

Report on an unannounced inspection of

HMP Isle of Wight

by HM Chief Inspector of Prisons

15 April – 2 May 2019

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Glossary of terms

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

Introduction

HMP Isle of Wight is a training prison holding around 1,000 prisoners, almost all of whom have been convicted of sexual offences. Most of the prisoners held at the time of this inspection were serving long sentences for serious offences. Forty per cent of the population were over 50 years old and a significant proportion of these prisoners were elderly and sometimes frail. The prison continued to house a very small remand population from local courts on the island, although it was ill-suited to this role.

We last inspected HMP Isle of Wight in 2015 and since this time the number of people convicted of sexual offences has increased across England and Wales. In response to this we have changed the comparator group of prisons for the Isle of Wight from other category B training prisons to other prisons holding prisoners convicted of sexual offences.

At this inspection we found there had been a deterioration in outcomes in two of our healthy prison tests and that outcomes were not sufficiently good in the areas of safety and rehabilitation and release planning. Despite this, much positive work continued to take place at the prison. Relationships between staff and prisoners remained good, underpinning prisoners' experience of everyday life. The overwhelming majority of prisoners said they had a member of staff they could turn to if they had a problem. With the notable exception of the widespread use of night sanitation on the Albany site, living conditions were also reasonably good. Communal areas and cells, while worn, were clean, free of graffiti and properly furnished. In addition, staff and prisoners clearly put significant effort into maintaining the attractive gardens across both sites. Equality work had received some much-needed attention in the months before our inspection. Health care was very good but stronger links with the local authority were needed to support prisoners with social care needs.

Outcomes in the area of purposeful activity were also reasonably good. Most prisoners could access 10 hours out of their cell each weekday and the gym and library provision was good. Managers had improved their use of data and had well-developed plans to improve the education, training and work provision. Teaching and learning were also good and achievement rates were very high on most courses. However, we found a large number of prisoners underemployed in a significant number of wing roles.

More concerningly, we found prisoners had very poor perceptions of safety. In our survey, more than half said they had felt unsafe during their time at HMP Isle of Wight and nearly a quarter felt unsafe at the time of the inspection. While violence was still not widespread, it had risen significantly since the previous inspection and the response of managers was not good enough, leading to inconsistent challenge of perpetrators and little support for victims. The approach to all aspects of behaviour management was in need of attention to ensure that there were clear incentives for prisoners who engaged with the regime and behaved well. Levels of self-harm were high and there had been three self-inflicted deaths since the last inspection. It was concerning that some Prisons and Probation Ombudsman recommendations had not been implemented. The prison was caring for a small but significant number of prisoners with complex needs and good relationships between staff and prisoners led to good care. However, managers needed to use data better to understand the causes and reduce the frequency of self-harm.

Many prisoners were held a long way from home and families experienced significant travel times and expense visiting the Isle of Wight. It was therefore disappointing that support for prisoners to maintain contact with the outside world was limited to letters, phone calls and some fairly basic visits facilities, particularly at Albany. Managers had introduced 'email a prisoner', regular family days and some play work provision, but more could have been done to support prisoners to establish and maintain contact with friends and family.

The long-term, high-risk sex offender population presented significant challenges in the area of rehabilitation and release planning. We found a very similar picture to the previous inspection. Fundamentally, some good work was undermined by a lack of up-to-date assessments of risk and need, high offender supervisor caseloads and a lack of contact between offender supervisors and prisoners. This meant the one-to-one motivational work needed with the large number of prisoners who were maintaining their innocence could not take place. The programme provision had improved with the addition of non-accredited programmes, but this was still not enough to meet need. Support for the small number of prisoners released from HMP Isle of Wight was poor.

HMP Isle of Wight is a respectful place where good relationships between frontline staff and prisoners result in many positive outcomes. However, there needs to be a better operational grip on safety. Managers need to address the weaknesses in offender management to ensure the prison fulfils its purpose of reducing the risks these long-term prisoners pose, both within the prison and, importantly, when they are eventually released.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

June 2019

Fact page

Task of the establishment

HMP Isle of Wight is a category B male training prison predominantly for sex offenders. It also has a small local remand function.

The prison holds approximately 1,100 prisoners on two sites with a central administration.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 1,029

Baseline certified normal capacity: 1,073

In-use certified normal capacity: 1,065

Operational capacity: 1,085

Notable features from this inspection

HMP Isle of Wight consists of two distinct sites, HMP Albany and HMP Parkhurst.

Cellular accommodation on wings 11 to 15 at the Albany site uses a night sanitation system requiring prisoners to be unlocked one at a time during the night to use the toilet

40% of prisoners held are over 50 years of age.

83% of the population are high risk.

90% of prisoners are serving sentences of more than 10 years.

In our survey, only 8% of prisoners said it was easy for family and friends to visit them, and only 7% said they received a visit each week.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK

Mental health provider: Care UK

Substance misuse provider: Care UK

Dental service provider: Time for Teeth

Learning and skills provider: Milton Keynes College

Escort contractor: GeoAmey

Prison group/Department

High security

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.

Brief history

HMP Isle of Wight opened in April 2009 with the merger of three prisons: HMP Albany, HMP Parkhurst and HMP Camp Hill. Albany was constructed in the 1960s and occupies the site of a former military barracks. Parkhurst was originally a military hospital and became a prison in 1863. Camp Hill was built in 1912 using prisoner labour from Parkhurst, but closed in April 2013.

Short description of residential units

Albany – the five original residential units (house blocks 11 to 17) on Albany are identical in design and located off one main corridor. In 2010 a new health care facility opened, replacing the former unit in Parkhurst. House block 15 is currently uninhabited following a fire in January 2015.

Albany has no internal sanitation in cells on house blocks 11 to 15. An electronic night sanitation system is in operation in these units. The remand unit on house block 16 has internal sanitation as does the assisted living unit on house block 17.

Parkhurst – comprises eight residential units, seven of which are Victorian galleried units and the eighth a small former health care unit. There is also a recently refurbished segregation and reintegration unit in a former special secure unit.

Name of governor/director and date in post

Dougie Graham, May 2018

Independent Monitoring Board chair

Linda Johnson

Date of last inspection

May–June 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

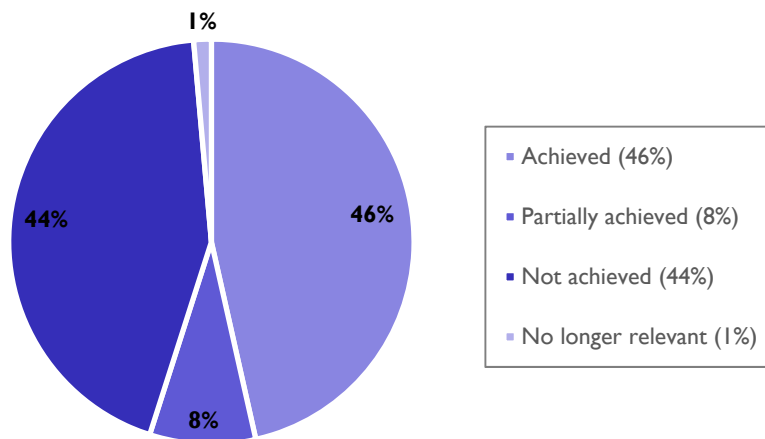
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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 Isle of Wight in 2015 and made 71 recommendations overall. The prison fully accepted 44 of the recommendations and partially (or subject to resources) accepted 24. It rejected three of the recommendations.
- S2 At this follow-up inspection we found that the prison had achieved 33 of those recommendations, partially achieved six recommendations and not achieved 31 recommendations. One recommendation was no longer relevant.

Figure 1: HMP Isle of Wight progress on recommendations from last inspection (n=71).



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

Figure 2: HMP Isle of Wight 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 *Perceptions of safety among the population were poor and management oversight of many areas of safety required improvement. The number of violent incidents had increased since the previous inspection and plans to manage perpetrators and support victims were not implemented effectively. The incentives and rewards policy was inconsistently applied leading to frustration among prisoners. Use of force had risen but oversight was reasonably good. The segregation unit was a better environment than we normally see and relationships between staff and prisoners were positive. Most prisoners had a positive experience of reception, first night and early days. Levels of self-harm remained high but care for prisoners at risk of self-harm was generally good. Safeguarding procedures were well developed. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S5 *At the last inspection in 2015, we found that outcomes for prisoners in HMP Isle of Wight were reasonably good against this healthy prison test. We made 16 recommendations in the area of safety.⁵ At this inspection we found that nine of the recommendations had been achieved, six had not been achieved and one was no longer relevant.*

S6 Reception was clean and bright, and staff were welcoming. Initial interviews were held in the main open reception area which was inappropriate. However, health care assessments were conducted in private and peer mentors had a well-appointed room to discuss immediate concerns. Areas of risk were effectively identified. Fewer prisoners than at similar prisons said they felt safe on their first night. Staff and peer workers provided a good level of support and reassured prisoners on arrival and during the comprehensive induction. The induction unit was clean and well equipped but the unit for the small number of remand prisoners was less well prepared.

