3.13** The education curriculum broadly met the needs of most prisoners, including vulnerable prisoners. There were only a few formal classrooms for the main prisoner population, but there were now extra rooms for vulnerable prisoners on their residential unit. College staff provided good individual and group support for over 60 prisoners in work areas and on the residential units, and these prisoners were improving their English and mathematics skills.
- 3.14** Foreign national prisoners whose first language was not English benefited from individual and group teaching. The education provider's staff offered courses in English for speakers of other languages (ESOL) at levels 1 and 2 but there were very few opportunities for prisoners to progress to higher levels. Tutors supported about 15 prisoners following Open University and distance learning courses.
- 3.15** There were enough full- and part-time activity places for the whole population, although during the inspection only around three-quarters of prisoners attended an activity, which was slightly lower than at the previous inspection. Too many prisoners were unemployed and there were too many wing cleaners, most of who were not fully employed or adequately supervised (see also paragraph 2.2). Prisoner attendance at activities had improved recently but remained too low, particularly in a few education sessions.
- 3.16** There was a narrow range of vocational training. Vulnerable prisoners received an inadequate work and vocational training regime, consisting mainly of teabag and letter packing and work in the laundry. In our survey, only 12% of vulnerable prisoners, compared with 20% of other prisoners, said that it was easy to get into vocational or skills training. Vocational training and personal development courses had stopped recently because of funding issues, and prisoners no longer had access to activities such as art, music, forklift truck operations and street utilities training. The provision was due to be reinstated after the inspection. There were plans to provide additional accredited construction, catering and barista training and to extend the range of vocational training for vulnerable prisoners. (See main recommendation S41.)
- 3.17** The self-evaluation and quality improvement planning arrangements were generally effective in highlighting what was working well and what needed to improve further. However, despite clear targets for improvement in prisoners' attendance, these had not been reached.
- 3.18** All prisoners received a well-planned induction into the prison and education. Peer mentors supported staff effectively. Prisoners received an initial assessment of their English and mathematics skills where this was needed. Staff used the outcomes of assessments to inform the allocation to activity process. Allocations were based on security risk assessments and sentence needs, and most prisoners were allocated quickly. Prisoner pay rates did not

disadvantage attendance at education sessions. There was some confusion about whether prisoners with illnesses were able to work; the prison said they could if they were able but several prisoners told us they were not allowed to work.

- 3.19** Staff from the prison, college and community rehabilitation company (CRC, see paragraph 4.26) provided informal careers advice and guidance. Prisoners had access to the virtual campus in classrooms and were able to research current jobs in the wider community.

Quality of provision

- 3.20** The quality of teaching, learning and assessment required improvement. In education sessions, teaching and learning were not consistently good across all subjects and levels. In a minority of learning sessions, especially in mathematics, it was less effective. Tutors did not plan learning well enough and paid insufficient attention to prisoners' individual learning needs, resulting in low achievements. Managers had taken action to improve the quality of teaching in mathematics, but this had not yet had an impact. Tutors had improved their practice in setting prisoners' individual targets. They used individual learning plans well to identify prisoners' short- and long-term aims and to track their progress towards their qualifications.
- 3.21** Prison managers made extensive and effective use of prisoners as peer mentors to help other prisoners across the prison and in education and training sessions. However, few peer mentors had received any structured training to support their role. Tutors and trainers did not always involve peer mentors in the planning of learning sessions or clearly explain what they expected of them. As a result, the quality of their work required improvement.
- 3.22** Trainers in most vocational training areas provided good teaching and assessment. This inspired and challenged prisoners and met their different needs. Trainers supported prisoners well to develop their mathematics skills, reinforcing topics through practical tasks, such as measuring walls for plasterboard dry lining. However, industrial cleaning trainers missed opportunities to use the prison environment to extend prisoners' training. The personal and practical skills developed by prisoners in work across the prison, such as wing painting and shower refurbishment, were not recognised, recorded and accredited.
- 3.23** Prisoners working in industrial cleaning, laundry, recycling and the gym benefited from high-quality weekly learning sessions in English and mathematics. Tutors effectively contextualised the learning with the prisoners' job role. For example, prisoners working in industrial cleaning collected data on the number of recycling bags used to collect litter and analysed this to predict future bag use.
- 3.24** The majority of prisoners in education and vocational training benefited from frequent and helpful feedback on their work. This enabled them to make improvements and deepen their understanding of topics. But, in a few cases, tutors' feedback on prisoners' work consisted of praise, with a few generic comments identifying key strengths. These tutors provided little guidance to help prisoners improve the quality of their work or achieve higher marks. Staff did not always correct spelling, punctuation and grammatical errors in written work, and a few prisoners continued to make simple errors, particularly in spelling.
- 3.25** Tutors used the available information on prisoners' previous experience and skills to plan learning. However, the college did not have enough specialist staff to support prisoners with special educational needs, and so these prisoners did not always make enough progress during learning sessions.

- 3.26** Tutors promoted and celebrated democratic values and equality and diversity well in education, including through displays and artwork across the prison, and confidently challenged stereotypical attitudes and explored their impact on society.

Recommendation

- 3.27** **Managers should eliminate the weaker practice in teaching and learning and improve the quality so that it is at least good.**

Personal development and behaviour

- 3.28** Prisoners' personal development and behaviour required improvement. They did not always attend their allocated activity and staff were often unaware of the reasons for prisoners' absences. Prisoners' movements to activities were not prompt and punctuality was poor, although sessions generally finished on time. In several classes in education, and particularly in mathematics, prisoner attendance was low.
- 3.29** Most prisoners made reasonable progress in developing their skills and achieving their qualifications. However non-accredited learning was not recognised or recorded.
- 3.30** In many education sessions, the majority of prisoners were well-motivated and took pride in their work. Prisoners produced expected standards of practical and written work. Many examples of artwork were of a high standard and displayed around the prison. Prisoners on Open University and distance learning courses produced good written work in their assignments.
- 3.31** Most prisoners behaved well and showed a positive attitude to keeping safe. Staff often challenged inappropriate language and comments openly and successfully. Prisoners were respectful to each other and to prison and other staff.

Recommendation

- 3.32** **Staff should ensure that all prisoners attend their allocated activity and arrive on time. Staff should be made aware promptly of the reasons for prisoner absences, and take action to record these accurately and deal with unauthorised absences.**

Outcomes and achievements

- 3.33** Prisoners' outcomes and achievements required improvement. Most prisoners remained on their programmes and completed their courses. There were high achievements for the majority of education qualifications, including information and communications technology, ESOL and English at entry level and level 1.
- 3.34** There were no discernible variations in achievements for different groups of prisoners. Prisoners' achievements in English and mathematics at level 2 continued to be too low. However, prisoners who received English and mathematics skills support away from formal education courses achieved well, and better than those attending formal learning sessions. In the past year, almost half of the 140 prisoners following the Shannon Trust Turning Pages reading programme progressed and achieved higher level English qualifications.

3.35 CRC data showed that in the previous six months, approximately 150 (around one fifth) of prisoners released into the community entered education, training or employment.

Recommendation

3.36 More prisoners should gain achievements in English and mathematics qualifications.

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 In our survey, only 21% of prisoners said staff had encouraged them to keep in touch with family or friends. The prison, together with Spurgeons (a children's charity), had developed a family and significant other strategy with the head of reducing reoffending as the senior management lead. The prison did not offer parenting courses, although it did support initiatives that encouraged family contact, such as Storybook Dads (enabling prisoners to record a story for their children) and Inside Stories,¹⁸ which was no longer limited to younger prisoners.
- 4.2 The prison had refurbished the visitors' centre, which now included an outside children's play area. Spurgeons staffed this centre and provided a meet-and-greet facility for visitors. In our survey, 83% of prisoners said their visitors were treated respectfully by staff, which was higher than at similar prisons.
- 4.3 The prison had also refurbished the visits hall, and while the room had been reduced in size to accommodate the new court videolink facility (see paragraph 2.23), additional weekend visiting sessions due to start would offset this. Visiting sessions were short at an hour and a half, and many visitors told us they often started late. We observed prisoners arriving up to 25 minutes late for visits on two days.
- 4.4 Public transport links to the prison were limited, and the prison did not hold data on how far prisoners' homes were from the establishment. In our survey, only 29% of respondents said that it was easy for family and friends to get to the prison, and only 12% said they had visits once a week or more, both of which were lower than similar prisons. The prison arranged six family days a year, as well as four sessions for prisoners without children. The prison did not analyse data to identify whether visiting arrangements were sufficient, or whether there were prisoners who did not receive visits who might require additional support.
- 4.5 In our survey, 88% of prisoners said they could use the telephone every day. The prison had started to install in-cell telephones. These were provided on three of the house blocks, with

¹⁸ Delivered by the charity Create, the three-week programme encourages prisoners with children or younger siblings to work collaboratively to write a story, record it on a CD, illustrate it and present it in a published book to their families on a family visit.

installation in the remaining three scheduled to be completed by summer 2019. Prisoners and staff were positive about their introduction.

- 4.6** Prisoners still had problems receiving their mail, which they said was often only delivered once or twice a week. On visiting the post room, we found that mail had not been delivered for four days; staff there told us they were often cross-deployed to other duties.

Recommendation

- 4.7** **The prison should ensure that visiting arrangements maximise the opportunity for all prisoners to maintain family ties, including visits starting on time.**

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.

- 4.8** Elmley had a complex population; 40% of the sentenced population were high risk and around 200 prisoners were convicted of sex offences. There was a high turnover of prisoners – 40% stayed for three months or less – but one in five prisoners stayed at Elmley for a year or more.
- 4.9** Strategic management of rehabilitation and release planning was weak. The prison had a reducing reoffending strategy that covered all the resettlement pathways, but it was not based on a needs analysis and was not therefore specific to the population of Elmley. There was no action plan to drive progress, and the reducing reoffending meetings often lacked focus on important strategic issues affecting rehabilitation. (See main recommendation S42.) Attendance at monthly reducing reoffending meetings from agencies across the resettlement pathways was inconsistent, which limited its effectiveness.
- 4.10** In our survey, only 35% of prisoners said they had a custody plan. Too many eligible prisoners did not have an up-to-date OASys (offender assessment system) assessment of their risk and needs. The OASys backlog had increased since our previous inspection; 40% of eligible prisoners did not have an up-to-date assessment - 170 prisoners did not have an initial assessment, and a further 144 had an out-of-date assessment. Even though the prison was fully staffed, operational prison offender managers (POMs) were regularly cross-deployed, which had a significant impact on the OASys backlog. Despite the offender management unit (OMU) manager's efforts to address this, POMs had been redeployed away from the OMU for 50% of their allocated hours in the previous six months – and this figure was likely to be higher because of underreporting. (See main recommendation S43.)
- 4.11** For prisoners who had an OASys assessment and sentence plan their quality was inconsistent. They were too descriptive with little analysis of risk, and too often prisoners were not involved.
- 4.12** Staffing shortfalls continued to affect the delivery of work in the OMU. An area-wide shortage of probation officers had left the unit with 3.2 (full-time equivalent) vacancies, a figure which would increase by two when phase two of the Offender Manager in Custody

(OMiC)¹⁹ model was implemented in September 2019. The prison said it was unlikely it would be able to fill the vacancies.

- 4.13** The shortage of probation officers meant that POM caseloads were too high and they had to manage high-risk cases, despite not having the necessary training or supervision. This affected POMs' contacts with prisoners because they could see only high-risk cases regularly. When they did have contact with prisoners it was often reactive, with little in-depth work completed. Poor levels of contact contributed to negative views among the prisoner population who felt that the OMU was not supporting them.
- 4.14** Nearly 10% of the sentenced population were serving indeterminate sentences and the majority were supervised by probation officers. However, the prison had made little progress to address their specific needs since our previous inspection. There were lifer representatives on every wing but their role was unclear and only two, poorly attended, lifer meetings had taken place.
- 4.15** The prison had made improvements to the home detention curfew (HDC) process but too many prisoners were still released after their eligibility date. In the previous six months, 135 of the 195 prisoners considered for HDC had their applications approved. However, 30 of these prisoners were released after their eligibility date by an average of 19 days, and 20% of prisoners did not receive a decision because time ran out. Barriers to timely release included inadequate responses from community offender managers about the suitability of accommodation, prisoners arriving at Elmley within their HDC window, and lack of available bail accommodation and support services (BASS) beds. Managers had recently recognised the deficiencies in the process and were taking steps to address them.