S7 In our survey, 52% of prisoners said they had felt unsafe during their time at HMP Isle of Wight and 23% felt unsafe at the time of the inspection. Residential units and work places were generally well ordered and calm. However, incidents of violence had increased significantly from a low base. Oversight was underdeveloped and managers had not identified the reasons for this increase. The prison had introduced challenge, support and intervention plans to challenge perpetrators of bullying and violence and support victims. However, implementation was poor and management plans that we reviewed were generic.

S8 The local incentives and rewards policy contained few differences between the standard and enhanced regimes. At the time of the inspection, 3% of prisoners were on the basic regime which was austere. Oversight of the incentives scheme was poor. Basic reviews were not always conducted on time and inconsistent decisions led to understandable frustration among prisoners. Adjudications were conducted appropriately but some lacked thorough exploration of the charge and some prisoners were not given enough opportunity to give their account of events. This had not been addressed by quality assurance.

S9 The use of force had almost trebled since the previous inspection and was high in comparison to similar prisons. Much of the use of force was low level. Governance was reasonably good and available video footage contained evidence of good de-escalation. Not all planned interventions were recorded and body-worn cameras were not consistently used at appropriate times. Managers had identified and were addressing these weaknesses. Use of unfurnished cells had reduced since the previous inspection but they were not always used as a last resort.

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.

- S10 Living conditions in the segregation unit were better than we often see. We observed positive relationships between staff and prisoners. Most prisoners spent relatively short periods in the unit. The regime was consistent but there was scope to develop it further and make prisoners' time in segregation more productive. Prisoners segregated for lengthy periods could progress within the unit as part of their reintegration plan.
- S11 Physical security on both sites was good but some wings lacked CCTV coverage. Intelligence was swiftly processed and resulting actions, including searches and suspicion drug tests, were carried out promptly. Over the previous six months, 5.2% of random drug tests had been positive, an increase since the previous inspection. The supply reduction policy was underdeveloped and links between security, safety and residence were weak.
- S12 There had been three self-inflicted deaths since the last inspection. Not all Prisons and Probation Ombudsman recommendations had been implemented. The prison was caring for a small but significant number of prisoners with complex needs. Incidents of self-harm were high, as was the number of ACCT⁶ documents opened. Care for prisoners at risk of self-harm was good and ACCT documents were reasonable, but quality assurance did not effectively address all issues. Prisoners requiring constant observation received a poorer regime and had little to occupy them while they were in their cell. The use of anti-ligature clothing was unnecessary in some cases. Investigations into serious incidents were good. The monthly safety meeting was reasonably well attended but did not use data to understand the causes and take action to reduce the frequency of self-harm. The safeguarding policy was comprehensive and there had been two adult safeguarding referrals in the last six months.

Respect

S13 *Relationships between staff and prisoners remained good and there were many opportunities for prisoners to contribute to their community through peer support and representative roles. Accommodation on both sites was clean, well maintained and free of graffiti. About 100 cells remained overcrowded. Showers across the prison needed refurbishment. The application system was weak and responses to complaints were not always timely. The food was reasonably good but there were no facilities for prisoners to eat together or to cook. Oversight of equality and diversity had improved substantially in the previous six months, with evident improvements in provision for minority groups. Health care, substance misuse and social care provision was very good. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S14 *At the last inspection in 2015, we found that outcomes for prisoners in HMP Isle of Wight were good against this healthy prison test. We made 24 recommendations in the area of respect. At this inspection we found that 12 of the recommendations had been achieved, one had been partially achieved and 11 had not been achieved.*

- S15 In our survey, 79% of prisoners said that most staff treated them with respect and 82% said there was a member of staff they could turn to if they had a problem. Our findings supported this view, and we observed positive engagement between officers and prisoners. There was a relaxed atmosphere on the house blocks. The use of peer support workers across the prison was particularly positive.
- S16 External and communal areas on both sites were worn but generally clean and well kept. Single cells were clean, well maintained and free of graffiti. However, there were about 100 double cells which were too small for two prisoners. Showers were clean but in need of

⁶ Assessment, care in custody and teamwork case management of prisoners at risk of suicide or self-harm.

- refurbishment and privacy screening of showers in Parkhurst was poor. The night sanitation system in Albany was unsatisfactory, and there had been technical difficulties with it in the past. However, prisoners said that it worked reasonably well at the time of the inspection. Laundry services were reasonably good, but prisoners were frustrated about access to stored property.
- S17 A number of different peer representatives on the house blocks were regularly asked to consult prisoners on a range of issues. This created a sense of community and involvement. However, meetings with managers did not take place frequently enough to ensure that action was taken in response to consultation. Too many applications were responded to late, resulting in unnecessary complaints. Responses to complaints were of good quality but too many were late. Legal help for prisoners, including the small number on remand, remained poor.
- S18 The quality of the food was reasonably good, but meals were served too early. Prisoners could not eat together and there were no facilities for prisoners to cook for themselves. The serveries were not supervised adequately to ensure that portion sizes were equitable.
- S19 The management of equality issues had improved greatly in the past six months after a period of decline, with good leadership and strong backing from the governor. Action planning had led to improvements, with regular forums taking place and tangible outcomes. There was a reasonable number of prisoner equality representatives, senior leadership involvement in supporting protected characteristics had improved, and there were committed officer diversity champions. Effective and well-targeted data analysis had started across a range of topics. This needed to become more systematic and thorough.
- S20 Discrimination reports were investigated, but not with sufficient focus on potentially discriminatory aspects.
- S21 There was no evidence of discriminatory treatment of black, Asian or minority ethnic prisoners, but fewer than two-thirds in our survey said that most staff treated them with respect, and some felt that progression was harder for them than for others. Support groups for Gypsy, Roma or Traveller prisoners were held on both sites, and there was reasonable support for foreign nationals. Those with disabilities or mental health conditions responded more negatively than others in our survey on perceptions of safety. Treatment of prisoners with disabilities was reasonable, with good provision in the assisted living unit and good social care services. Forums for LGBT prisoners were regular and well attended. Transgender prisoners were well supported, though with some practical problems which should not be insoluble. The many older prisoners felt relatively safe and had enough to keep them occupied. Prison staff had initiated good work with veterans.
- S22 The chaplaincy served all the main faiths well and contributed to the wider life of the establishment, although the team was not large enough to undertake a wide range of pastoral work. Monthly faith forums on both sites were effective. The worship areas had been improved to a good standard, but prisoners were often brought from the wings too late to allow the appropriate time for worship.
- S23 Health services were very good. Governance was robust and weekly clinical lead meetings ensured good oversight of the service. Physical health care was effective across both sites, with nurse triage and emergency GP appointments available on weekdays, and access to long-term condition clinics, routine GP consultations and visiting specialists equivalent to the community. The inpatient unit provided safe and effective care, delivered by suitably trained and supported clinical staff. Patients on the unit had access to therapeutic activities each day.

- S24 Inclusion continued to deliver a very good and responsive substance misuse service with some enhancements since 2015. Mental health services for prisoners had improved since our last inspection. The management of medicines was good and the use of advanced technology was impressive. Dental services were good, although waiting times were too long. The social care needs of prisoners that had been identified were being met, but there was no memorandum of understanding with the local council. Arrangements for end-of-life care were good.

Purposeful activity

S25 *Time out of cell met our expectations for the majority of prisoners on weekdays and access to the library and gym was good. Leadership and management of learning, skills and work had improved significantly and were good. There was enough activity for the population, but prisoners were underemployed in a significant number of wing roles. The range of provision needed further improvement to ensure prisoners could access higher level qualifications. Teaching and learning were good and achievement rates were very high on most courses. Attendance rates were high in vocational training and education, but punctuality required improvement. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S26 *At the last inspection in 2015, we found that outcomes for prisoners in HMP Isle of Wight were reasonably good against this healthy prison test. We made 19 recommendations in the area of purposeful activity. At this inspection we found that 11 of the recommendations had been achieved, one had been partially achieved and seven had not been achieved.*

S27 The majority of prisoners could spend about 10 hours out of cell from Monday to Thursday and about eight hours from Friday to Sunday. During our roll checks we found 46% of the population on the wing during the working day, many of whom were not fully occupied. Exercise areas were stark, which was surprising considering the time and imagination that had been put into making the garden areas attractive.

S28 The libraries were welcoming and well stocked, with reasonable access and a good range of activities and resources to promote reading. Links with education had improved and there was especially good joint working with mental health care staff. Prisoners had sufficient access to spacious and well-equipped gym facilities. Staff ensured that all groups were well catered for, including older prisoners, and there was good liaison with health care and the drug and alcohol treatment service.

S29 Leadership and management of learning, skills and work had improved markedly since the previous inspection. New management and monitoring arrangements were being implemented, but it was too early to determine the impact. Leaders used a good range of useful data very well to manage and monitor the performance of purposeful activity.

S30 Leaders and managers recognised clearly what worked well and what did not and they learned from mistakes. Effective new cross-department forums for quality improvement were well attended. The allocations process had been overhauled and was now effective. Prison leaders and managers worked in close and very productive partnership with all other departments in the prison, notably Milton Keynes College.

S31 The range of provision leading to qualifications had increased but was still limited and focused too heavily on low-level qualifications. There were not enough places for ESOL prisoners (English for speakers of other languages). Prison leaders were inviting tenders for new specialist activity programmes. In the meantime, about half the prisoners had too little

access to meaningful or structured developmental activity. The peer mentoring programme had developed well and was very effective. It provided prisoners with a challenging custody-based career supporting prisoners' learning on and off the wings.

- S32 The relatively few prisoners engaged in education and vocational training were positive about their activity. Induction was effective and most prisoners made considered choices about the learning and skills opportunities available. Teachers and tutors were skilled, enthusiastic and effective. Their education and vocational sessions were interesting and well planned. Prisoners made good progress and gained practical and academic skills. Prisoners with additional learning needs received good support to achieve qualifications.
- S33 The great majority of teachers did not set effective targets for prisoners. Teachers routinely praised prisoners for their work and engagement but rarely gave constructive feedback on how to improve their work further. Teachers did not support prisoners well enough to improve their spelling skills in English lessons.
- S34 Prisoners were highly motivated to learn and worked well together and independently. They took pride in their work and most learners produced high-quality written work that met or exceeded the standards expected. Prisoners' behaviour during learning and work sessions was good on both prison sites. Prisoners' attendance at education and vocational training sessions had been high for some time. Prisoners in classrooms and workshops felt safe and knew how to report concerns. Prisoners were rarely punctual in attending learning and training sessions.
- S35 Prisoners' achievement of qualifications was high or very high on the majority of courses but fluctuated in English and mathematics functional skills courses. The standard of prisoners' work in classrooms, vocational training and work met expected standards. The number of prisoners taking and gaining qualifications proportionate to the total population was low. The achievement of black and minority ethnic prisoners was lower than other groups.

Rehabilitation and release planning

S36 *Most prisoners were serving lengthy sentences a long way from home. The visits provision was adequate but opportunities for families to support prisoners were missed. About 83% of the population were assessed as high or very high risk of harm. A third of the population did not have an up-to-date OASys assessment of risk or need. Contact with offender supervisors was inadequate and process driven. Public protection work was adequate but uncoordinated. Re-categorisation processes were sound and most prisoners were moved swiftly to category C conditions. The range of interventions had improved since the previous inspection. Release planning was inadequate for the small number of prisoners released from the prison. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S37 *At the last inspection in 2015, we found that outcomes for prisoners in HMP Isle of Wight were not sufficiently good against this healthy prison test. We made 12 recommendations in the area of resettlement.⁷ At this inspection we found that one of the recommendations had been achieved, four had been partially achieved and seven had not been achieved.*

S38 Work to support prisoners to maintain contact with the outside world was underdeveloped for a long-term population with many prisoners held a long way from home. In our survey,

⁷ 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.

only 8% of prisoners said it was easy for friends and family to visit. The visits facilities were adequate but in need of refurbishment. Barnardo's ran the visitors' centre and play areas in both visits halls. Slow entry procedures meant that some visits started late which was frustrating for families travelling long distances. Prisoners valued the monthly family days and they were well used. Storybook Dads was available but infrequently used.

- S39 Strategic management of reducing reoffending had improved since our last inspection and was informed by an up-to-date population needs analysis. About 83% of the population was assessed as high or very high risk of harm and serving long sentences, the majority more than 10 years. About a third of prisoners did not have an up-to-date assessment of their risk and needs, most of whom were the responsibility of the National Probation Service.
- S40 Offender supervisor caseloads were too high, levels of contact with prisoners were low and largely reactive rather than focused on driving sentence progression effectively. Prison offender supervisors had not received training to work as offender supervisors or to work with prisoners convicted of sexual offences. The probation officers' role was almost entirely focused on public protection work and too little use was made of their expertise in risk management as a whole. Too little work was being done to progress the 16% of prisoners serving indeterminate sentences. The prison continued to hold a small number of local prisoners who had been remanded by the courts for a wide range of offences, and were not awaiting trial for sex offences. We found it was ill equipped for this role.
- S41 Re-categorisation reviews were timely and systems were managed well. Most transfers to category C prisons were prompt.
- S42 Public protection procedures were adequate, but there was no interdepartmental risk management team meeting to coordinate a prison-wide approach. Processes to assess child contact restrictions were effective and assessments were in place to support decisions, but the backlog of annual reviews was too great. Telephone and mail monitoring was managed well.
- S43 Prisoners assessed as eligible for programmes could complete them before their release date. It was positive that more treatment opportunities than at our last inspection were available for prisoners maintaining their innocence, but there were still not enough.
- S44 Six prisoners had been released over the previous six months; four of those had been on remand. The needs of these prisoners were not adequately met.

Key concerns and recommendations

- S45 Concern: Prisoners had very poor perceptions of safety. The prison did not have a grasp of the drivers of violence which had increased since our last inspection. Violent incidents were not always investigated thoroughly and the quality of some of those investigations was poor. Management of violent prisoners was weak and plans in place did not provide helpful and consistent advice to staff on lowering risk.

Recommendation: The prison should investigate all violent incidents thoroughly to understand the drivers of violence and implement a strategy to reduce it.

- S46 Concern: The difference between the standard and enhanced levels of the incentives and rewards (IRP) policy was marginal. Management of the IRP policy was poor and reviews were not always conducted on time. Some prisoners remained on basic for more than two months. Not all prisoners on basic level we spoke to knew how to appeal against decisions to downgrade them to basic level.

Recommendation: The incentives and rewards policy should be reviewed to ensure meaningful differences between the levels and effective oversight arrangements should be put in place.

S47 Concern: Not all recommendations from the Prisons and Probation Ombudsman following deaths in custody had been implemented.

Recommendation: The governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including communication of the correct medical code and calling an ambulance immediately.

S48 Concern: About 200 prisoners were sharing in cells that were designed for one prisoner. Most of these cells had toilets which were poorly screened.

Recommendation: Single cells should only be used to accommodate one prisoner. (Repeated recommendation 2.12)

S49 Concern: Night sanitation was in place for most prisoners on the Albany site. This system was unsatisfactory and it had broken down in the past. Prisoners on these wings had a chemical toilet in their cells but we found that many lacked access to the chemicals that would make them function properly.

Recommendation: All prisoners should have effectively screened in-cell toilets.

S50 Concern: Systems for application and redress were poorly managed and most prisoner applications were responded to late. This resulted in too many complaints made following unanswered applications. Many complaints were also responded to late resulting in understandable frustration among prisoners.

Recommendation: Systems for application and redress should be managed effectively to ensure that prisoners receive a timely response.

S51 Concern: Despite efforts by the prison and health care, strategic links with the Isle of Wight Council were underdeveloped. No memorandum of understanding was in place to support the delivery or development of services and to ensure that the social care needs of prisoners were met.

Recommendation: A memorandum of understanding should be formally agreed between the social care provider, the prison and the local authority, to ensure that social care needs are consistently met.

S52 Concern: None of the nine patients transferred to hospital under the Mental Health Act in the six months to the end of March 2019 had been transferred within the guideline of 14 days and some had waited several months.

Recommendation: Patients requiring hospital admission under the Mental Health Act should be assessed and transferred expeditiously within the current transfer guidelines.

S53 Concern: During our roll checks, only 54% of prisoners were off the wing in work, education or training. Twenty-two per cent were working on the wing, but these prisoners were not fully occupied.

Recommendation: Prisoners, including those involved in wing work, should be fully occupied and develop their employability skills by making written job applications and being aware of their job descriptions.

S54 Concern: The range of provision based on qualification was narrow and focused too heavily on meeting the needs of prisoners with few or lower-level skills. The substantial minority of more able and qualified prisoners, including those approved for transfer to a category C prison, had too few meaningful options to follow.

Recommendation: Leaders and managers should expand the range of education, skills and work services to provide developmental options that better meet the needs of prisoners.

S55 Concern: Prisoners were rarely punctual in attending learning and training sessions, too often arriving up to 30 minutes after the start.

Recommendation: Wing staff should ensure that prisoners are routinely punctual at education, skills and work activities to help them recognise that punctuality is an essential skill for sustained employment.

S56 Concern: Outcomes for prisoners on English and mathematics functional skills courses were not consistently high, with significant fluctuations at levels 1 and 2.

Recommendation: Leaders and managers should ensure that prisoners' achievements in functional skills remain high.

S57 Concern: The levels of regular, meaningful contact between offender supervisors and prisoners was low and largely reactive. About a third of prisoners did not have an up-to-date OASys assessment which undermined the ability to provide these prisoners with the appropriate interventions to reduce their risk.

Recommendation: Prisoners should have regular face-to-face contact with an offender supervisor and an up-to-date OASys assessment to help them address their offending behaviour and to ensure that their progression is monitored effectively.