Public protection

- 4.16** Public protection arrangements were inadequate. At the time of the inspection, 128 prisoners were on monitoring and 163 were on child contact restrictions. The public protection team in the OMU had a good system to identify prisoners who needed monitoring and child contact restrictions, but the actual monitoring process was poor and potentially placed the public at risk.
- 4.17** There was a four-week delay in monitoring telephone calls. This meant that risks to the public were not promptly identified, and the monthly review to decide whether to remove a prisoner from monitoring was not based on up-to-date and informed information. Mail monitoring was up to date but staff were not identifying risk and taking action as needed. We saw an example of a high-risk offender who had been allowed contact with his victim – a child – on four occasions, even though it was clear on the public protection monitoring sheet that he was not allowed to write to, or receive post from, the address in question. Managers had raised concerns about the monitoring arrangements and delivered training to staff but the highlighted problems persisted. (See main recommendation S44.)
- 4.18** The interdepartmental risk management meeting (IRMM) took place every month but attendance across departments was inconsistent, which was a barrier to information sharing. The prison released about 120 prisoners a month, and around a third of those due for release in the next three months were assessed as high risk. The IRMM had some excellent discussions around multi-agency public protection arrangements (MAPPA) cases, but it did not systematically consider high-risk prisoners to provide assurance that their risks would be

¹⁹ The OMiC model was introduced in 2017. In the first stage, prison officer keyworkers were introduced with the aim of having regular contact with individual prisoners. The second phase sees the introduction of core offender management and prison offender managers (POMs).

properly managed, nor were they routinely discussed during supervision. This was a major gap, but we saw evidence of good communication between the prison and community offender managers to manage some of these risks.

- 4.19** The prison had made good progress to ensure prisoners' MAPPA levels were confirmed before release. We found no cases coming up for release without a confirmed MAPPA level, and written contributions by the prison to MAPPA meetings were generally of good quality.

Recommendations

- 4.20** **Offender supervisors who manage high-risk and sex offence prisoners should receive sufficient training and professional supervision.**

- 4.21** **Prisoners should have an up-to-date OASys assessment.**

Categorisation and transfers

- 4.22** Recategorisation reviews were completed on time and there were no outstanding reviews at the time of our inspection. However, the reviews were delegated to administrative staff, which was inappropriate. Administrative staff not only completed review templates with basic information, they made judgements that required professional assessment which they were not trained to do. Decisions were signed off by a suitably trained manager, but this was a 'tick-box' exercise and there was no evidence that a full assessment of the case had taken place. Although we found no evidence of any concerning decisions in the small sample of cases we reviewed, the delegation of recommendations to untrained staff increased the risk of the wrong decision being made. Offender supervisors and wing staff were invited to comment on every recategorisation review, but none of the cases we looked at had a response. This contributed to the lack of detail and analysis in recategorisation reviews.
- 4.23** At the time of the inspection Elmley held over 600 category C prisoners and 40 category D prisoners. Over half of the category D prisoners had recently been returned from open conditions but others were still waiting too long to move because of a lack of open prison spaces. The prison also experienced difficulties in making progressive transfers to training prisons, especially for sex offenders, because of a lack of spaces nationally. The prison said that it struggled to transfer prisoners generally as HMPPS would not allocate spaces elsewhere because Elmley was not full.

Interventions

Expected outcomes:

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

- 4.24** Elmley had recently established a programmes team and had started to deliver one accredited intervention, the Thinking Skills Programme (TSP), in April 2019. However, there were only 40 TSP places a year and over 100 prisoners on the waiting list. The prison had also identified the need for other accredited programmes but they were not available at the time of the inspection. There were not enough accredited programme spaces to meet the needs of the population, given how static a large proportion of the population were.
- 4.25** Although there were nearly 200 prisoners convicted of sex offences, HMPPS had not commissioned Elmley to deliver accredited programmes specifically for them. Combined with the difficulty of transferring prisoners to other establishments (see paragraph 4.23), we

were concerned about the number of prisoners released without completing any offence-focused work. Managers were aware of the inadequate range and number of programme spaces, and there were plans to increase staffing and the number of programmes offered. However, there were no plans to start delivering any accredited sex offending programmes.

- 4.26** The community rehabilitation company (CRC, see footnote 8) team offered good one-to-one support for prisoners within 12 weeks of their release. It had developed a useful toolkit for resettlement workers to complete sessions on a range of topics, including finances, motivational work and victim awareness; this was better than we usually see. Prisoners could also receive benefit support from in-house Jobcentre Plus workers.
- 4.27** Accommodation support was provided by Nacro. There was only one Nacro worker when there should have been two and he had a caseload of 164 prisoners, which was unmanageable. Despite his best efforts, and some examples of good practice, 40 prisoners a month were released homeless. Barriers to obtaining accommodation included lack of supported accommodation spaces and a lack of private landlords willing to accept tenants on housing benefit. The CRC also experienced difficulties securing accommodation from local authorities. The Nacro worker could start the assessment process while prisoners were in custody but local authorities would not make a decision about offering temporary accommodation until they completed a homelessness assessment. This meant that the Nacro worker could only arrange a homelessness appointment on the day of release with no guarantee of housing. There was a lack of data on the number of prisoners released into sustainable accommodation. (See main recommendation S45.)
- 4.28** The prison was aware of the large category C population and had established a category C resettlement wing. However, this wing had much the same regime as the rest of the prison with no additional benefits, which understandably frustrated prisoners. The prison had also failed to explore the use of release on temporary licence (ROTL) for category C and D prisoners, which was a missed opportunity to aid their progress and resettlement.

Recommendation

- 4.29 Release on temporary licence (ROTL) should be used to support resettlement with appropriate prisoners, subject to risk assessment.** (Repeated recommendation 4.5)

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.

- 4.30** The demand for resettlement support was high with about 120 releases a month. Seetec (formerly Working Links) directly ran the Kent, Surrey and Sussex CRC services, which were well integrated into the work of the prison. Despite some historic staffing issues, the CRC provided good resettlement support to all prisoners and there were no contractual limitations. Resettlement workers were suitably trained and worked towards a vocational qualification.
- 4.31** The CRC screened new arrivals, created a resettlement plan and referred them to other agencies, such as mental health and substance misuse teams. Resettlement plans were then

reviewed 12 weeks before release. Resettlement plans were completed on OASys and were of good quality, but the timeliness was affected by the lack of suitable rooms on house blocks to complete confidential interviews.

- 4.32** Practical release arrangements were reasonably good. The CRC provided useful information, such as travel directions and details of first appointments. A through-the-gate mentor was available for the most vulnerable and complex prisoners. Prisoners were released on time but had access to only a limited selection of clothes in reception. There were no bags or coats available, which showed a lack of consideration for those leaving the prison with a clear property bag on a cold day.
- 4.33** The CRC was due to start a group programme to prepare prisoners for release, which was positive.

Good practice

- 4.34** *Resettlement workers were suitably trained and worked towards a vocational qualification.*

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 recommendation

To HMPPS

- 5.1** There should be an urgent and coordinated review of accommodation available for prisoners released from Elmley, and relevant action taken to provide suitable sustainable accommodation on release. (S45)

Main recommendations

To the governor

- 5.2** The prison's investigations into incidents of violence should be comprehensive and thorough to ensure that the perpetrators and victims of violence are managed and supported, and to understand the causes of violence. (S35)
- 5.3** Managers should develop and monitor an effective drug supply reduction strategy. (S36)
- 5.4** Managers and staff should be visible and actively engage with prisoners during periods of unlock to enforce rules and promote safety. (S37)
- 5.5** High standards of cleanliness should be set and maintained across the prison. (S38)
- 5.6** The prison should have a clear strategy to identify and meet the needs of prisoners from all protected characteristic groups, ensuring there is no disproportionate treatment. (S39)
- 5.7** Prisoners should be able to access internal and external health appointments promptly and within community-equivalent waiting times. (S40)
- 5.8** Prisoners should be enabled to participate in a range of vocational training and meaningful purposeful work to equip them with the skills they need to move into further education, training and/or employment on release. (S41)
- 5.9** The reducing reoffending strategy should meet the needs of the specific population at Elmley to ensure that interventions are appropriate. (S42)
- 5.10** Offender supervisors and keyworkers should have regular good quality contact with prisoners to help drive sentence progression. (S43)
- 5.11** Public protection procedures should be given urgent and sustained attention to ensure that prisoners' risks are managed effectively. (S44)

Recommendations

Early days in custody

- 5.12** Decisions to strip search prisoners should be supported by an individualised risk assessment. (1.6)
- 5.13** Prisoners who do not speak English should have access to induction information in a language they understand. (1.7)

Managing behaviour

- 5.14** Staff should use the incentives and earned privileges (IEP) scheme systematically and fairly to encourage positive behaviour. (1.17)
- 5.15** Quality assurance of adjudications should provide regular feedback for adjudicators and segregation unit staff to encourage continuous improvement. (1.21)
- 5.16** There should be effective quality assurance processes to ensure that the use of force has been legitimate, necessary and proportionate. (1.27)

Daily life

- 5.17** The prison should ensure that prisoners have a sufficient range and quantity of food that meets all appropriate food safety standards. (2.18)
- 5.18** All prisoners should be aware of opportunities to engage in consultation, and the outcomes from consultation should be communicated effectively. (2.24)
- 5.19** The prison should ensure that prisoners do not have to make repeated applications for services. (2.25)

Health, well-being and social care

- 5.20** The transfer of patients to hospital under the Mental Health Act should take place within agreed Department of Health timescales. (2.78)
- 5.21** The prison should work in partnership with substance misuse service providers and consult with service users to develop a more structured environment on the drug treatment unit that supports an ethos of recovery and well-being. (2.86)
- 5.22** Prison officers should consistently monitor and manage medication administration queues to reduce the opportunities for bullying and diversion, and to maintain patient confidentiality at the hatch. (2.95)

Time out of cell

- 5.23** All prisoners should have the frequent access to association and exercise in the open air. (3.8)
- 5.24** All prisoners should have access to regular physical education sessions. (3.9)

Education, skills and work activities

- 5.25** Managers should eliminate the weaker practice in teaching and learning and improve the quality so that it is at least good. (3.27)
- 5.26** Staff should ensure that all prisoners attend their allocated activity and arrive on time. Staff should be made aware promptly of the reasons for prisoner absences, and take action to record these accurately and deal with unauthorised absences. (3.32)
- 5.27** More prisoners should gain achievements in English and mathematics qualifications. (3.36)

Children and families and contact with the outside world

- 5.28** The prison should ensure that visiting arrangements maximise the opportunity for all prisoners to maintain family ties, including visits starting on time. (4.7)

Reducing risk, rehabilitation and progression

- 5.29** Offender supervisors who manage high-risk and sex offence prisoners should receive sufficient training and professional supervision. (4.20)
- 5.30** Prisoners should have an up-to-date OASys assessment. (4.21)

Interventions

- 5.31** Release on temporary licence (ROTL) should be used to support resettlement with appropriate prisoners, subject to risk assessment. (4.29, repeated recommendation 4.5)

Example of good practice

- 5.32** Resettlement workers were suitably trained and worked towards a vocational qualification. (4.34)

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Deborah Butler	Team leader
Ian Dickens	Inspector
Jeanette Hall	Inspector
Alice Oddy	Inspector
David Owens	Inspector
Emma Sunley	Inspector
Nadia Syed	Inspector
Charli Bradley	Researcher
Rachel Duncan	Researcher
Joe Simmonds	Researcher
Holly Tuson	Researcher
Maureen Jamieson	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Noor Mohamed	Pharmacist
Andrea Crosby-Josephs	Care Quality Commission inspector
Bob Cowdrey	Ofsted inspector
Daniel Grant	Ofsted inspector
Jai Sharda	Ofsted inspector
Wendy Martin	HMI Probation inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, risk assessment processes on arrival were sound. The first night unit was a reasonably calm environment but first night cells were not prepared adequately. Violent incidents had significantly reduced and were now less prevalent than at similar prisons. Self-harm had reduced and Prisons and Probation Ombudsman recommendations were being addressed. Security was effective and good work had been done to tackle the use of new psychoactive substances. Segregated prisoners had a reasonable regime and reintegration planning was good, but too many were held awaiting adjudication. There was poor governance of use of force and the special cell, and paperwork gave little assurance of proportionality. Substance misuse services were generally good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

All use of force, including special accommodation, should be fully recorded. Managerial oversight should ensure that force is analysed, patterns and trends are identified and acted on, and that force is justified and proportionate. (S44)

Partially achieved

Recommendations

Prisoners should not wait for long periods in escort vehicles outside reception. (I.4)

Achieved

Property should accompany prisoners to court and during transfer, and should be systematically traced if it does not. (I.5)

Achieved

Managers should improve the experience of newly arrived prisoners by ensuring routine provision of telephone calls, adequately prepared first night cells and a more accessible and engaging induction presentation. (I.12)

Achieved

The approach to behaviour management should incorporate positive affirmation and recognition of good behaviour, as well as sanctions against non-compliance. (I.20)

Not achieved

There should be a multidisciplinary care plan for every young person transferred from the young people's estate. (I.33)

Achieved

Prisoners should only be strip-searched following a risk assessment. (I.43)

Not achieved

The MDT programme should be sufficiently resourced to undertake suspicion testing, and the MDT suite should provide a respectful environment and sufficient privacy for prisoners. (I.44)