S58 Concern: Prison offender supervisors were not adequately trained or supervised to work as offender supervisors or with prisoners convicted of sexual offences. This affected their ability to deliver sufficient one-to-one interventions and progress prisoners through their sentence plan.

Recommendation: Prison offender supervisors should receive specific training in working as offender supervisors with sex offenders and receive regular professional supervision.

S59 Concern: The prison was ill suited to meeting the needs of the remand population. Accommodation was poor, access to legal help and advice was underdeveloped and preparation for release was inadequate.

Recommendation: Remand prisoners should be held in an establishment that can meet their needs.

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 Escort vehicles were clean with no graffiti. Some prisoners travelled long distances in vehicles with not enough toilet breaks. Not all incoming prisoners had received a safety brief for the ferry journey, although the safety procedures for outgoing prisoners were well publicised in reception.
- I.2 Reception was clean and bright with a single, well-appointed holding room. There were no additional holding areas and prisoners who could not mix were held in the search area which was stark and unsuitable. Peer mentors helped to greet and settle new receptions with a hot drink and food; they had access to a room which held all the necessary information for prisoners on first arrival. Staff interviewed prisoners initially in an open area within hearing of the main holding room, which was inappropriate. Health care staff conducted a private interview in a separate room which was appropriately fitted for the purpose. Any specific areas of risk were identified for each prisoner and we saw effective management of a small number of vulnerable prisoners during their first few days in custody. A shower had recently been fitted in reception but was rarely used. Prisoners' families were informed of their arrival by staff but phone credit was not routinely given and phone calls depended on whether the system had been updated with records transferred across, which was poor.
- I.3 There were three distinct induction processes, one for the main population, one for the small remand population from the Isle of Wight courts and one for prisoners with a history of arson. This latter process followed a serious fire at Albany and a recommendation from the subsequent Crown Premises Fire Inspection Group investigation.
- I.4 The main induction process was comprehensive and started on unit 14 the day after arrival. The induction unit had the same regime as all other units in Albany. Peer support mentors were located on the unit and assisted with induction. Although induction could be delivered in four days, the programme took three weeks. We were told that this arose from slippage in the regime and we observed staff regularly taken off induction to cover other areas. Prisoners were therefore locked up for a considerable time during induction which was poor.
- I.5 Remand prisoners were held and received induction on unit 15. First night care and supervision were good and all new prisoners were easily identified. Most of these prisoners spent a short time in the establishment before being moved on and this was reflected in the induction. The published induction programme was comprehensive, but staff and prisoners told us that it was completed on an ad hoc basis dependent on the prisoner and whether they were known to staff. We could not be confident that every remand prisoner received a full and appropriate induction. In our survey, 70% of prisoners said that their induction covered everything they needed to know.

- 1.6** The induction programme for prisoners with a history of arson was very rarely used; staff on the unit were unaware of it and there were no induction materials on unit 23.

Recommendation

- 1.7** **An area should be set aside for staff to conduct interviews with prisoners in private on first reception.**

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, 52% of prisoners said they had felt unsafe at the establishment and 23% said they felt unsafe at the time of the inspection against respective comparators of 30% and 11%. Incidents of violence had almost trebled since our last inspection and were higher than comparable prisons.
- 1.9** Managers had implemented challenge support and intervention plans (CSIP) to challenge perpetrators and support victims of bullying and violence. However, the implementation was deficient: prison officers conducting CSIP investigations into violent incidents were frequently cross-deployed, resulting in backlogs of incidents needing investigation. Prisoners who had completed the CSIP process had case management plans, but the plans that we reviewed were basic and generic. Almost all case reviews took place fortnightly, although some prisoners required more frequent monitoring. Reviews were heavily focused on the prisoner's risks, but lacked meaningful guidance on how to identify, manage and reduce the risk. Prison officers we spoke to were aware of CSIP and how to make referrals but did not think they had much involvement beyond the initial referral. The process was almost entirely managed by custodial managers with little oversight from a member of the senior management team.
- 1.10** The prison operated an incentives and rewards policy (IRP) and more than 70% of prisoners were on the enhanced level and less than 3% on the basic level. The difference between standard level and enhanced was marginal, while the gap between standard and basic was much wider. Prisoners on basic level had to wear prison clothing and their personal clothes were removed. Management of the IRP policy was poor and reviews were not always conducted on time. We saw some examples of prisoners remaining on basic for more than two months, a number of whom were on open ACCTs⁸ which had not been reflected in the IRP case review. Not all prisoners we spoke to on basic level knew how to appeal against decisions to downgrade them to basic level. We saw one example of a long-overdue basic level review for a prisoner being repeatedly missed. This caused so much frustration to the prisoner that an escalating cycle of self-harming and poor behaviour ensued. The review was carried out when we brought it to the attention of senior managers.
- 1.11** The weekly safety intervention meeting was well attended. Discussions broadly focused on newly arrived prisoners, those identified as at risk of self-harm or suicide and prisoners

⁸ Assessment, care in custody and teamwork case management of prisoners at risk of suicide or self-harm.

managed under the CSIP. However, discussions about these individuals and how they were to be managed were superficial. CSIP management plans were not reviewed and the backlog of outstanding investigations was not addressed. It was unclear how prisoners met the threshold for discussion at the safety intervention meeting.

- I.12** There was no procedure to detect, monitor and support prisoners who self-isolated. A few prisoners told us that they were self-isolating. Prison officers were aware that these prisoners regularly asked for their doors to be kept locked but had made no attempts to find out why or make a referral to the safety team.

Adjudications

- I.13** The number of adjudications remained similar to the previous inspection. We looked at samples which showed inconsistencies in the time allowed for adjournment of the adjudication for prisoners to seek legal advice, in a few cases as long as 14 days. Records of adjudications showed a less than thorough exploration of the charge and several referred to an assumption of guilt during questioning before a guilty decision was brought. One prisoner had attended an adjudication while on constant watch, which was not appropriate. Some quality assurance of adjudications had been conducted and adjudicators had been alerted to concerns, but no improvements had been made.

Use of force

- I.14** The use of force had almost trebled from 40 incidents over a six-month period at the previous inspection to more than 110 at this inspection. This was higher than at other prisons holding prisoners convicted of sexual offences, but much of the force was low level. Paperwork was completed promptly after an incident and any missing records were followed up effectively. Most of the reports that we looked at were detailed and gave a clear description of the incident, but there was little evidence that prisoners were interviewed following an incident. Video footage showed evidence of de-escalation being used and reasonable incident management.
- I.15** Body-worn cameras were issued to staff, but they were not always turned on early enough to record the build-up to an incident. This was being addressed. There had been 17 planned uses of force since October 2018, just over half of which had been filmed. A senior manager had been reviewing all video footage, but it was unclear if this level of governance would continue. Suitable action, including investigations, had been taken when video footage raised questions. A use of force committee met monthly, but attendance was not good enough and there was little analysis of data to identify patterns or trends.
- I.16** Staff had drawn, but not used, batons four times in the preceding six months. Paperwork was properly completed and justified the reasons for batons being drawn, but there was no routine scrutiny of their use by senior managers.
- I.17** Special accommodation had been used five times in the previous six months, a reduction from the high level at the previous inspection. Stays in special accommodation averaged just under five hours with the longest more than 14 hours. Records did not always demonstrate that special accommodation was used as a last resort.

Segregation

- I.18** The separation and reintegration unit (SARU) at Parkhurst remained a bright and well-maintained facility. Cells in the remand house block were also used to segregate Albany prisoners, pending adjudication or moving to the SARU. Appropriate documentation was used to authorise segregation in both locations. Relationships between staff and prisoners appeared good.
- I.19** A group of prisoner orderlies lived on the SARU and kept it clean and in decent condition. They had access to an association area on the upper landing or could attend association and exercise in a neighbouring house block. Segregation cells on both sites were adequately equipped for new arrivals and prisoners who stayed there longer could move to the upper landing where the orderlies lived as part of their progression.
- I.20** A gap in the collation of segregation data had recently been addressed. The data indicated that segregation had been used about 180 times in the previous six months which was higher than other prisons holding prisoners convicted of sexual offences. Many spent relatively short periods in the SARU, but there had been some lengthy stays.
- I.21** An up-to-date policy set out the regime on the unit which included daily exercise, showers and telephone calls. Four caged areas were used for exercise, and most prisoners exercised alone, although there were examples of prisoners who had applied to exercise together being allowed to do so. Prisoners collected their own meals from the servery and had access to a small library of books and puzzles. Some limited in-cell work was available but there was scope to develop this further to make time in segregation more productive.
- I.22** A multidisciplinary discussion preceded prisoner segregation reviews, but many targets were generic, for example 'maintain family ties' or 'comply with prison rules and SARU regime'. There was evidence of careful plans to reintegrate prisoners to residential house blocks. The psychology team made a good contribution to managing prisoners in the unit and the recent introduction of a one-page plan to support progression, which included some prisoner self-assessment, was a promising initiative.
- I.23** Segregated prisoners were discussed at the well-attended weekly safety intervention meeting, although the full agenda prevented detailed discussion of individuals (see paragraph I.11). Segregation data were submitted quarterly to the safer prisons meeting, but it was not clear from the minutes how the information was used to provide governance of segregation or to inform the approach to its use.⁹

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.24** Physical security was good across both sites. The security team had recently recruited two intelligence collators. The team was now fully staffed and managers were confident that this would have a positive impact on the development and management of intelligence.