Not achieved

The IEP scheme should be an effective means of encouraging prisoners to improve their behaviour. It should be properly managed and consistently implemented. (I.49, repeated recommendation I.60)

Not achieved

Managers should investigate and take remedial action in relation to the high use of segregation for prisoners awaiting adjudication and the poor perceptions of treatment by segregation unit staff reported in our survey. (I.59)

Achieved

The drug support unit should have sufficient discipline staff to allow prisoners consistent access to drug and alcohol programmes and support groups. (I.66)

Achieved

The prison should ensure that the environment for controlled drug administration is safe and suitable. (I.67)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, despite some improvements, too many cells were in poor condition and cleanliness was poor in many areas. Access to basic facilities had improved. Staff-prisoner relationships were generally good. Prisoners with protected characteristics reported mixed outcomes, diversity work was underdeveloped and some significant needs remained unmet. Faith provision was good. The food was adequate and the shop provided a reasonable service. The quality and timeliness of responses to complaints were improving. Health services were reasonably good, but there were some problems of access. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

Prisoners should be held in clean, well maintained and uncrowded conditions. Cells should be free of infestations, graffiti and offensive materials, and toilets should have seats and covers. (S45)

Partially achieved

Recommendations

Residential managers should ensure that persistent problems such as late delivery of prisoners' mail, inconsistent management of applications and poor access to stored property are resolved. (2.8)

Not achieved

All staff should be aware of fire safety procedures and answer all emergency cell bells promptly. (2.9)

Not achieved

Prisoners should have a nominated individual officer they can turn to for support and staff around the prison should help them achieve objectives for resettlement and reducing reoffending. (2.15)

Not achieved

There should be robust management and promotion of equality and diversity, and provision targeted to the specific needs of those with protected characteristics. This should be underpinned by efficient identification, systematic consultation and equality monitoring, and rigorous action in response to reported discrimination incidents. (2.21)

Not achieved

Immigration detainees should not be held in prison solely under immigration powers other than in very exceptional circumstances following risk assessment. Detainees should be given written reasons for detention in a prison instead of an immigration removal centre. (2.31)

Not achieved

Prison and health care staff should review the population to identify any prisoners in need of an assessment of their social care needs. (2.32)

Achieved

Responses to prisoners' complaints should be clear and helpful and deal with the issue raised, and they should be subject to effective quality assurance. (2.39)

Achieved

Prisoners should have ready access to legal advice, both written and in person. (2.43, repeated recommendation 2.58)

Achieved

There should be sufficient prison staff on duty who are first aid trained, can access AEDs and know how to use them. (2.55)

Achieved

The applications system should ensure that prisoners have timely access to health services and failure to attend rates for all clinics should be investigated and reduced. (2.64)

Not achieved

Waiting times for the podiatrist should be equivalent to those in the community. (2.65)

Achieved

External appointments should take place within clinically appropriate time frames. (2.66)

Not achieved

Prisoners should be able to personalise individual rooms in the recovery unit subject to risk assessment. Stimulation such as reading materials should be provided. (2.67)

Achieved

Robust audit trails should be put in place to account for the location and movement of medicines. (2.75)

Achieved

Patient group directions should be developed to enable nurses to give a wider range of medicines and support effective prioritisation of GP time. (2.76, repeated recommendation 2.92)

Achieved

The criteria for in-possession medicines should ensure both the type and quantity of medicine are suitable for a secure environment. (2.77, repeated recommendation 2.91)

Achieved

Risk assessments of in-possession medication should be contemporary and records should be routinely audited to monitor compliance. (2.78)

Achieved

Prisoners should be able to access a full canteen order within 72 hours of arrival. (2.95, repeated recommendation 2.116)

Achieved

Purposeful activity

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

At the last inspection, in 2015, time out of cell was more predictable but still inadequate. Management of learning and skills was reasonable and had led to some positive changes. Too many activities were cancelled and attendance was low. The standard of teaching and assessment was reasonably good. There was little vocational training and achievement of basic English qualifications remained low. Access to the library had improved but was still inadequate, and participation in PE was still low. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

All prisoners should be purposefully occupied in work or education during the working day, and should also attend the gym and library regularly. Officers should actively encourage prisoners to attend and challenge those who refuse. (S46)

Not achieved

Recommendations

All prisoners should have the opportunity to have frequent association and exercise. (3.4)

Not achieved

Novus should continue to monitor the quality of teaching and provide support to ensure that all teaching is good. Feedback from prisoners should be used to evaluate provision and plan improvements. (3.12)

No longer relevant

The range of accredited vocational training provision should be substantially increased, including more courses delivered at level 2. (3.20)

Not achieved

There should be sufficient English and mathematics provision for all prisoners who have functional skills needs. (3.21)

Achieved

Learning and skills managers should work with the offender management unit to enable key learning targets to be included in prisoners' sentence plans. (3.22)

Not achieved

Teaching and learning should result in prisoners making good progress at a pace that reflects their abilities and aspirations. Tutors should be appropriately qualified to teach in specialist areas. (3.27)

Achieved

There should be more joint working between teachers and workplace supervisors and prisoners should have their work skills recorded and recognised. (3.28)

Not achieved

Prisoners should be able to undertake more challenging work in prison workshops, and employability skills should be recognised and recorded. (3.32)

Not achieved

Completion and success rates should be increased significantly, particularly in functional skills in English and ESOL. (3.36)

Not achieved

Prisoners who work should be able to access the library and prisoners in all house blocks should be able to attend their allotted sessions. (3.39)

Achieved

Appropriate accredited courses should be re-introduced to the gym for prisoners seeking employment in the fitness industry. (3.46)

Achieved

Resettlement

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

At the last inspection, in 2015, strategic management of resettlement had improved but some weaknesses remained. Too few prisoners were undertaking appropriate offending behaviour work. The offender management unit was more effective but there were still many vacancies and contact with prisoners was very limited. The OASys6 backlog had substantially reduced but the quality of the assessments varied. Some elements of public protection work were weak. The community rehabilitation company (CRC) had made a good start and resettlement support was generally good. Visits provision and children and families work were good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

The reducing re-offending strategy should relate to the specific population at Elmley and ensure that the needs of all prisoners, including category C prisoners and sex offenders, are addressed strategically. Offender supervisors should have time to motivate and support prisoners through their sentence, and this should be underpinned by robust management and quality assurance. (S47)

Not achieved

Recommendations

ROTL should be used to support resettlement with appropriate prisoners, subject to risk assessment. (4.5)

Not achieved (recommendation repeated, 4.29)

Prisoners approved for home detention curfew should be released on the earliest eligible date, and decisions should be conveyed in person. (4.13)

Not achieved

Managers should ensure that high risk of harm and public protection cases and those involving child safeguarding issues are managed effectively. MAPPA levels should be confirmed in a timely way and appropriate measures should be in place before release. Interdepartmental risk management team meetings should always take place. (4.18)

Partially achieved

Progressive transfers should take place quickly and the time taken for other transfers should be kept to a minimum. (4.22)

Not achieved

Resettlement services should be better promoted throughout the prison. (4.27)

Achieved

All prisoners should receive education, training and employment guidance during the three months before their release and outcomes should be measured. (4.35)

Not achieved

An employer engagement strategy should be in place to help prisoners to find work on release. (4.36)

Achieved

Vulnerable prisoners should have access to the Citizens' Advice service. (4.43)

No longer relevant

The visits experience should be improved by all visits starting at the advertised time, routine staffing of the play area and refurbishment of the hall. (4.50)

Not achieved

Fathers over the age of 25 should have support to help them improve their relationships with their children, similar to that provided by Inside Stories for younger fathers. (4.51)

Achieved

Prisoners should have timely access to offending behaviour programmes and other interventions, including motivational work and victim awareness, in line with their identified needs. (4.56)

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.

Status	18–20 yr olds	21 and over	%
Sentenced	38	651	61.9
Recall	6	178	16.5
Remand	11	118	11.6
Convicted unsentenced	15	81	8.6
Detainees	1	10	1.0
Unknown	0	4	0.4
Total	71	1,042	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	28	218	22.1
Less than 6 months	3	36	3.5
6 months to less than 12 months	5	54	5.3
12 months to less than 2 years	10	80	8.1
2 years to less than 4 years	15	187	18.1
4 years to less than 10 years	9	314	29.0
10 years and over (not life)	0	81	7.3
ISPP	0	39	3.5
Life	1	33	3.1
Total	71	1,042	100

Age	Number of prisoners	%
Under 21 years	71	6.4
21 years to 29 years	324	29.1
30 years to 39 years	363	32.6
40 years to 49 years	211	19.0
50 years to 59 years	87	7.8
60 years to 69 years	34	3.1
70 plus years: oldest=88	23	2.1
Total	1,113	100

Nationality	18–20 yr olds	21 and over	%
British	55	878	83.8
Foreign nationals	14	161	15.7
Not stated	2	3	0.4
Total	71	1,042	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	40	669	63.7
Irish	2	6	0.7
Other white	8	151	14.3
Mixed			
White and Black Caribbean	1	13	1.3
White and Black African	2	7	0.8
White and Asian	0	6	0.6
Other mixed	1	22	2.1
Asian or Asian British			
Indian	0	7	0.6
Pakistani	1	9	0.9
Bangladeshi	0	3	0.3
Other Asian	0	19	1.7
Black or black British			
Caribbean	2	42	4.0
African	8	34	3.8
Other black	5	38	3.9
Chinese or other ethnic group			
Arab	1	3	0.4
Other ethnic group	0	8	0.7
Not stated	0	5	0.4
Total	71	1,042	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	3	0.3
Church of England	4	198	18.1
Roman Catholic	12	185	17.7
Other Christian denominations	16	156	15.5
Muslim	12	113	11.2
Sikh	0	5	0.4
Hindu	0	5	0.4
Buddhist	0	13	1.2
Jewish	0	13	1.2
Other	0	15	1.3
No religion	27	333	32.3
Not stated	0	3	0.3
Total	71	1,042	100

Other demographics	18–20 yr olds	21 and over	%
Gypsy/Romany/ traveller	0	44	4.0
Total	0	44	4.0

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	10	0.9	107	9.6
1 month to 3 months	20	1.8	190	17.1
3 months to 6 months	7	0.6	148	13.3
6 months to 1 year	4	0.4	190	17.1
1 year to 2 years	2	0.2	135	12.1
2 years to 4 years	0	0	49	4.4
4 years or more	0	0	5	0.4
Total	43	3.9	824	74.0

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	10	0.9	70	6.3
1 month to 3 months	8	0.7	65	5.8
3 months to 6 months	6	0.5	49	4.4
6 months to 1 year	3	0.3	27	2.4
1 year to 2 years	1	0.2	7	0.6
Total	28	2.5	218	19.6

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.²⁰

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.²¹ 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.²² Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 23 April 2019 the prisoner population at HMP Elmley was 1,101. Using the sampling method described above, questionnaires were distributed to 228 prisoners. We received a total of 193 completed questionnaires, a response rate of 85%. This included one questionnaire completed via face-to-face interviews. Twelve prisoners declined to participate in the survey and 23 questionnaires were either not returned at all, or returned blank.

²⁰ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²¹ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²² 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 Elmley. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²³ 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 Elmley 2019 compared with those from other HMI Prisons surveys²⁴

- Survey responses from HMP Elmley in 2019 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Elmley in 2019 compared with survey responses from HMP Elmley in 2015.

Comparisons between different residential locations within HMP Elmley 2019

- Responses of prisoners on the foreign national and category C prisoner unit (house block 5) compared with those from the rest of the establishment.
- Responses of prisoners on the vulnerable prisoner unit (house block 6) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Elmley 2019²⁵

- responses of prisoners aged 25 and under compared with those over 25.
- responses of prisoners aged 50 and over compared with those under 50.
- responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- responses of Muslim prisoners compared with those of non-Muslim prisoners.
- responses of prisoners who reported that they had mental health problems compared with those who did not.
- responses of prisoners who reported that they had a disability compared to those who did not.
- responses of foreign national prisoners compared with those of UK/British nationals.
- responses of prisoners from Traveller communities compared with those of prisoners not from Traveller communities.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁶

In the comparator analyses, statistically significant differences are indicated by shading.²⁷ 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

²³ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

²⁴ 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.

²⁵ These analyses are carried out on summary data from selected survey questions only.