⁹ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

- I.25** The two full-time police officers employed to work at the prison were fully embedded and had a good relationship with the prison. The prison had robust links with Hampshire Constabulary and prison staff told us they felt well supported by them. At the time of inspection, 26 active issues had been referred to the police dating back to May 2018.
- I.26** A very proactive dedicated search team tested all incoming correspondence for prisoners with an itemiser¹⁰. Mail testing positive for drugs was confiscated and the relevant policy stated that these items should be referred to the police. However, we found that this was not always the case.
- I.27** Positive mandatory drug tests (MDT) had increased in the previous six months and stood at 5.2%. This was far higher than other designated prisons for sex offenders. A small number of prisoners had refused to provide urine samples.
- I.28** Suspicion tests were conducted in response to intelligence, more than half of which were positive. It was disappointing that the drug supply reduction strategy was underdeveloped and there were no links between security, drug treatment services and residence to manage this key issue. The rise in positive MDT tests was not being evaluated and there was no prison-wide approach to address it.
- I.29** At the last inspection, we found the MDT suite to be unsuitable. This had been addressed and the new suite was well laid out with good access for prisoners using wheelchairs. The rooms were clean, functional and fit for purpose.
- I.30** CCTV was not available on all wings and funding was being sought to install cameras throughout the prison.

Recommendation

- I.31 A comprehensive drug supply reduction strategy should be implemented to investigate the drivers of positive drug tests and establish a coordinated approach to supply reduction.**

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.32** There had been three self-inflicted deaths since the last inspection. A significant number of the Prisons and Probation Ombudsman's recommendations had been implemented, but three remained outstanding, which was unacceptable.
- I.33** There had been 274 incidents of self-harm in the previous six months and 180 ACCT forms had been opened, both of which were high numbers. However, 54 prisoners accounted for

¹⁰ A machine to test for the presence of psychoactive substances.

all incidents and a few of these were responsible for a significant proportion of self-harm incidents.

- I.34** Prisoners on ACCTs told us that they felt supported and we observed good staff-prisoner relationships. Prisoners in crisis and their individual triggers were well known to staff and levels of care were good.
- I.35** The quality of ACCT forms varied. Good observations and care plans were actioned in a timely manner. However, the occasional poor entries that we found in plans had not been identified by the inadequate quality assurance process and no steps had been taken to address this, which undermined the effectiveness of ACCTs in supporting prisoners in crisis.
- I.36** Investigations into serious incidents of self-harm and suicide attempts were detailed and very good. However, actions from these investigations were not collated into a single plan or used to inform a wider strategy to reduce self-harm across the establishment, which was disappointing.
- I.37** Prisoners on constant watch were well cared for by staff, who were familiar with their care plans. We observed staff engaging with prisoners in crisis. A comprehensive policy and a good risk assessment tool determined the regime for each prisoner and what they could have in their cell, but the application of this was poor leading to spartan conditions and regimes for these prisoners. In some cases anti-ligature clothing was used with little evidence that it was necessary. We observed prisoners with their mattresses on the floor near the cell door allowing them to talk more easily to staff as they had nothing else to do.
- I.38** The monthly safeguarding meeting was well attended by relevant departments and agencies. Immediate issues were discussed but there was little use of data to drive strategy to reduce self-harm.

Recommendations

- I.39** **Quality assurance of ACCT documents should provide more robust oversight to ensure their effectiveness.**
- I.40** **Prisoners requiring a constant watch should be provided with a suitable regime and in-cell activity.**

Protection of adults at risk¹¹

- I.41** The safeguarding policy was very good. It had been written with a local government safeguarding consultant and covered all aspects of adult safeguarding, including how staff should make referrals if they had concerns about visitors coming to the prison.
- I.42** The internal referral system was well known to staff and had been used twice in the previous six months.
- I.43** Vulnerable adults were known to staff on the wings. Peer mentors and buddies were trained by Milton Keynes College and gained a qualification, which was commendable and unusual.

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).

These prisoner-led schemes were subject to regular oversight to ensure the safety of the prisoners they supported.

Good practice

- I.44** *The adult safeguarding policy was written jointly by the prison and the local authority and was detailed and inclusive. It explained clearly the responsibilities of staff, how to make internal and external referrals for prisoners, staff and visitors, and guided managers in the procedure for each case.*

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 In our survey, 79% of prisoners said that staff treated them with respect and 82% said there was a member of staff they could turn to if they had a problem. Most prisoners whom we spoke to told us that staff were polite and helpful.
- 2.2 We observed positive but not over-familiar engagement between officers and prisoners and a relaxed atmosphere on the house blocks. Many of the new staff appeared to have assimilated well to the role, and prisoners spoke of positive interactions with them. We saw one more recent member of staff skilfully deescalating a situation at a cell door before it got out of hand.
- 2.3 Prisoners voiced concerns about the visibility of staff at Albany which was not helped by the physical layout of the house blocks. In our survey, only 7% of prisoners across both sites said they regularly saw governors or senior staff talking to prisoners.
- 2.4 The keyworker OMiC¹² scheme was not effective. Many prisoners spoke of little contact with their keyworker and some did not know who they were.
- 2.5 There were a number of peer support roles across both sites, for example equality and MQPL representatives (measuring the quality of prison life). There was some overlap in these roles, but the overall impact was positive and prisoners had the opportunity to be consulted and involved.

Daily life

Expected outcomes:

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

Living conditions

- 2.6 Although they were old and shabby, the house blocks on the two prison sites were clean and well kept and afforded a good living environment for prisoners.

¹² The offender management in custody (OMiC) model was introduced in 2017. In the first stage, prison officer keyworkers were introduced with the aim of having regular contact with named prisoners. The second phase sees the introduction of core offender management and prison offender managers.

- 2.7** Cells were in reasonable condition with no graffiti and little evidence of broken windows and observation panels or other damage that we often see. The floor in some of the cells in Parkhurst was peeling up. The remand house block (16) was not in good condition: cells were missing furniture and there was graffiti, some of an offensive nature.
- 2.8** Most prisoners had their own cells, but about 200 were sharing in cells that were too small for two. Most of these had in-cell toilets which were poorly screened. There was sufficient furniture for two occupants and two lockable cabinets.
- 2.9** Showers were clean, although again showing the effects of age, such as peeling ceilings and floors. Privacy screening of showers in Parkhurst was not adequate, there were no individual showers and doors to each block of four showers only offered partial screening. The refurbishment of showers across both sites had started but completion of all showers depended on securing the funds.
- 2.10** The gardens were particularly well kept and gave both sites a more refreshing and pleasant feel. In contrast, the exercise areas were bleak and unimaginative. Rubbish accumulating directly outside many of the house blocks was not being cleared.
- 2.11** Most cells in Albany did not have an in-cell toilet and prisoners had to use the night sanitation system which allowed them seven minutes at a time to leave their cell during the night to use the toilet, or longer if they had medical conditions. This system was not desirable and it had broken down in the past, but prisoners we spoke to said it worked reasonably well. Prisoners on these wings had a chemical toilet in their cells but we found many lacked access to the chemicals that would make these function properly.
- 2.12** In our survey, 66% of prisoners against the comparator of 79% said that their house block was quiet enough to relax or sleep at night and prisoners also raised this in our discussions with them. We heard loud music from some cells both during the day and on our night visit. Prisoners said that staff did not consistently challenge antisocial behaviour on house blocks.
- 2.13** Laundry services were reasonably good, although prisoners at Albany reported more problems with delays and loss of sheets. Each house block had its own laundry for personal items.
- 2.14** In our survey, only 35% of prisoners said they could get their stored property if they needed it. Reception staff confirmed that there were often delays in responding to requests for property.
- 2.15** Cell bells were responded to within the required five minutes. All house blocks did a random check once a week, and some house blocks had an electronic checking mechanism.

Recommendation

- 2.16** **Prisoners should be able to access their property from reception within a week of making an application.** (Repeated recommendation 2.16)

Residential services

- 2.17** Menu choices were reasonably good, and prisoners with dietary needs were catered for. Prisoners were consulted regularly about the menu and some changes had been made in response. The quality of the food was acceptable and the food that we sampled was hot and

reasonably tasty. Prisoners received a hot lunch every other day, which is better than we see at many prisons, and a hot meal every evening.

- 2.18** A significant proportion of prisoners in our survey said that the portions were too small, and we found that the serveries were not well supervised, which led to inequality in meal sizes.
- 2.19** Meals were served too early (before noon for lunch and before 5pm for dinner). There was no opportunity for prisoners to eat together outside their cell and no facilities for prisoners to cook for themselves.
- 2.20** In our survey, 62% said that they could buy the items that they wanted from the canteen against 49% at the previous inspection. There was a wide choice of products and prisoners could place an order each week. However, new arrivals could wait up to two weeks to receive their first canteen order, which was too long.

Prisoner consultation, applications and redress

- 2.21** There were a number of prisoner representatives on each house block whose primary role was to consult their fellow prisoners on a number of issues, for example food and television channel choices. This gave prisoners a stake in their community, although a number of representatives on both sites told us that their meetings with senior managers to generate actions were too often cancelled. This undermined what might otherwise have been a very effective consultation system.
- 2.22** Applications were emailed and monitored electronically, but the sample that we looked at showed that many responses were late. This was confirmed by prisoners who told us that applications concerning issues on their house block were replied to on time, but those requiring a response from another department were invariably late. Too many complaints continued to be made following an unanswered application. Complaints were administered centrally and responses were chased up regularly. An impressive monthly analysis identified trends in the type of complaint and departments which took too long to respond. The replies that we looked at were typed, polite and focused and were generally of good quality. However, the sample indicated that 80% were responded to on time, while the prison's analysis showed about 90%.
- 2.23** Legal help for prisoners, remand and sentenced, was poor at the last inspection and there was no evidence that this had improved. Remand prisoners were able to book legal visits which took place in appropriate private areas within the local visits area.

Recommendation

- 2.24** **Senior managers should meet prisoner representatives regularly to ensure that their consultations with fellow prisoners lead to appropriate actions.**

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 characteristics¹³ 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

- 2.25** At the last inspection we found that equality and diversity were well managed, there had then been a decline in standards, but in the previous six months energetic management attention had been given to this area, with good results. The governor had taken the lead on improving the measures to eliminate discrimination, and the new equality manager was supported by two custodial managers, very recently appointed to equality roles. Regular forums had been held on both sites for prisoners of each protected characteristic. Attendance was variable, but actions decided at these forums had been followed through. Some high-quality promotional material on equality produced in the establishment was being well used.
- 2.26** The number of prisoner equality representatives had increased since the previous inspection. They were active and clearly identifiable. Named officers had responsibility for key equality areas, and the disability liaison officers made a good contribution. A senior manager had recently been identified as establishment champion for each protected characteristic, but this had not yet had a discernible impact. A good cycle of events marked special days for different groups, from Appleby Fair for the Gypsy/Traveller community to Holocaust Memorial Day.
- 2.27** In the last six months, some aspects of equality which posed clear operational challenges had been selected for analysis, for example the allocation of different ethnic groups to workshops and to different IRP levels, re-categorisation to category C, and the frequency of complaints among ethnic groups. This was a constructive approach in terms of building trust but required further work to address imbalances. Over-representation at the previous inspection of black and minority ethnic prisoners on the Parkhurst site compared to Albany had been addressed and there was no longer a clear disparity.
- 2.28** During the previous six months, a considerable number of reports of potentially discriminatory incidents had been received (94). These had been administered efficiently, but too often the investigation reports lacked a clear assessment of, and in some cases any reference to, the alleged discriminatory nature of the incident. Quality assurance of these reports was not carried out at a sufficiently senior level and there was no external scrutiny. There had been very limited engagement with community groups on equality matters.

Recommendation

- 2.29 Data on the treatment and conditions for prisoners with protected characteristics should be systematically collected and analysed, and action taken to address any imbalances.**

¹³ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protected characteristics

- 2.30** Our survey showed very few differences in perceptions or treatment between black and minority ethnic prisoners and others, except in the range of items stocked by the prison shop. This had very recently been addressed following consultation, and the range of products had been enhanced. Nevertheless, a number of black and minority ethnic prisoners told us that discriminatory treatment existed, for example black prisoners were less likely to progress through re-categorisation to category C. In our survey, fewer than two-thirds of this group said that most staff treated them with respect.
- 2.31** Albany and Parkhurst sites both held support groups for Gypsy, Roma and Traveller prisoners. These had been well attended recently and useful links forged with the kitchen and the education department.
- 2.32** At the time of the inspection, there were 151 foreign nationals. Immigration enforcement officials visited twice a year and there was good use of telephone interpreting. Forums for this group of prisoners had resumed after a gap.
- 2.33** In our survey, prisoners with disabilities and those with mental health conditions were significantly less positive than others about their feelings of safety and experiencing bullying or intimidation by other prisoners. Support and facilities for prisoners with disabilities were reasonably good. The assisted living unit on the Albany site met the needs of the great majority of prisoners with disabilities well, although a good standard of suitable accommodation could not be provided for all. A large group of ‘buddies’ received training and supervision to assist prisoners needing practical support.
- 2.34** Most LGBT prisoners found the prison a reasonably safe environment. Regular, well-attended forums were held, with dedicated meetings for transgender prisoners, of whom there were nine at the time of inspection. Transgender prisoners were content with most aspects of their treatment, except for limitations on the availability of suitable clothes, toiletries and cosmetics.
- 2.35** At the time of the inspection, 41% of prisoners were aged over 50. In our survey, 34% of prisoners over 50 said they had felt unsafe in the prison compared with 60% of prisoners under 50. Activities provided for these prisoners were reasonable, especially sessions in the gym on both sites three times a week.
- 2.36** Prison officers organised good work to support veterans, and plans were in progress to develop the profile of this group through Remembrance and other activities.

Faith and religion

- 2.37** The chaplaincy covered all the main religions. Many chaplains were sessional and a limited number of chaplains were employed by the prison. They were fully stretched in maintaining the basic statutory duties of the chaplaincy, with little time for individual pastoral work. This was reflected in our survey where 66% said that they were able to speak to a chaplain in private if they wished, compared with 83% in similar prisons. The chaplains made a solid contribution to the maintenance of safety and respectful treatment in the prison. However, some chaplains did not feel accepted as an integral part of the rehabilitative work of the establishment.
- 2.38** The monthly faith forums on both sites remained a strength, serving an educational purpose and a practical function in supporting improvements in chaplaincy provision. The physical

condition of the worship areas on both sites had improved to an acceptable standard, apart from the ablutions area on the Albany site.

- 2.39** The problem of the late arrival of prisoners for scheduled worship was systemic. On Easter Sunday, for example, many Roman Catholic prisoners had been escorted 25 minutes late, leaving insufficient time for a proper service. Worship sometimes did not take place at all for smaller faith groups.

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.

- 2.40** 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

- 2.41** NHS England (South Central) commissioned Care UK to deliver primary health and mental health services. The contract was monitored through quarterly meetings and quality assurance visits. Regular local and regional governance meetings, clinical lead meetings and health improvement meetings covered essential issues. The health needs analysis (2017) and health care improvement plan informed service delivery and there were good working relationships between commissioners, the prison and the provider.
- 2.42** Patient council meetings had started a month before the inspection and regular patient satisfaction surveys were collected. There was good oversight of the implementation of health care recommendations from deaths in custody reports and evidence of learning from serious incidents.
- 2.43** The service was well led by a skilled manager and complemented by experienced clinical leads. We observed an appropriate skill mix, and care was delivered by a conscientious team who knew their patients well. Services were provided from 7.30am to 5.30pm seven days a week. Out-of-hours care was provided by clinical staff based in the inpatient unit on the Albany site and an on-call GP service. Two newly qualified nurses had recently started work and two were awaiting security vetting. The service provided a learning environment for University of Southampton nursing students.
- 2.44** Most services were delivered by the health centres in Albany and Parkhurst, and outreach to the wings was provided when appropriate. The centres were bright and welcoming and supervised by prison officers. However, fixtures and fittings in rooms on both sites were not fully compliant with infection control standards.
- 2.45** Clinical and managerial supervision was being delivered and recorded and annual appraisals were in date. Mandatory training compliance was excellent.

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>.

- 2.46** Health care staff were clearly identifiable and we observed professional interactions with patients.
- 2.47** Appropriate standardised emergency equipment was located in both health care centres and in the inpatient unit and was checked regularly. Prison officers on both sites had access to automated external defibrillators (AEDs) and sufficient first aid trained officers were always on duty to ensure adequate emergency response. Ambulances were called and responded promptly in an emergency.
- 2.48** Health care complaints averaged 10 a month and were addressed and managed appropriately with good oversight of themes. Responses were timely and contained information on how to escalate the complaint.

Recommendation

- 2.49 All clinical environments should comply with infection control standards.**
(Repeated recommendation 2.71)

Promoting health and well-being

- 2.50** Although there was no strategic, prison-wide approach to the promotion of health and wellbeing, health promotion materials linked to national campaigns were displayed in health care, the wings and the library and a wellbeing approach was evident in health care. A dedicated health trainer co-ordinated screening clinics and health checks and followed up non-attendance. A sexual health in prison group facilitated by prisoners met regularly and produced a discreet method of collecting condoms which was well advertised.
- 2.51** There were no peer health workers or health champions in the prison at the time of the inspection, although advanced plans were in place to recruit one from each wing.
- 2.52** Sexual health services were delivered by health care and complemented by a visiting sexual health specialist nurse.