²⁶ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁷ 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.

the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

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

Survey summary

Background information

I.1	What wing or house block are you currently living on?	
	House block 1	26 (13%)
	House block 2	26 (13%)
	House block 3	25 (13%)
	House block 4	26 (13%)
	House block 5	40 (21%)
	House block 6	47 (24%)
	Segregation unit	1 (1%)
	Health care unit	2 (1%)
I.2	How old are you?	
	Under 21	10 (5%)
	21 - 25	27 (14%)
	26 - 29	33 (17%)
	30 - 39	55 (29%)
	40 - 49	39 (20%)
	50 - 59	15 (8%)
	60 - 69	8 (4%)
	70 or over	5 (3%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	106 (57%)
	White - Irish	7 (4%)
	White - Gypsy or Irish Traveller	15 (8%)
	White - any other White background	12 (6%)
	Mixed - White and Black Caribbean	7 (4%)
	Mixed - White and Black African	4 (2%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	3 (2%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	1 (1%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	16 (9%)
	Black/ Black British - African	6 (3%)
	Black - any other Black/ African/ Caribbean background	2 (1%)
	Arab	2 (1%)
	Any other ethnic group	4 (2%)
I.4	How long have you been in this prison?	
	Less than 6 months	84 (45%)
	6 months or more	102 (55%)
I.5	Are you currently serving a sentence?	
	Yes	113 (61%)
	Yes - on recall	34 (18%)
	No - on remand or awaiting sentence	36 (19%)
	No - immigration detainee	2 (1%)

1.6	How long is your sentence?	
	Less than 6 months	16 (9%)
	6 months to less than 1 year	15 (8%)
	1 year to less than 4 years	45 (24%)
	4 years to less than 10 years	48 (26%)
	10 years or more	14 (7%)
	IPP (indeterminate sentence for public protection)	5 (3%)
	Life	6 (3%)
	Not currently serving a sentence	38 (20%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	36 (19%)
	No	132 (71%)
	Don't remember	19 (10%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	103 (55%)
	2 hours or more	66 (35%)
	Don't remember	18 (10%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	142 (76%)
	No	31 (17%)
	Don't remember	13 (7%)
2.4	Overall, how were you treated in reception?	
	Very well	32 (17%)
	Quite well	117 (62%)
	Quite badly	20 (11%)
	Very badly	11 (6%)
	Don't remember	9 (5%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	85 (46%)
	Contacting family	87 (47%)
	Arranging care for children or other dependants	8 (4%)
	Contacting employers	8 (4%)
	Money worries	60 (32%)
	Housing worries	46 (25%)
	Feeling depressed	96 (52%)
	Feeling suicidal	28 (15%)
	Other mental health problems	59 (32%)
	Physical health problems	39 (21%)
	Drug or alcohol problems (e.g. withdrawal)	38 (20%)
	Problems getting medication	58 (31%)
	Needing protection from other prisoners	21 (11%)
	Lost or delayed property	34 (18%)
	Other problems	27 (15%)
	Did not have any problems	29 (16%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	41 (23%)
	No	108 (61%)
	Did not have any problems when I first arrived	29 (16%)

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	149 (81%)
Toiletries / other basic items	105 (57%)
A shower	36 (19%)
A free phone call	55 (30%)
Something to eat	147 (79%)
The chance to see someone from health care	119 (64%)
The chance to talk to a Listener or Samaritans	68 (37%)
Support from another prisoner (e.g. Insider or buddy)	84 (45%)
Wasn't offered any of these things	6 (3%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	13 (7%)
Quite clean	44 (24%)
Quite dirty	43 (23%)
Very dirty	81 (43%)
Don't remember	6 (3%)

3.3 Did you feel safe on your first night here?

Yes	115 (62%)
No	58 (31%)
Don't remember	13 (7%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	45 (26%)	122 (70%)	7 (4%)
Free PIN phone credit?	102 (56%)	75 (41%)	6 (3%)
Numbers put on your PIN phone?	71 (41%)	94 (54%)	8 (5%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes	74 (40%)
No	90 (48%)
Have not had an induction	23 (12%)

On the wing

4.1 Are you in a cell on your own?

Yes	80 (43%)
No, I'm in a shared cell or dormitory	105 (57%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes	36 (19%)
No	132 (71%)
Don't know	15 (8%)
Don't have a cell call bell	2 (1%)

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?	118 (64%)	62 (34%)	4 (2%)
Can you shower every day?	169 (91%)	16 (9%)	1 (1%)
Do you have clean sheets every week?	121 (66%)	57 (31%)	4 (2%)
Do you get cell cleaning materials every week?	93 (52%)	85 (47%)	1 (1%)
Is it normally quiet enough for you to relax or sleep at night?	101 (56%)	75 (42%)	3 (2%)
Can you get your stored property if you need it?	44 (25%)	90 (50%)	45 (25%)

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	23 (13%)
Quite clean	77 (42%)
Quite dirty	51 (28%)
Very dirty	33 (18%)

Food and canteen

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

Very good	4 (2%)
Quite good	44 (24%)
Quite bad	67 (36%)
Very bad	69 (38%)

5.2 Do you get enough to eat at mealtimes?

Always	12 (6%)
Most of the time	34 (18%)
Some of the time	74 (39%)
Never	70 (37%)

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

Yes	114 (62%)
No	60 (32%)
Don't know	11 (6%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	131 (72%)
No	52 (28%)

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

Yes	131 (73%)
No	49 (27%)

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

Yes	54 (29%)
No	132 (71%)

6.4	How helpful is your personal or named officer?	
	Very helpful	27 (15%)
	Quite helpful	34 (19%)
	Not very helpful	19 (11%)
	Not at all helpful	16 (9%)
	Don't know	20 (11%)
	Don't have a personal / named officer	63 (35%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	10 (5%)
	Sometimes	38 (20%)
	Hardly ever	121 (64%)
	Don't know	19 (10%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	69 (38%)
	No	112 (62%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	21 (11%)
	Yes, but things don't change	53 (28%)
	No	83 (44%)
	Don't know	31 (16%)

Faith

7.1	What is your religion?	
	No religion	56 (30%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	97 (52%)
	Buddhist	1 (1%)
	Hindu	0 (0%)
	Jewish	2 (1%)
	Muslim	19 (10%)
	Sikh	0 (0%)
	Other	13 (7%)
7.2	Are your religious beliefs respected here?	
	Yes	94 (51%)
	No	17 (9%)
	Don't know	19 (10%)
	Not applicable (no religion)	56 (30%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	78 (42%)
	No	15 (8%)
	Don't know	37 (20%)
	Not applicable (no religion)	56 (30%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	113 (60%)
	No	9 (5%)
	Don't know	10 (5%)
	Not applicable (no religion)	56 (30%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	38 (21%)
	No	145 (79%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	107 (58%)
	No	79 (42%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	164 (88%)
	No	23 (12%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	9 (5%)
	Quite easy	46 (25%)
	Quite difficult	57 (30%)
	Very difficult	64 (34%)
	Don't know	11 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week	5 (3%)
	About once a week	17 (9%)
	Less than once a week	102 (56%)
	Not applicable (don't get visits)	58 (32%)
8.6	Do visits usually start and finish on time?	
	Yes	44 (36%)
	No	77 (64%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	95 (83%)
	No	19 (17%)

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	86 (46%)
	Yes, but these times are not usually kept to	73 (39%)
	No	27 (15%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	33 (18%)
	2 to 6 hours	107 (59%)
	6 to 10 hours	30 (17%)
	10 hours or more	3 (2%)
	Don't know	8 (4%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	17 (9%)
	2 to 6 hours	135 (73%)
	6 to 10 hours	26 (14%)
	10 hours or more	1 (1%)
	Don't know	5 (3%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	7 (4%)
	1 or 2	45 (24%)
	3 to 5	39 (21%)
	More than 5	79 (43%)
	Don't know	15 (8%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	21 (12%)
	1 or 2	88 (49%)
	3 to 5	41 (23%)
	More than 5	20 (11%)
	Don't know	9 (5%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	6 (3%)
	1 or 2	47 (26%)
	3 to 5	55 (30%)
	More than 5	62 (34%)
	Don't know	14 (8%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	79 (43%)
	About once a week	31 (17%)
	Less than once a week	11 (6%)
	Never	64 (35%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	5 (3%)
	About once a week	64 (35%)
	Less than once a week	48 (26%)
	Never	66 (36%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	52 (30%)
	No	58 (33%)
	Don't use the library	66 (38%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	148 (80%)
	No	32 (17%)
	Don't know	6 (3%)

I0.2	If you have made any applications here, please answer the questions below:			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	82 (48%)	81 (47%)	9 (5%)
	Are applications usually dealt with within 7 days?	68 (42%)	85 (52%)	9 (6%)
I0.3	Is it easy for you to make a complaint?			
	Yes			110 (59%)
	No			46 (25%)
	Don't know			29 (16%)
I0.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	45 (27%)	73 (43%)	51 (30%)
	Are complaints usually dealt with within 7 days?	35 (22%)	75 (47%)	51 (32%)
I0.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			45 (26%)
	No			96 (55%)
	Not wanted to make a complaint			35 (20%)
I0.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know Don't need this
	Communicate with your solicitor or legal representative?	64 (36%)	68 (38%)	27 (15%) 20 (11%)
	Attend legal visits?	98 (58%)	20 (12%)	32 (19%) 18 (11%)
	Get bail information?	27 (16%)	53 (32%)	50 (30%) 34 (21%)
I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			87 (48%)
	No			70 (39%)
	Not had any legal letters			24 (13%)

Health care

I1.1	How easy or difficult is it to see the following people?				
		Very easy	Quite easy	Quite difficult	Very difficult Don't know
	Doctor	3 (2%)	21 (11%)	54 (29%)	89 (48%) 18 (10%)
	Nurse	12 (7%)	39 (22%)	56 (31%)	57 (31%) 17 (9%)
	Dentist	2 (1%)	9 (5%)	32 (18%)	115 (64%) 21 (12%)
	Mental health workers	9 (5%)	25 (14%)	39 (22%)	47 (27%) 54 (31%)
I1.2	What do you think of the quality of the health service from the following people?				
		Very good	Quite good	Quite bad	Very bad Don't know
	Doctor	18 (10%)	46 (26%)	38 (21%)	48 (27%) 30 (17%)
	Nurse	20 (11%)	62 (35%)	32 (18%)	39 (22%) 25 (14%)
	Dentist	10 (6%)	33 (19%)	31 (18%)	46 (27%) 52 (30%)
	Mental health workers	13 (8%)	37 (22%)	19 (11%)	32 (19%) 68 (40%)

11.3	Do you have any mental health problems?	
	Yes	101 (56%)
	No	79 (44%)
11.4	Have you been helped with your mental health problems in this prison?	
	Yes	43 (24%)
	No	56 (31%)
	Don't have any mental health problems	79 (44%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	7 (4%)
	Quite good	43 (25%)
	Quite bad	53 (30%)
	Very bad	50 (29%)
	Don't know	21 (12%)

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	80 (44%)
	No	101 (56%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	20 (12%)
	No	52 (30%)
	Don't have a disability	101 (58%)
12.3	Have you been on an ACCT in this prison?	
	Yes	35 (20%)
	No	139 (80%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	25 (14%)
	No	10 (6%)
	Have not been on an ACCT in this prison	139 (80%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	30 (17%)
	Quite easy	49 (27%)
	Quite difficult	14 (8%)
	Very difficult	9 (5%)
	Don't know	74 (41%)
	No Listeners at this prison	3 (2%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	42 (23%)
	No	140 (77%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	22 (12%)
	No	19 (10%)
	Did not / do not have an alcohol problem	140 (77%)

13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	59 (33%)
	No	122 (67%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	26 (15%)
	No	152 (85%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	23 (13%)
	No	158 (87%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	26 (16%)
	No	33 (20%)
	Did not / do not have a drug problem	108 (65%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	52 (29%)
	Quite easy	30 (17%)
	Quite difficult	14 (8%)
	Very difficult	6 (3%)
	Don't know	76 (43%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	21 (12%)
	Quite easy	17 (9%)
	Quite difficult	28 (15%)
	Very difficult	15 (8%)
	Don't know	100 (55%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	109 (60%)
	No	73 (40%)
14.2	Do you feel unsafe now?	
	Yes	39 (22%)
	No	136 (78%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	61 (36%)
	Threats or intimidation	60 (36%)
	Physical assault	33 (20%)
	Sexual assault	0 (0%)
	Theft of canteen or property	65 (39%)
	Other bullying / victimisation	34 (20%)
	Not experienced any of these from prisoners here	76 (45%)

14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	67 (38%)
	No	110 (62%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	60 (35%)
	Threats or intimidation	43 (25%)
	Physical assault	15 (9%)
	Sexual assault	1 (1%)
	Theft of canteen or property	21 (12%)
	Other bullying / victimisation	24 (14%)
	Not experienced any of these from staff here	97 (57%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	79 (46%)
	No	94 (54%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		
	Yes	77 (43%)	
	No	62 (35%)	
	Don't know what the incentives / rewards are	40 (22%)	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		
	Yes	66 (38%)	
	No	57 (32%)	
	Don't know	31 (18%)	
	Don't know what this is	22 (13%)	
15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	26 (15%)	
	No	152 (85%)	
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	21 (12%)	
	Don't remember	3 (2%)	
	Not been restrained here in last 6 months	152 (85%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	25 (14%)	
	No	155 (86%)	
15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	11 (44%)	14 (56%)
	Could you shower every day?	7 (30%)	16 (70%)
	Could you go outside for exercise every day?	15 (65%)	8 (35%)
	Could you use the phone every day (if you had credit)?	11 (48%)	12 (52%)