Recommendation

- 2.53 There should be a whole-prison strategy to support health promotion.**

Primary care and inpatient services

- 2.54** Primary health care was delivered effectively across both sites, with nurse triage and emergency GP appointments available on weekdays, and access equivalent to the community to long-term condition clinics, routine GP consultations and visiting specialists. Prisoners requiring hospital assessment, including x-rays or treatment, were managed effectively. Efforts had been made to ensure equivalence of care at Parkhurst and Albany, with patients only having to be transported between sites for admission to the inpatient health care unit (IHU) or for minor operations.
- 2.55** Prisoners received a good initial assessment on arrival in a dedicated health care interview room in reception. Secondary health assessments were undertaken in a timely manner.

- 2.56** Patients with long-term conditions were managed using the community GP Quality and Outcomes Framework to ensure that their conditions were reviewed as necessary and that they had appropriate care plans.
- 2.57** In our survey, prisoners were less satisfied with access to doctors and nurses than at comparator prisons. However, waiting times for a non-urgent GP appointment were equivalent to the community, as were the waiting times to see visiting specialists. Prisoners in segregation were seen by nurses each day when they attended to deliver medicines.
- 2.58** One of the GPs undertook minor operations which delivered prompt treatment for some, mainly dermatological, conditions and reduced the need for hospital visits. External hospital appointments were managed well.
- 2.59** Nursing staff on duty at night were based in the IHU at Albany and responded to emergencies on both sites. Out-of-hours cover was provided by the prison's GPs and a telephone consultation service based on the mainland.
- 2.60** The IHU accepted patients with physical, mental health and social care needs. Patients resided in cells appropriate to their needs, and all had daily access to therapeutic activity, including a spacious sensory garden.
- 2.61** The health care team had managed a significant number of palliative cases over the last few years, with most of these patients reaching the end of life in two dedicated palliative care suites located on the IHU. Trained volunteer family liaison workers were drawn from the wider prison staff team to facilitate communication and visits by relatives and prisoners close to the patient, and 'just in case' bags were prepared so that nursing staff could provide appropriate medical care in the final hours.

Social care

- 2.62** Despite efforts by the prison and health care, strategic links with the Isle of Wight Council were underdeveloped. No memorandum of understanding was in place to support the delivery or development of services and to ensure that the social care needs of prisoners were met.
- 2.63** At the time of the inspection, three prisoners were in receipt of social care packages. Given the ageing population, we were concerned that not all prisoners requiring social care were being identified. Prisoners were able to self-refer to adult social care through the application system.
- 2.64** There was prompt access to well-maintained specialist equipment to assist prisoners with independence. Prisoner buddies provided non-personal care and were appropriately risk assessed and supported in their role, although they had received no formal training at the time of the inspection.
- 2.65** A prison officer at Albany and Parkhurst acted as disability liaison officer with plans to increase this to two for each site.

Mental health care

- 2.66** More than 200 discipline staff (about 45%) had received mental health awareness training and appropriate referrals were made to the mental health team.

- 2.67** All prisoners were screened for mental health problems on arrival and, in addition to conventional referral processes, innovative weekly mental health induction meetings and weekly segregation unit 'rounds' provided prisoners with direct access to professionals at times of heightened risk. About 80 referrals a month were triaged within 24 hours and allocated appropriately using a stepped approach, ensuring timely assessments and case management and no waiting list.
- 2.68** Mental health professionals from Care UK and Southern NHS Trust were now co-located which had improved integration and communications. The team had a rich skills mix and were highly competent with specialist approaches to developmental problems, personality disorder, learning disabilities and mental disorders. Staff were well supervised and managed.
- 2.69** At the time of the inspection, 174 patients were in treatment, a quarter of whom had serious and enduring illnesses. Twenty-one patients were subject to the care programme approach¹⁵, with appropriate use of Section 117¹⁶ and other care management reviews.
- 2.70** Individual and group therapies were available, although the team lacked a dedicated group therapy room. Specialists in ADHD (attention deficit hyperactivity disorder) and memory problems continued to attend regularly, and trained gym staff designed exercise programmes for patients.
- 2.71** Joint working with the wider health team and substance misuse services was effective, with co-facilitation of groups and mature dual diagnosis working. Working relationships between prison and mental health staff were effective. Mental health team members contributed to ACCT reviews and safety meetings, joint planning to introduce trauma informed services and prison psychologists delivering specialist diagnostic testing.
- 2.72** None of the nine patients transferred to hospital under the Mental Health Act in the six months to the end of March 2019 had been transferred within the guideline of 14 days and some had waited several months. While this was beyond the control of the prison and its health services, it was totally unacceptable.

Good practice

- 2.73** *The introduction of weekly mental health induction meetings and segregation 'rounds' provided an opportunity for prisoners and prison officers to talk to mental health professionals at times of heightened risk.*

Substance use treatment¹⁷

- 2.74** We spoke to patients who appreciated the substance misuse service (SMS), which had been enhanced since 2015 and remained impressive.
- 2.75** Inclusion, a part of the Midlands Partnership NHS Trust provided the drug and alcohol recovery team (DART) which had co-located and integrated with psychosocial and clinical staff. Staff were competent, well supervised and managed, and had good access to relevant advanced training.

¹⁵ Mental health services for individuals diagnosed with a mental illness.

¹⁶ Section 117 is a person's entitlement to after care if they have been in hospital under sections 3, 37, 45A, 47, or 48 of the Mental Health Act 1983.

¹⁷ 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).

- 2.76** All new prisoners were seen by the DART team and peer recovery workers, given harm reduction materials and offered services. About 150 patients were engaged in therapy at any one time, of which up to a third had primary alcohol issues. Those receiving clinical or psychosocial treatment were seen in one-to-one or group sessions. Patients told us these services were valued, and their views influenced service developments.
- 2.77** The recovery programme consisted of 18 sessions, now enhanced by popular components such as acupuncture, joint dual diagnosis working and anxiety groups co-facilitated with mental health. Patients who had completed the recovery programme could attend monthly booster sessions to maintain recovery, which they valued.
- 2.78** The clinical service was nurse led and included competent practitioners from several professions. Integrated clinical management was consistent and included joint 13-week reviews with psychosocial practitioners. DART clinicians continued to participate in weekly multidisciplinary reviews, and information sharing was exemplary on a case-by-case level and via SystemOne (electronic clinical records) - an improvement since 2015.
- 2.79** At the time of the inspection, 31 patients were receiving opiate substitution therapy (OST) of whom 11 were reducing their intake. About one patient a month required alcohol detoxification therapy, which was delivered safely on the IHU.
- 2.80** There was no up-to-date drug and alcohol strategy. Compact based drug testing (CBDT) was used appropriately to verify compliance with OST treatment. CBDT had also been introduced on the new enhanced drug-free wing.
- 2.81** Recovery champions made valuable contributions to the engagement of their peers in their therapy. Visiting peer support services had ceased since the last inspection but work was in progress to reinstate Alcoholics Anonymous meetings to support prisoners who were abstaining.
- 2.82** Inclusion played an active part in engaging community services for patients before their release. Naloxone (to reverse the effects of opiates) had been introduced for patients to take home which enhanced the safety of opiate users.

Medicines optimisation and pharmacy services

- 2.83** Medicines were dispensed by the pharmacy based in the prison. The prescription documents were printed by the doctor, but many were not signed. The pharmacy was exploring electronic signatures but undertook to ensure that prescriptions were signed in the meantime. Medicines were appropriately stored in the pharmacy and administration rooms.
- 2.84** Medicines were administered by nurses each day from 7.45 to 8.15am, 11.45am to 12.15pm and 4.15 to 5pm. They were issued from designated medication rooms on each site and access to the hatch was monitored and controlled by officers. Night medication was generally issued as daily in possession.
- 2.85** There was an in-possession policy, with risk assessments which reflected the patient and the drug. In-possession risk assessments were completed and reviewed, and spot checks of in-possession medication took place according to the policy. Nurses supplied an appropriate range of over-the-counter medicines or through patient group directions (which enabled nurses to supply and administer prescription-only medicine). About 80% of patients received their medication in possession, with about 60% on a monthly supply.

- 2.86** The pharmacy was trialling a robot for the collection of medication which enabled prisoners accompanied by an officer to collect their in-possession medication using their fingerprint as identification. The objective was to allow flexibility in the times that medicine could be collected to reduce congestion at the administration hatches. A robust system was in place to identify when medicines were not collected.

Good practice

- 2.87** *The pharmacy used a dispensing robot for prisoners who needed additional support in taking their medicines. This produced individually labelled and sealed pouches. Each pouch contained the required medication for a single dose. The robot had a high degree of accuracy and had released staff to focus on other tasks.*

Dental services and oral health

- 2.88** The dental service had been taken over at the beginning of April 2019 by a new provider, Time for Teeth, which was working to reduce the significant number of patients who had been waiting too long for routine appointments. Twenty prisoners over both sites had been waiting between six and 11 weeks at the time of the inspection. Dental nurse triage sessions were to be provided and the effectiveness of these sessions was to be reviewed after two months and additional dental sessions organised if the waiting list remained significant.
- 2.89** Oral health promotion was in place and all patients were provided with a treatment plan. Dental equipment was effectively maintained and clinical waste was disposed of safely.