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	80 (46%)	59 (34%)	34 (19%)	2 (1%)
Vocational or skills training	29 (17%)	75 (45%)	56 (34%)	6 (4%)
Prison job	75 (44%)	76 (44%)	18 (10%)	3 (2%)
Voluntary work outside of the prison	5 (3%)	37 (24%)	54 (35%)	60 (38%)
Paid work outside of the prison	8 (5%)	36 (23%)	50 (31%)	66 (41%)

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	67 (42%)	53 (33%)	41 (25%)
Vocational or skills training	51 (34%)	34 (23%)	65 (43%)
Prison job	51 (31%)	84 (52%)	28 (17%)
Voluntary work outside of the prison	25 (17%)	29 (20%)	92 (63%)
Paid work outside of the prison	29 (20%)	25 (17%)	93 (63%)

16.3 Do staff encourage you to attend education, training or work?

Yes	62 (36%)
No	89 (52%)
Not applicable (e.g. if you are retired, sick or on remand)	20 (12%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)

Yes	59 (35%)
No	112 (65%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	44 (76%)
No	9 (16%)
Don't know what my objectives or targets are	5 (9%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	19 (34%)
No	32 (57%)
Don't know what my objectives or targets are	5 (9%)

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	20 (35%)	7 (12%)	30 (53%)
Other programmes	15 (28%)	9 (17%)	30 (56%)
One to one work	12 (24%)	9 (18%)	30 (59%)
Being on a specialist unit	3 (6%)	8 (16%)	39 (78%)
ROTL - day or overnight release	3 (6%)	6 (12%)	41 (82%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		49 (28%)
	No		86 (49%)
	Don't know		39 (22%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		5 (10%)
	Quite near		17 (35%)
	Quite far		18 (38%)
	Very far		8 (17%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes		22 (47%)
	No		25 (53%)
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	8 (17%)	20 (43%) 18 (39%)
	Getting employment	2 (5%)	25 (58%) 16 (37%)
	Setting up education or training	2 (5%)	18 (41%) 24 (55%)
	Arranging benefits	3 (7%)	28 (61%) 15 (33%)
	Sorting out finances	3 (7%)	25 (56%) 17 (38%)
	Support for drug or alcohol problems	9 (20%)	14 (32%) 21 (48%)
	Health / mental health support	6 (13%)	22 (49%) 17 (38%)
	Social care support	0 (0%)	22 (50%) 22 (50%)
	Getting back in touch with family or friends	4 (9%)	18 (40%) 23 (51%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	93 (53%)
	No	82 (47%)
19.2	Are you a UK / British citizen?	
	Yes	153 (87%)
	No	22 (13%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	22 (13%)
	No	151 (87%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	14 (8%)
	No	158 (92%)
19.5	What is your gender?	
	Male	174 (98%)
	Female	2 (1%)
	Non-binary	1 (1%)
	Other	0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	168 (95%)
	Gay / lesbian / homosexual	1 (1%)
	Bisexual	3 (2%)
	Other	5 (3%)
19.7	Do you identify as transgender or transsexual?	
	Yes	5 (3%)
	No	166 (97%)

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	24 (14%)
	Less likely to offend	82 (49%)
	Made no difference	63 (37%)

HMP Elmley 2019

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

In this table summary statistics from HMP Elmley 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (19 prisons). Please note that this does not include all local prisons.

- Summary statistics from HMP Elmley in 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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

	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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =192	5%	5%	5%	10%
	Are you 25 years of age or younger?	<i>n</i> =192	19%	22%	19%	
	Are you 50 years of age or older?	<i>n</i> =192	15%	13%	15%	15%
	Are you 70 years of age or older?	<i>n</i> =192	3%	1%	3%	2%
1.3	Are you from a minority ethnic group?	<i>n</i> =185	24%	27%	24%	20%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =186	45%	61%	45%	
1.5	Are you currently serving a sentence?	<i>n</i> =185	80%	70%	80%	67%
	Are you on recall?	<i>n</i> =185	18%	13%	18%	9%
1.6	Is your sentence less than 12 months?	<i>n</i> =187	17%	20%	17%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =187	3%	3%	3%	5%
7.1	Are you Muslim?	<i>n</i> =188	10%	14%	10%	9%
11.3	Do you have any mental health problems?	<i>n</i> =180	56%	49%	56%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =181	44%	40%	44%	30%
19.1	Do you have any children under the age of 18?	<i>n</i> =175	53%	53%	53%	47%
19.2	Are you a foreign national?	<i>n</i> =175	13%	10%	13%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =173	13%	6%	13%	11%
19.4	Have you ever been in the armed services?	<i>n</i> =172	8%	7%	8%	6%
19.5	Is your gender female or non-binary?	<i>n</i> =177	2%	1%	2%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =177	5%	4%	5%	4%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =171	3%	2%	3%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =187	19%	16%	19%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =187	55%	34%	55%	51%

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
- No shading means that differences are not significant and may have occurred by chance
- 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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

2.3	When you were searched in reception, was this done in a respectful way?	<i>n=186</i>	76%	77%	76%	73%
2.4	Overall, were you treated very / quite well in reception?	<i>n=189</i>	79%	75%	79%	

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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

2.5	When you first arrived, did you have any problems?	<i>n=186</i>	84%	88%	84%	81%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=186</i>	46%	46%	46%	35%
	- Contacting family?	<i>n=186</i>	47%	48%	47%	46%
	- Arranging care for children or other dependents?	<i>n=186</i>	4%	4%	4%	
	- Contacting employers?	<i>n=186</i>	4%	7%	4%	4%
	- Money worries?	<i>n=186</i>	32%	29%	32%	25%
	- Housing worries?	<i>n=186</i>	25%	24%	25%	27%
	- Feeling depressed?	<i>n=186</i>	52%	48%	52%	
	- Feeling suicidal?	<i>n=186</i>	15%	19%	15%	
	- Other mental health problems?	<i>n=186</i>	32%	29%	32%	
	- Physical health problems?	<i>n=186</i>	21%	20%	21%	17%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=186</i>	20%	24%	20%	
	- Getting medication?	<i>n=186</i>	31%	31%	31%	
	- Needing protection from other prisoners?	<i>n=186</i>	11%	11%	11%	14%
	- Lost or delayed property?	<i>n=186</i>	18%	21%	18%	22%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=149</i>	28%	30%	28%	26%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=185</i>	81%	70%	81%	81%
	- Toiletries / other basic items?	<i>n=185</i>	57%	52%	57%	61%
	- A shower?	<i>n=185</i>	20%	28%	20%	16%
	- A free phone call?	<i>n=185</i>	30%	49%	30%	23%
	- Something to eat?	<i>n=185</i>	80%	76%	80%	75%
	- The chance to see someone from health care?	<i>n=185</i>	64%	61%	64%	68%
	- The chance to talk to a Listener or Samaritans?	<i>n=185</i>	37%	24%	37%	48%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=185</i>	45%	20%	45%	
	- None of these?	<i>n=185</i>	3%	6%	3%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=187</i>	31%	28%	31%	
3.3	Did you feel safe on your first night here?	<i>n=186</i>	62%	60%	62%	57%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=174</i>	26%	31%	26%	19%
	- Free PIN phone credit?	<i>n=183</i>	56%	53%	56%	

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
- No shading means that differences are not significant and may have occurred by chance
- 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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

	- Numbers put on your PIN phone?	<i>n=173</i>	41%	33%
3.5	Have you had an induction at this prison?	<i>n=187</i>	88%	81%
	<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=164</i>	45%	48%

41%	
88%	76%
45%	

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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

	HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
	193	3,310	193	207

ON THE WING					
4.1	Are you in a cell on your own?	n=185	43%	33%	43%
4.2	Is your cell call bell normally answered within 5 minutes?	n=185	20%	20%	20%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=184	64%	53%	64%
	- Can you shower every day?	n=186	91%	77%	91%
	- Do you have clean sheets every week?	n=182	67%	60%	67%
	- Do you get cell cleaning materials every week?	n=179	52%	48%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	n=179	56%	53%	56%
	- Can you get your stored property if you need it?	n=179	25%	22%	25%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=184	54%	54%	54%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=184	26%	34%	26%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=190	24%	29%	24%
5.3	Does the shop / canteen sell the things that you need?	n=185	62%	59%	62%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=183	72%	67%	72%
6.2	Are there any staff here you could turn to if you had a problem?	n=180	73%	69%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=186	29%	30%	29%
6.4	Do you have a personal officer?	n=179	65%	57%	65%
<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	n=116	53%	47%	53%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=188	5%	6%	5%
6.6	Do you feel that you are treated as an individual in this prison?	n=181	38%	38%	38%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=188	39%	39%	39%
	If so, do things sometimes change?	n=74	28%	33%	28%
FAITH					
7.1	Do you have a religion?	n=188	70%	69%	70%
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	n=130	72%	67%	72%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=130	60%	64%	60%
7.4	Are you able to attend religious services, if you want to?	n=132	86%	84%	86%

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
	No shading means that differences are not significant and may have occurred by chance
	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

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

n=number of valid responses to question (HMP Elmley 2019)

CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=183	21%	25%	21%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=186	58%	56%	58%
8.3	Are you able to use a phone every day (if you have credit)?	n=187	88%	80%	88%
8.4	Is it very / quite easy for your family and friends to get here?	n=187	29%	45%	29%
8.5	Do you get visits from family/friends once a week or more?	n=182	12%	24%	12%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=121	36%	43%	36%
8.7	Are your visitors usually treated respectfully by staff?	n=114	83%	71%	83%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=186	86%	82%	86%
<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=159	54%	48%	54%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=181	18%	37%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=181	2%	4%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=184	9%	51%	9%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=184	1%	1%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=185	43%	41%	43%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=179	11%	43%	11%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=184	34%	45%	34%
9.7	Do you typically go to the gym twice a week or more?	n=185	43%	37%	43%
9.8	Do you typically go to the library once a week or more?	n=183	38%	38%	38%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=110	47%	57%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=186	80%	65%	80%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=163	50%	47%	50%
	Are applications usually dealt with within 7 days?	n=153	44%	32%	44%
10.3	Is it easy for you to make a complaint?	n=185	60%	54%	60%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=118	38%	26%	38%
	Are complaints usually dealt with within 7 days?	n=110	32%	20%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=141	32%	30%	32%

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
	No shading means that differences are not significant and may have occurred by chance
	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

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

n=number of valid responses to question (HMP Elmley 2019)

<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=159	40%	40%	40%
	Attend legal visits?	n=150	65%	58%	65%
	Get bail information?	n=130	21%	16%	21%
<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?	n=157	55%	51%	55%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=185	13%	24%	13%
	- Nurse?	n=181	28%	46%	28%
	- Dentist?	n=179	6%	11%	6%
	- Mental health workers?	n=174	20%	19%	20%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=180	36%	39%	36%
	- Nurse?	n=178	46%	50%	46%
	- Dentist?	n=172	25%	24%	25%
	- Mental health workers?	n=169	30%	24%	30%
11.3	Do you have any mental health problems?	n=180	56%	49%	56%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=99	43%	34%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=174	29%	33%	29%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=181	44%	40%	44%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=72	28%	26%	28%
12.3	Have you been on an ACCT in this prison?	n=174	20%	23%	20%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=35	71%	48%	71%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=179	44%	45%	44%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=182	23%	23%	23%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=41	54%	58%	54%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=181	33%	34%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=178	15%	16%	15%

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
- No shading means that differences are not significant and may have occurred by chance
- 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

n=number of valid responses to question (HMP Elmley 2019)

	HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
	193	3,310	193	207

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison? <i>n=181</i>	13%	12%
<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=59</i>	44%	48%
13.7	Is it very / quite easy to get illicit drugs in this prison? <i>n=178</i>	46%	50%
13.8	Is it very / quite easy to get alcohol in this prison? <i>n=181</i>	21%	27%

13%	
44%	59%
46%	
21%	

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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

	HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
	193	3,310	193	207

SAFETY						
14.1	Have you ever felt unsafe here?	<i>n=182</i>	60%	61%	60%	58%
14.2	Do you feel unsafe now?	<i>n=175</i>	22%	29%	22%	26%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	<i>n=168</i>	36%	38%	36%	
	- Threats or intimidation?	<i>n=168</i>	36%	35%	36%	
	- Physical assault?	<i>n=168</i>	20%	21%	20%	
	- Sexual assault?	<i>n=168</i>	0%	3%	0%	
	- Theft of canteen or property?	<i>n=168</i>	39%	31%	39%	
	- Other bullying / victimisation?	<i>n=168</i>	20%	20%	20%	
	- Not experienced any of these from prisoners here	<i>n=168</i>	45%	47%	45%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<i>n=177</i>	38%	35%	38%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	<i>n=171</i>	35%	33%	35%	
	- Threats or intimidation?	<i>n=171</i>	25%	26%	25%	
	- Physical assault?	<i>n=171</i>	9%	13%	9%	
	- Sexual assault?	<i>n=171</i>	1%	2%	1%	
	- Theft of canteen or property?	<i>n=171</i>	12%	11%	12%	
	- Other bullying / victimisation?	<i>n=171</i>	14%	18%	14%	
	- Not experienced any of these from staff here	<i>n=171</i>	57%	55%	57%	
14.6	If you were being bullied / victimised by staff here, would you report it?	<i>n=173</i>	46%	46%	46%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<i>n=179</i>	43%	38%	43%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<i>n=176</i>	38%	35%	38%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<i>n=178</i>	15%	15%	15%	16%
	<i>For those who have been restrained in the last 6 months:</i>					
15.4	Did anyone come and talk to you about it afterwards?	<i>n=27</i>	11%	19%	11%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=180</i>	14%	9%	14%	
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>					
15.6	Were you treated well by segregation staff?	<i>n=25</i>	44%	53%	44%	
	Could you shower every day?	<i>n=23</i>	30%	49%	30%	
	Could you go outside for exercise every day?	<i>n=23</i>	65%	56%	65%	
	Could you use the phone every day (if you had credit)?	<i>n=23</i>	48%	45%	48%	

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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

	HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
	193	3,310	193	207

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	<i>n=175</i>	46% 53%
	- Vocational or skills training?	<i>n=166</i>	18% 27%
	- Prison job?	<i>n=172</i>	44% 32%
	- Voluntary work outside of the prison?	<i>n=156</i>	3% 4%
	- Paid work outside of the prison?	<i>n=160</i>	5% 3%
16.2	In this prison, have you done the following activities:		
	- Education?	<i>n=161</i>	75% 72%
	- Vocational or skills training?	<i>n=150</i>	57% 55%
	- Prison job?	<i>n=163</i>	83% 70%
	- Voluntary work outside of the prison?	<i>n=146</i>	37% 32%
	- Paid work outside of the prison?	<i>n=147</i>	37% 33%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	<i>n=120</i>	56% 58%
	- Vocational or skills training?	<i>n=85</i>	60% 57%
	- Prison job?	<i>n=135</i>	38% 42%
	- Voluntary work outside of the prison?	<i>n=54</i>	46% 51%
	- Paid work outside of the prison?	<i>n=54</i>	54% 56%
16.3	Do staff encourage you to attend education, training or work?	<i>n=151</i>	41% 44%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	<i>n=171</i>	35% 27%
<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?	<i>n=58</i>	76% 77%
17.3	Are staff helping you to achieve your objectives or targets?	<i>n=56</i>	34% 46%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	<i>n=57</i>	47% 43%
	- Other programmes?	<i>n=54</i>	44% 43%
	- One to one work?	<i>n=51</i>	41% 38%
	- Been on a specialist unit?	<i>n=50</i>	22% 21%
	- ROTL - day or overnight release?	<i>n=50</i>	18% 18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	<i>n=27</i>	74% 70%
	- Other programmes?	<i>n=24</i>	63% 65%
	- One to one work?	<i>n=21</i>	57% 66%

46%	
18%	
44%	
3%	
5%	
75%	67%
57%	56%
83%	82%
37%	
37%	
56%	46%
60%	39%
38%	31%
46%	
54%	
41%	
35%	
76%	
34%	
47%	
44%	
41%	
22%	
18%	
74%	
63%	
57%	

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
- No shading means that differences are not significant and may have occurred by chance
- 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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

	- Being on a specialist unit?	<i>n=11</i>	27%	48%
	- ROTL - day or overnight release?	<i>n=9</i>	33%	50%

27%	
33%	

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
	No shading means that differences are not significant and may have occurred by chance
	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

n=number of valid responses to question (HMP Elmley 2019)

HMP Elmley 2019	All other local prisons surveyed since September 2017	HMP Elmley 2019	HMP Elmley 2015
193	3,310	193	207

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =174	28% 31%
<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?	<i>n</i> =48	46% 58%
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =47	47% 44%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	<i>n</i> =46	61% 67%
	- Getting employment?	<i>n</i> =43	63% 62%
	- Setting up education or training?	<i>n</i> =44	46% 50%
	- Arranging benefits?	<i>n</i> =46	67% 69%
	- Sorting out finances?	<i>n</i> =45	62% 58%
	- Support for drug or alcohol problems?	<i>n</i> =44	52% 51%
	- Health / mental Health support?	<i>n</i> =45	62% 58%
	- Social care support?	<i>n</i> =44	50% 42%
	- Getting back in touch with family or friends?	<i>n</i> =45	49% 42%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	<i>n</i> =28	29% 30%
	- Getting employment?	<i>n</i> =27	7% 20%
	- Setting up education or training?	<i>n</i> =20	10% 16%
	- Arranging benefits?	<i>n</i> =31	10% 23%
	- Sorting out finances?	<i>n</i> =28	11% 16%
	- Support for drug or alcohol problems?	<i>n</i> =23	39% 42%
	- Health / mental Health support?	<i>n</i> =28	21% 23%
	- Social care support?	<i>n</i> =22	0% 17%
	- Getting back in touch with family or friends?	<i>n</i> =22	18% 27%
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?	<i>n</i> =169	49% 48%

28%	
46%	
47%	
61%	
63%	
46%	
67%	
62%	
52%	
62%	
50%	
49%	
29%	
7%	
10%	
10%	
11%	
39%	
21%	
0%	
18%	
49%	

HMP Elmley 2019

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
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	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

Black and minority ethnic	White	Muslim	Non-Muslim
45	140	19	169

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	29%	16%	47%	16%
	Are you 50 years of age or older?	4%	18%	5%	16%
1.3	Are you from a minority ethnic group?			77%	18%
7.1	Are you Muslim?	30%	3%		
11.3	Do you have any mental health problems?	37%	62%	39%	58%
12.1	Do you consider yourself to have a disability?	27%	49%	28%	46%
19.2	Are you a foreign national?	20%	9%	29%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	17%	12%	13%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	72%	77%	78%	77%
2.4	Overall, were you treated very / quite well in reception?	73%	81%	78%	80%
2.5	When you first arrived, did you have any problems?	75%	88%	83%	84%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	28%	29%	33%	27%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	61%	64%	74%	60%
3.5	Have you had an induction at this prison?	86%	88%	89%	87%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	32%	50%	50%	46%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	16%	21%	21%	19%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	58%	65%	58%	65%
	- Can you shower every day?	93%	90%	94%	90%
	- Do you have clean sheets every week?	67%	65%	82%	65%
	- Do you get cell cleaning materials every week?	52%	52%	47%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	63%	55%	71%	54%
	- Can you get your stored property if you need it?	20%	27%	22%	24%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Black and minority ethnic	White
45	140

Muslim	Non-Muslim
19	169

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	18%	27%
5.3	Does the shop / canteen sell the things that you need?	49%	66%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	62%	75%
6.2	Are there any staff here you could turn to if you had a problem?	67%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	17%	33%
6.6	Do you feel that you are treated as an individual in this prison?	43%	37%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	74%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	47%	66%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	23%	20%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	55%	59%
8.3	Are you able to use a phone every day (if you have credit)?	88%	88%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	85%	82%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	10%	20%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	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?	35%	50%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	81%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	50%	52%
10.3	Is it easy for you to make a complaint?	49%	64%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	38%	39%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	34%	31%

21%	25%
63%	62%
68%	72%
72%	73%
32%	29%
47%	37%
89%	71%
74%	58%
28%	20%
33%	61%
79%	89%
88%	83%
0%	21%
0%	2%
0%	51%
83%	80%
50%	50%
61%	60%
67%	36%
47%	30%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Black and minority ethnic	White	Muslim	Non-Muslim
	45	140	19	169

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	14%	13%	16%	13%
	- Nurse?	26%	28%	33%	28%
	- Dentist?	2%	8%	6%	6%
	- Mental health workers?	18%	21%	20%	20%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	36%	44%	43%	44%
11.5	Do you think the overall quality of the health services here is very / quite good?	28%	29%	33%	28%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	10%	31%	40%	27%
SAFETY					
14.1	Have you ever felt unsafe here?	58%	58%	53%	61%
14.2	Do you feel unsafe now?	26%	21%	21%	23%
14.3	Not experienced bullying / victimisation by other prisoners	60%	42%	58%	43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	38%	37%	37%	38%
14.5	Not experienced bullying / victimisation by members of staff	54%	58%	58%	56%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	45%	35%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	40%	45%	61%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	31%	40%	35%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	17%	14%	35%	13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	17%	13%	33%	12%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	44%	40%	47%	40%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	35%	35%	35%	34%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	29%	36%	40%	34%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	50%	46%	75%	44%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	46%	51%	31%	50%

HMP Elmley 2019

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 UK / 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:

	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
	No shading means that differences are not significant and may have occurred by chance
	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

Foreign national	UK / British national
22	153

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	27%	18%
	Are you 50 years of age or older?	0%	17%
1.3	Are you from a minority ethnic group?	40%	22%
7.1	Are you Muslim?	24%	8%
11.3	Do you have any mental health problems?	23%	61%
12.1	Do you consider yourself to have a disability?	23%	47%
19.2	Are you a foreign national?		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	18%	12%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	91%	76%
2.4	Overall, were you treated very / quite well in reception?	81%	80%
2.5	When you first arrived, did you have any problems?	82%	84%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	24%	30%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	50%	63%
3.5	Have you had an induction at this prison?	86%	87%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	47%	45%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	19%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	67%	62%
	- Can you shower every day?	100%	89%
	- Do you have clean sheets every week?	95%	61%
	- Do you get cell cleaning materials every week?	65%	48%
	- Is it normally quiet enough for you to relax or sleep at night?	60%	56%
	- Can you get your stored property if you need it?	30%	25%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Foreign national	UK / British national
22	153

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	36%	22%
5.3	Does the shop / canteen sell the things that you need?	71%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	73%	72%
6.2	Are there any staff here you could turn to if you had a problem?	59%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	23%	29%
6.6	Do you feel that you are treated as an individual in this prison?	57%	35%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	60%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	37%	64%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	45%	18%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	33%	62%
8.3	Are you able to use a phone every day (if you have credit)?	86%	88%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	81%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	20%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	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?	33%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	46%	85%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	39%	51%
10.3	Is it easy for you to make a complaint?	38%	63%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	34%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

	Foreign national	UK / British national
Number of completed questionnaires returned	22	153

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	14%	12%
	- Nurse?	30%	28%
	- Dentist?	10%	5%
	- Mental health workers?	17%	20%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	25%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	43%	27%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	25%	27%
SAFETY			
14.1	Have you ever felt unsafe here?	52%	61%
14.2	Do you feel unsafe now?	33%	21%
14.3	Not experienced bullying / victimisation by other prisoners	55%	44%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	36%
14.5	Not experienced bullying / victimisation by members of staff	60%	56%
14.6	If you were being bullied / victimised by staff here, would you report it?	50%	45%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	32%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	14%	41%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5%	15%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	15%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	63%	38%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	42%	35%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	13%	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?	67%	44%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	50%	48%

HMP Elmley 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners from Traveller communities are compared with those of prisoners not from Traveller communities
 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
	No shading means that differences are not significant and may have occurred by chance
	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

	Traveller	Non-Traveller
Number of completed questionnaires returned	22	151

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	27%	18%
	Are you 50 years of age or older?	14%	15%
1.3	Are you from a minority ethnic group?	0%	27%
7.1	Are you Muslim?	9%	10%
11.3	Do you have any mental health problems?	73%	53%
12.1	Do you consider yourself to have a disability?	64%	40%
19.2	Are you a foreign national?	18%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)		
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	62%	80%
2.4	Overall, were you treated very / quite well in reception?	67%	81%
2.5	When you first arrived, did you have any problems?	85%	83%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	25%	29%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	46%	65%
3.5	Have you had an induction at this prison?	86%	87%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	42%	45%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	19%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	38%	68%
	- Can you shower every day?	81%	92%
	- Do you have clean sheets every week?	48%	69%
	- Do you get cell cleaning materials every week?	48%	51%
	- Is it normally quiet enough for you to relax or sleep at night?	29%	60%
	- Can you get your stored property if you need it?	20%	26%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Traveller	Non-Traveller
Number of completed questionnaires returned	22	151

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	14%	25%
5.3	Does the shop / canteen sell the things that you need?	59%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	73%	71%
6.2	Are there any staff here you could turn to if you had a problem?	82%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	18%	31%
6.6	Do you feel that you are treated as an individual in this prison?	27%	38%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	71%	72%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	53%	60%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	23%	21%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	68%	57%
8.3	Are you able to use a phone every day (if you have credit)?	77%	89%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	69%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	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?	39%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	59%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	22%	54%
10.3	Is it easy for you to make a complaint?	68%	59%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	28%	41%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	32%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

	Traveller	Non-Traveller
Number of completed questionnaires returned	22	151

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	0% 13%
	- Nurse?	14% 30%
	- Dentist?	0% 6%
	- Mental health workers?	15% 19%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	33% 45%
11.5	Do you think the overall quality of the health services here is very / quite good?	18% 31%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	8% 33%
SAFETY		
14.1	Have you ever felt unsafe here?	68% 58%
14.2	Do you feel unsafe now?	23% 22%
14.3	Not experienced bullying / victimisation by other prisoners	30% 48%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	27% 38%
14.5	Not experienced bullying / victimisation by members of staff	46% 58%
14.6	If you were being bullied / victimised by staff here, would you report it?	32% 47%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	55% 42%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	32% 38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	23% 13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	18% 14%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	35% 42%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	48% 34%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	44% 32%
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?	56% 43%
FINAL QUESTION ABOUT THIS PRISON		
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	52% 48%

HMP Elmley 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems compared with those who did 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
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	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

Have a disability	Do not have a disability
80	101
Mental health problems	No mental health problems
101	79

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	16%	23%	22%	17%
	Are you 50 years of age or older?	23%	7%	16%	11%
1.3	Are you from a minority ethnic group?	14%	30%	15%	34%
7.1	Are you Muslim?	6%	13%	7%	14%
11.3	Do you have any mental health problems?	86%	32%		
12.1	Do you consider yourself to have a disability?			68%	14%
19.2	Are you a foreign national?	7%	18%	5%	23%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	19%	8%	17%	8%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	74%	81%	74%	84%
2.4	Overall, were you treated very / quite well in reception?	79%	81%	77%	85%
2.5	When you first arrived, did you have any problems?	92%	77%	92%	74%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	29%	28%	27%	31%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	55%	69%	58%	68%
3.5	Have you had an induction at this prison?	89%	86%	85%	90%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	39%	52%	45%	49%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	15%	25%	17%	25%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	60%	66%	56%	73%
	- Can you shower every day?	88%	93%	89%	94%
	- Do you have clean sheets every week?	63%	70%	64%	71%
	- Do you get cell cleaning materials every week?	45%	56%	52%	50%
	- Is it normally quiet enough for you to relax or sleep at night?	43%	67%	48%	68%
	- Can you get your stored property if you need it?	20%	29%	20%	29%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Have a disability	Do not have a disability
80	101

Mental health problems	No mental health problems
101	79

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	20%	27%
5.3	Does the shop / canteen sell the things that you need?	60%	64%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	73%	70%
6.2	Are there any staff here you could turn to if you had a problem?	74%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	31%	27%
6.6	Do you feel that you are treated as an individual in this prison?	31%	44%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	73%	77%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	60%	59%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	19%	22%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	56%	59%
8.3	Are you able to use a phone every day (if you have credit)?	87%	88%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	83%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	19%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	0%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	53%	44%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	80%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	49%	52%
10.3	Is it easy for you to make a complaint?	61%	59%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	36%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	32%

20%	30%
60%	65%
73%	70%
72%	76%
31%	26%
29%	49%
78%	72%
65%	53%
18%	25%
55%	60%
86%	90%
81%	87%
23%	12%
2%	1%
46%	49%
78%	82%
50%	52%
63%	57%
30%	49%
38%	22%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Have a disability	Do not have a disability
80	101

Mental health problems	No mental health problems
101	79

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	11%	13%
	- Nurse?	27%	28%
	- Dentist?	6%	6%
	- Mental health workers?	25%	15%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	49%	30%
11.5	Do you think the overall quality of the health services here is very / quite good?	28%	29%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	28%	
SAFETY			
14.1	Have you ever felt unsafe here?	77%	45%
14.2	Do you feel unsafe now?	33%	14%
14.3	Not experienced bullying / victimisation by other prisoners	26%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40%	35%
14.5	Not experienced bullying / victimisation by members of staff	45%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	42%	48%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	45%	42%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	38%	39%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	18%	13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13%	15%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	30%	49%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	30%	38%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	37%	34%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	57%	36%
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%

13%	12%
26%	30%
6%	7%
26%	11%
44%	
28%	30%
26%	40%
73%	42%
32%	11%
29%	65%
33%	43%
47%	67%
38%	56%
40%	47%
41%	35%
16%	12%
14%	13%
33%	53%
28%	43%
44%	29%
48%	44%
50%	47%

HMP Elmley 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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
	No shading means that differences are not significant and may have occurred by chance
	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

	50 and over	Under 50	25 and under	Over 25	
	28	164	37	155	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%	6%	27%	0%
	Are you 70 years of age or older?	18%	0%	0%	3%
1.3	Are you from a minority ethnic group?	7%	27%	36%	22%
7.1	Are you Muslim?	4%	11%	25%	7%
11.3	Do you have any mental health problems?	64%	55%	63%	55%
12.1	Do you consider yourself to have a disability?	72%	40%	36%	46%
19.2	Are you a foreign national?	0%	15%	18%	11%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	12%	13%	18%	11%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	76%	76%	72%	77%
2.4	Overall, were you treated very / quite well in reception?	82%	78%	72%	80%
2.5	When you first arrived, did you have any problems?	88%	84%	83%	85%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	38%	26%	26%	28%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	69%	61%	63%	62%
3.5	Have you had an induction at this prison?	74%	90%	92%	87%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	40%	46%	39%	47%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	26%	19%	15%	21%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	92%	59%	59%	65%
	- Can you shower every day?	89%	91%	94%	90%
	- Do you have clean sheets every week?	64%	67%	77%	64%
	- Do you get cell cleaning materials every week?	38%	54%	50%	52%
	- Is it normally quiet enough for you to relax or sleep at night?	54%	57%	65%	55%
	- Can you get your stored property if you need it?	13%	27%	26%	25%

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
	No shading means that differences are not significant and may have occurred by chance
	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

		50 and over	Under 50
		28	164
		25 and under	Over 25
		37	155

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	37%	22%	19%	26%
5.3	Does the shop / canteen sell the things that you need?	59%	62%	57%	62%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	93%	68%	60%	75%
6.2	Are there any staff here you could turn to if you had a problem?	85%	71%	66%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	50%	26%	22%	31%
6.6	Do you feel that you are treated as an individual in this prison?	46%	37%	34%	39%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	86%	70%	79%	71%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	52%	62%	63%	59%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	35%	19%	20%	21%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	54%	58%	58%	57%
8.3	Are you able to use a phone every day (if you have credit)?	89%	87%	89%	87%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	92%	82%	76%	85%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	21%	18%	15%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	2%	0%	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?	42%	48%	38%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	75%	80%	86%	78%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	39%	52%	42%	52%
10.3	Is it easy for you to make a complaint?	64%	58%	63%	58%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	53%	36%	24%	41%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	32%	32%	50%	28%

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
	No shading means that differences are not significant and may have occurred by chance
	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

		50 and over	Under 50
		28	164
		25 and under	Over 25
		37	155

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	4%	15%
	- Nurse?	22%	29%
	- Dentist?	4%	7%
	- Mental health workers?	19%	20%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	56%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	36%	28%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	44%	22%
SAFETY			
14.1	Have you ever felt unsafe here?	59%	60%
14.2	Do you feel unsafe now?	16%	23%
14.3	Not experienced bullying / victimisation by other prisoners	42%	46%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	52%	36%
14.5	Not experienced bullying / victimisation by members of staff	69%	55%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	44%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	58%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	56%	34%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	16%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	16%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	35%	42%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	32%	35%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	29%	35%
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%	42%
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?	52%	48%

HMP Elmley 2019

Comparison of survey responses from different residential locations

In this table responses from the foreign national and category C prisoner unit (house block 5) are compared with those 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
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

	Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
Number of completed questionnaires returned	40	150

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	6%
	Are you 25 years of age or younger?	23%	19%
	Are you 50 years of age or older?	8%	17%
	Are you 70 years of age or older?	0%	3%
1.3	Are you from a minority ethnic group?	38%	21%
1.4	Have you been in this prison for less than 6 months?	43%	46%
1.5	Are you currently serving a sentence?	79%	79%
	Are you on recall?	18%	19%
1.6	Is your sentence less than 12 months?	11%	18%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	3%
7.1	Are you Muslim?	13%	10%
11.3	Do you have any mental health problems?	25%	64%
12.1	Do you consider yourself to have a disability?	22%	49%
19.1	Do you have any children under the age of 18?	49%	53%
19.2	Are you a foreign national?	43%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	15%
19.4	Have you ever been in the armed services?	6%	9%
19.5	Is your gender female or non-binary?	3%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	11%	4%
19.7	Do you identify as transgender or transsexual?	3%	3%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	28%	17%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	62%	53%
2.3	When you were searched in reception, was this done in a respectful way?	77%	78%
2.4	Overall, were you treated very / quite well in reception?	74%	81%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

Number of completed questionnaires returned

2.5	When you first arrived, did you have any problems?	74%	87%
2.5	Did you have problems with:		
	- Getting phone numbers?	29%	49%
	- Contacting family?	29%	51%
	- Arranging care for children or other dependents?	5%	4%
	- Contacting employers?	0%	6%
	- Money worries?	21%	35%
	- Housing worries?	8%	28%
	- Feeling depressed?	32%	56%
	- Feeling suicidal?	3%	18%
	- Other mental health problems?	21%	34%
	- Physical health problems?	13%	23%
	- Drugs or alcohol (e.g. withdrawal)?	11%	23%
	- Getting medication?	13%	35%
	- Needing protection from other prisoners?	5%	13%
	- Lost or delayed property?	21%	17%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	19%	29%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	83%	81%
	- Toiletries / other basic items?	58%	58%
	- A shower?	22%	19%
	- A free phone call?	33%	30%
	- Something to eat?	64%	84%
	- The chance to see someone from health care?	56%	67%
	- The chance to talk to a Listener or Samaritans?	25%	40%
	- Support from another prisoner (e.g. Insider or buddy)?	42%	47%
	- None of these?	8%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	30%	31%
3.3	Did you feel safe on your first night here?	58%	64%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	40%	23%
	- Free PIN phone credit?	71%	52%
	- Numbers put on your PIN phone?	51%	39%
3.5	Have you had an induction at this prison?	95%	86%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	51%	44%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Foreign national and category C prisoner unit (house block 5)	40	150
Rest of the establishment		

ON THE WING			
4.1	Are you in a cell on your own?	17%	49%
4.2	Is your cell call bell normally answered within 5 minutes?	22%	19%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	61%	66%
	- Can you shower every day?	97%	90%
	- Do you have clean sheets every week?	81%	64%
	- Do you get cell cleaning materials every week?	62%	51%
	- Is it normally quiet enough for you to relax or sleep at night?	71%	54%
	- Can you get your stored property if you need it?	31%	23%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	69%	51%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	35%	24%
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	21%
5.3	Does the shop / canteen sell the things that you need?	57%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	70%	73%
6.2	Are there any staff here you could turn to if you had a problem?	68%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	24%	30%
6.4	Do you have a personal officer?	76%	62%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	31%	60%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	11%	4%
6.6	Do you feel that you are treated as an individual in this prison?	42%	38%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	44%	38%
	If so, do things sometimes change?	41%	23%
FAITH			
7.1	Do you have a religion?	87%	65%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	72%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	48%	64%
7.4	Are you able to attend religious services, if you want to?	79%	87%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	25%	19%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	47%	59%
8.3	Are you able to use a phone every day (if you have credit)?	95%	87%
8.4	Is it very / quite easy for your family and friends to get here?	18%	32%
8.5	Do you get visits from family/friends once a week or more?	5%	14%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	33%	38%

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
- No shading means that differences are not significant and may have occurred by chance
- 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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

8.7	Are your visitors usually treated respectfully by staff?	83%	83%
------------	--	------------	------------

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

Number of completed questionnaires returned

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	82%	87%
<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?	58%	53%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	11%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	1%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	5%	9%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	53%	40%
9.5	Do you get association more than 5 days in a typical week, if you want it?	19%	9%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	41%	32%
9.7	Do you typically go to the gym twice a week or more?	65%	38%
9.8	Do you typically go to the library once a week or more?	54%	34%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	42%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	37%	53%
	Are applications usually dealt with within 7 days?	41%	46%
10.3	Is it easy for you to make a complaint?	51%	62%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	40%	39%
	Are complaints usually dealt with within 7 days?	33%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	31%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

Number of completed questionnaires returned

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	26%	43%
	Attend legal visits?	48%	69%
	Get bail information?	9%	23%
<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?	53%	56%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	11%	14%
	- Nurse?	33%	27%
	- Dentist?	6%	6%
	- Mental health workers?	15%	20%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	39%	34%
	- Nurse?	44%	46%
	- Dentist?	37%	22%
	- Mental health workers?	16%	32%
11.3	Do you have any mental health problems?	25%	64%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	44%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	26%	29%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	22%	49%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	30%
12.3	Have you been on an ACCT in this prison?	12%	21%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	100%	64%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	46%	43%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	14%	25%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	60%	54%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	14%	37%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	18%	13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	14%	12%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	50%	43%
13.7	Is it very / quite easy to get illicit drugs in this prison?	30%	49%
13.8	Is it very / quite easy to get alcohol in this prison?	19%	22%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Foreign national and category C prisoner unit (house block 5)	40
Rest of the establishment	150

SAFETY			
14.1	Have you ever felt unsafe here?	44%	63%
14.2	Do you feel unsafe now?	18%	23%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	13%	41%
	- Threats or intimidation?	13%	40%
	- Physical assault?	3%	23%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	23%	42%
	- Other bullying / victimisation?	10%	22%
	- Not experienced any of these from prisoners here	73%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	49%	35%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	27%	36%
	- Threats or intimidation?	15%	26%
	- Physical assault?	3%	10%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	9%	13%
	- Other bullying / victimisation?	15%	13%
	- Not experienced any of these from staff here	67%	56%
14.6	If you were being bullied / victimised by staff here, would you report it?	52%	45%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	40%	44%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	29%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	15%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	0%	14%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	13%
<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?	60%	39%
	Could you shower every day?	20%	38%
	Could you go outside for exercise every day?	40%	75%
	Could you use the phone every day (if you had credit)?	60%	44%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

Number of completed questionnaires returned

EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	56% 44%
	- Vocational or skills training?	18% 18%
	- Prison job?	68% 38%
	- Voluntary work outside of the prison?	9% 2%
	- Paid work outside of the prison?	9% 4%
16.2	In this prison, have you done the following activities:	
	- Education?	68% 77%
	- Vocational or skills training?	52% 59%
	- Prison job?	88% 81%
	- Voluntary work outside of the prison?	45% 35%
	- Paid work outside of the prison?	40% 36%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	81% 51%
	- Vocational or skills training?	87% 55%
	- Prison job?	38% 39%
	- Voluntary work outside of the prison?	54% 45%
	- Paid work outside of the prison?	75% 49%
16.3	Do staff encourage you to attend education, training or work?	52% 40%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	36% 35%
<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?	75% 76%
17.3	Are staff helping you to achieve your objectives or targets?	0% 43%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	46% 48%
	- Other programmes?	36% 47%
	- One to one work?	36% 43%
	- Been on a specialist unit?	18% 23%
	- ROTL - day or overnight release?	27% 15%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	40% 82%
	- Other programmes?	25% 70%
	- One to one work?	25% 65%
	- Being on a specialist unit?	0% 33%
	- ROTL - day or overnight release?	33% 33%

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
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Foreign national and category C prisoner unit (house block 5)	Rest of the establishment
40	150

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	40%	26%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	43%	47%
18.3	Is anybody helping you to prepare for your release?	50%	46%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	75%	56%
	- Getting employment?	82%	56%
	- Setting up education or training?	58%	41%
	- Arranging benefits?	83%	62%
	- Sorting out finances?	75%	58%
	- Support for drug or alcohol problems?	67%	47%
	- Health / mental Health support?	67%	61%
	- Social care support?	55%	49%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	56%	16%
	- Getting employment?	22%	0%
	- Setting up education or training?	29%	0%
	- Arranging benefits?	20%	5%
	- Sorting out finances?	22%	5%
	- Support for drug or alcohol problems?	38%	40%
	- Health / mental Health support?	25%	20%
	- Social care support?	0%	0%
	- Getting back in touch with family or friends?	29%	13%
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%	47%

HMP Elmley 2019

Comparison of survey responses from different residential locations

In this table responses from the vulnerable prisoner unit (house block 6) are compared with those 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
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	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

Vulnerable prisoner unit (house block 6)	Rest of the establishment
47	143

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	4%	6%
	Are you 25 years of age or younger?	11%	23%
	Are you 50 years of age or older?	32%	9%
	Are you 70 years of age or older?	11%	0%
1.3	Are you from a minority ethnic group?	18%	27%
1.4	Have you been in this prison for less than 6 months?	30%	51%
1.5	Are you currently serving a sentence?	84%	78%
	Are you on recall?	11%	21%
1.6	Is your sentence less than 12 months?	9%	19%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	2%	3%
7.1	Are you Muslim?	2%	13%
11.3	Do you have any mental health problems?	68%	52%
12.1	Do you consider yourself to have a disability?	59%	39%
19.1	Do you have any children under the age of 18?	31%	60%
19.2	Are you a foreign national?	7%	15%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	15%
19.4	Have you ever been in the armed services?	21%	4%
19.5	Is your gender female or non-binary?	4%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	11%	3%
19.7	Do you identify as transgender or transsexual?	5%	2%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	13%	22%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	61%	53%
2.3	When you were searched in reception, was this done in a respectful way?	82%	76%
2.4	Overall, were you treated very / quite well in reception?	87%	77%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Vulnerable prisoner unit (house block 6)	Rest of the establishment
Number of completed questionnaires returned	47	143

2.5	When you first arrived, did you have any problems?	93%	81%
2.5	Did you have problems with:		
	- Getting phone numbers?	61%	40%
	- Contacting family?	50%	45%
	- Arranging care for children or other dependents?	5%	4%
	- Contacting employers?	0%	6%
	- Money worries?	27%	33%
	- Housing worries?	23%	25%
	- Feeling depressed?	64%	47%
	- Feeling suicidal?	23%	12%
	- Other mental health problems?	36%	30%
	- Physical health problems?	25%	19%
	- Drugs or alcohol (e.g. withdrawal)?	18%	21%
	- Getting medication?	27%	32%
	- Needing protection from other prisoners?	21%	9%
	- Lost or delayed property?	11%	19%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	32%	26%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	60%	88%
	- Toiletries / other basic items?	69%	54%
	- A shower?	24%	18%
	- A free phone call?	24%	32%
	- Something to eat?	84%	78%
	- The chance to see someone from health care?	60%	66%
	- The chance to talk to a Listener or Samaritans?	33%	39%
	- Support from another prisoner (e.g. Insider or buddy)?	31%	50%
	- None of these?	2%	3%
3.2	On your first night in this prison, was your cell very / quite clean?	35%	29%
3.3	Did you feel safe on your first night here?	54%	66%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	21%	28%
	- Free PIN phone credit?	33%	64%
	- Numbers put on your PIN phone?	37%	43%
3.5	Have you had an induction at this prison?	79%	91%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	43%	46%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Vulnerable prisoner unit (house block 6)	47	Rest of the establishment	143
--	----	---------------------------	-----

ON THE WING			
4.1	Are you in a cell on your own?	56%	39%
4.2	Is your cell call bell normally answered within 5 minutes?	20%	20%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	87%	58%
	- Can you shower every day?	89%	93%
	- Do you have clean sheets every week?	87%	60%
	- Do you get cell cleaning materials every week?	60%	50%
	- Is it normally quiet enough for you to relax or sleep at night?	55%	58%
	- Can you get your stored property if you need it?	18%	27%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	75%	48%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	32%	25%
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	23%
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?	82%	69%
6.2	Are there any staff here you could turn to if you had a problem?	82%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	38%	25%
6.4	Do you have a personal officer?	70%	63%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	67%	48%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	4%	6%
6.6	Do you feel that you are treated as an individual in this prison?	37%	39%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	40%	39%
	If so, do things sometimes change?	21%	30%
FAITH			
7.1	Do you have a religion?	62%	73%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	69%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	50%	63%
7.4	Are you able to attend religious services, if you want to?	82%	86%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	17%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	45%	61%
8.3	Are you able to use a phone every day (if you have credit)?	89%	88%
8.4	Is it very / quite easy for your family and friends to get here?	33%	28%
8.5	Do you get visits from family/friends once a week or more?	18%	10%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	52%	32%
8.7	Are your visitors usually treated respectfully by staff?	100%	77%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Vulnerable prisoner unit (house block 6)	Rest of the establishment
Number of completed questionnaires returned	47	143

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	87%	85%
<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?	48%	56%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	17%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	2%	2%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	11%	7%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	50%	40%
9.5	Do you get association more than 5 days in a typical week, if you want it?	13%	11%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	46%	30%
9.7	Do you typically go to the gym twice a week or more?	20%	52%
9.8	Do you typically go to the library once a week or more?	22%	43%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	43%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	85%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	56%	49%
	Are applications usually dealt with within 7 days?	51%	43%
10.3	Is it easy for you to make a complaint?	71%	56%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	47%	36%
	Are complaints usually dealt with within 7 days?	42%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	34%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Vulnerable prisoner unit (house block 6)	Rest of the establishment
Number of completed questionnaires returned	47	143

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	56%	34%
	Attend legal visits?	72%	64%
	Get bail information?	21%	20%
<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?	43%	60%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	13%	13%
	- Nurse?	27%	29%
	- Dentist?	7%	6%
	- Mental health workers?	17%	20%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	49%	31%
	- Nurse?	66%	39%
	- Dentist?	27%	24%
	- Mental health workers?	43%	25%
11.3	Do you have any mental health problems?	68%	52%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	62%	35%
11.5	Do you think the overall quality of the health services here is very / quite good?	47%	23%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	59%	39%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	52%	13%
12.3	Have you been on an ACCT in this prison?	26%	17%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	73%	68%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	47%	43%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	16%	25%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	50%	56%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	21%	36%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	18%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	5%	15%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	67%	40%
13.7	Is it very / quite easy to get illicit drugs in this prison?	41%	47%
13.8	Is it very / quite easy to get alcohol in this prison?	9%	26%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Vulnerable prisoner unit (house block 6)	Rest of the establishment
	47	143

SAFETY			
14.1	Have you ever felt unsafe here?	77%	53%
14.2	Do you feel unsafe now?	27%	20%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	52%	30%
	- Threats or intimidation?	59%	26%
	- Physical assault?	16%	21%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	41%	37%
	- Other bullying / victimisation?	32%	16%
	- Not experienced any of these from prisoners here	30%	51%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	60%	30%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	33%	34%
	- Threats or intimidation?	21%	25%
	- Physical assault?	2%	10%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	12%	12%
	- Other bullying / victimisation?	16%	12%
	- Not experienced any of these from staff here	54%	59%
14.6	If you were being bullied / victimised by staff here, would you report it?	67%	39%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	56%	39%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	56%	32%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	2%	18%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	0%	13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	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?	50%	43%
	Could you shower every day?	0%	37%
	Could you go outside for exercise every day?	100%	63%
	Could you use the phone every day (if you had credit)?	0%	53%

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
	No shading means that differences are not significant and may have occurred by chance
	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

Vulnerable prisoner unit (house block 6)	47	Rest of the establishment	143
--	----	---------------------------	-----

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	39%	49%
	- Vocational or skills training?	12%	20%
	- Prison job?	41%	45%
	- Voluntary work outside of the prison?	0%	4%
	- Paid work outside of the prison?	0%	7%
16.2	In this prison, have you done the following activities:		
	- Education?	81%	74%
	- Vocational or skills training?	54%	58%
	- Prison job?	73%	86%
	- Voluntary work outside of the prison?	22%	42%
	- Paid work outside of the prison?	24%	41%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	58%	56%
	- Vocational or skills training?	57%	62%
	- Prison job?	47%	36%
	- Voluntary work outside of the prison?	38%	49%
	- Paid work outside of the prison?	44%	57%
16.3	Do staff encourage you to attend education, training or work?	41%	42%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	41%	33%
<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?	65%	81%
17.3	Are staff helping you to achieve your objectives or targets?	40%	32%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	47%	48%
	- Other programmes?	50%	42%
	- One to one work?	39%	42%
	- Been on a specialist unit?	23%	22%
	- ROTL - day or overnight release?	8%	22%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	88%	68%
	- Other programmes?	75%	56%
	- One to one work?	60%	56%
	- Being on a specialist unit?	0%	38%
	- ROTL - day or overnight release?	0%	38%

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
	No shading means that differences are not significant and may have occurred by chance
	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

	Vulnerable prisoner unit (house block 6)	Rest of the establishment
	47	143

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	11%	35%
<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?	40%	47%
18.3	Is anybody helping you to prepare for your release?	0%	52%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	60%	61%
	- Getting employment?	75%	62%
	- Setting up education or training?	25%	48%
	- Arranging benefits?	80%	66%
	- Sorting out finances?	80%	60%
	- Support for drug or alcohol problems?	25%	55%
	- Health / mental Health support?	80%	60%
	- Social care support?	60%	49%
	- Getting back in touch with family or friends?	40%	50%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	32%
	- Getting employment?	0%	8%
	- Setting up education or training?	0%	11%
	- Arranging benefits?	0%	11%
	- Sorting out finances?	0%	13%
	- Support for drug or alcohol problems?	0%	41%
	- Health / mental Health support?	0%	25%
	- Social care support?	0%	0%
	- Getting back in touch with family or friends?	0%	20%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	45%