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 The majority of prisoners could spend about 10 hours out of cell a day from Monday to Thursday and about eight hours from Friday to Sunday. During our roll checks, an average of 16% of prisoners were locked in their cells during the main work period. Surprisingly for a training prison, only 54% were off the wing in work, education or training. More than 22% were working on the wing, but these prisoners were not fully occupied.
- 3.2 Prisoners told us that the regime was on the whole delivered to time, but there were occasions when it was cut short and they were usually notified in advance. We saw one such notification of a half-hour reduction in the day because of a staff meeting. The notice had been issued a few days beforehand.
- 3.3 A new core day was to be introduced in the week following the inspection. Prisoners told us they were concerned that they were to be locked up during lunch, and that exercise would take place too early in the morning.
- 3.4 Exercise periods remained at only 30 minutes. Exercise areas were adequate in size, but stark and unappealing. The libraries on the two sites were well run by the Isle of Wight library service. The environment on both sites was bright and welcoming, with good displays and a range of puzzles, quizzes and other literacy-related activity resources. Access was reasonable, though attendance had declined at Albany following tighter security restrictions in response to an assault. This was to be addressed imminently by additional staffing. Better links had been established between the library and education and at Parkhurst a satellite library was run two half days a week in the education building. There was unusually effective joint working with the mental health team: clinical professionals had recommended to the library a range of relevant books, self-help guides, CDs and other resources, and prescribed these resources for patients.
- 3.5 The gym facilities on both sites were spacious and appropriately equipped. Frustrations remained over fitness machines which had been out of order for many months on both sites, but most prisoners had access to key equipment. The team of instructors were committed and worked hard to engage as many prisoners as possible in exercise. The provision for older prisoners, such as health walks and carpet bowls, and tailored activities for prisoners with dementia, were a strength. The gym staff also worked closely with health care staff and the drug and alcohol treatment service to support individuals referred by those teams and maintain a flow of information on their progress. The shower facilities at Parkhurst gym remained a large open area with no privacy.

- 3.6** Creative arts had become more accessible to prisoners, with the introduction of Geese Theatre, Storybook Dads¹⁸ (see paragraph 4.8) and events organised by Changing Tunes¹⁹ and Good Vibrations.²⁰

Recommendation

- 3.7 Prisoners should be able to exercise for at least an hour a day in suitably equipped exercise yards.**

Good practice

- 3.8** *Joint working between the libraries and the mental health team in the prison was unusually effective. Clinical professionals had recommended to the library a range of relevant books, self-help guides, CDs and other resources, and prescribed these resources for patients.*

Education, skills and work activities (Ofsted)²¹

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.²²

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

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

Management of education, skills and work

- 3.10** Leadership and management of learning, skills and work were markedly more effective than at the previous inspection. Prison leaders and managers demonstrated a strong focus on change and improvement. They were successfully implementing effective new management and budgetary arrangements.

¹⁸ An independent registered charity that helps prisoners to record stories for their children to listen to at home.

¹⁹ A charity which uses music and mentoring to help people lead meaningful lives, free from crime.

²⁰ A charity using communal music-making to support people in challenging circumstances with additional needs.

²¹ 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.

²² In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.11** Prison leaders had implemented effective cross-department performance monitoring and quality improvement forums. These were well resourced and attended. Leaders now had a good range of useful data which they used well to manage and monitor purposeful activity. The allocations process had been overhauled and was now effective. Self-assessment was effective, reasonably evaluative and mostly accurate. Prison and education managers produced separate self-assessment reports which was an unnecessary duplication of effort.
- 3.12** Prison leaders and managers worked in close and productive partnership with other departments in the prison, notably the education and vocational training provision delivered by Milton Keynes College. The education department was managed effectively across both sites.
- 3.13** Leaders and managers had given good support to the development of a peer mentoring programme. This provided a steadily growing number of long-term prisoners with a challenging and effective custody-based career. The mentors had been directly involved in developing their roles and were highly enthused by them. The positive impact of their work in and out of classroom and workshop sessions was substantial. This was valued highly by prisoners.
- 3.14** Leaders had ensured that the virtual campus²³ was used effectively to support teaching and learning. Managers set targets for teachers to use the virtual campus and monitored these closely each month.
- 3.15** Prison leaders had well-developed plans to expand the provision. They were in the process of inviting bids from community agencies to deliver new specialist activities. These included programmes in the creative arts, accounting, business, money management and self-employment. Leaders' plans to appoint an advice and guidance tutor to develop peer support and skills action planning were well advanced. Prisoners were not released directly into the community and no pre-release education, training or employment options were offered.
- 3.16** The range of provision based on qualification was narrow and focused too heavily on meeting the needs of prisoners with few or lower-level skills. The substantial minority of more able and qualified prisoners, including those approved for transfer to a category C prison, had too few meaningful options to follow. Leaders had closed or suspended some popular activities, including music and needlework, and did not offer courses in life skills such as cooking or DIY.
- 3.17** More qualifications were now available for prisoners in workshops, but only a small minority were following them. Leaders had taken strong action to increase prisoners' uptake of these qualifications, but this was at an early stage. There were not enough classroom places for all speakers of English for speakers of other languages (ESOL) and the waiting list for this course was long.

Recommendations

- 3.18 Leaders and managers should ensure that a greater number of prisoners follow and achieve qualifications in industry workshops.**
- 3.19 Leaders and managers should ensure that there are enough ESOL classes to meet demand.**

²³ Prisoner access to community education, training and employment opportunities via the internet.

Quality of provision

- 3.20** Most teaching, learning and assessment were effective. Almost all the relatively small proportion of prisoners engaged in education and vocational training were positive about their learning and found it beneficial. Induction to education, skills and work options was effective. Most prisoners could make considered choices about the opportunities available.
- 3.21** Teachers and tutors were skilled and enthusiastic. They planned individual learning well. They made good use of the outcomes of prisoners' initial assessment of English, mathematics and information technology skills and took account of any self-declared learning needs. Teachers delivered interesting and well-planned education and vocational training sessions and used a wide range of resources that stimulated and supported learning. For example, prisoners in ESOL and English classes often developed their mathematics skills well. Instructors in textiles and gardens integrated mathematics into training.
- 3.22** Most teachers measured and tracked prisoners' progress effectively. The great majority of prisoners made good progress and gained new practical and academic skills. Prisoners with additional learning needs received good support to learn and achieve qualifications.
- 3.23** The work environments were realistic and professional. Most prisoners were developing useful vocational and employability skills, for example prisoners working in the servery learned how to make bread and Danish pastries. Most took and achieved qualifications in food hygiene. Prisoners working in wood workshops produced furniture of professional quality. The large majority of prisoners valued the work they did.
- 3.24** Peer mentors gave good support to teachers. Their interventions for individuals and small groups were skilled and they understood each prisoner's needs well. For example, one mentor used coloured overlays to improve a dyslexic prisoner's reading and spelling. In another session, a mentor used phrase cards with a group of prisoners to develop their understanding of the use of apostrophes. A few peer mentors occasionally provided prisoners with answers rather than helping them work through problems themselves.
- 3.25** Teachers successfully widened prisoners' understanding of equality and diversity topics. They led stimulating group discussions and widened prisoners' understanding. For example, in an English class the story of Oscar Wilde was used as a basis for discussion about changing attitudes to homosexuality.
- 3.26** The education provider's arrangements for improving teaching and learning were well established and staff development and support were carefully planned. Prison managers had not yet implemented similarly effective quality improvement arrangements for their provision.
- 3.27** Prisoners following distance learning programmes received good practical and academic support. However, prison officers did not consistently apply the correct criteria for deciding which distance learning courses prisoners could apply for. This frequently led to very long delays and frustration for prisoners keen to follow such programmes.
- 3.28** Teachers did not set targets that helped prisoners to advance to higher levels of learning. Most teachers gave prisoners useful written feedback which congratulated them on the standard of their work but rarely told them how it could be improved. Teachers in a very small number of lessons did not provide enough support to improve prisoners' spelling.

Recommendations

- 3.29** Leaders and managers should improve the quality of feedback from teachers so that prisoners always know how to improve their work.
- 3.30** Leaders and managers should clarify the criteria for prisoners who wish to study distance learning programmes.
- 3.31** Leaders and managers should ensure that teachers help prisoners to improve their spelling.

Personal development and behaviour

- 3.32** Prisoners in Albany and Parkhurst education sessions and workshops told us that they felt safe and knew how to report any concerns. Most prisoners were highly motivated to learn and worked well together and independently. Most took pride in their practical and written work. The large majority made good progress.
- 3.33** Prisoners' behaviour was good while they were working on the wings, and in education, workshops and work. Prisoners worked enthusiastically and professionally in the well-equipped workshops. They acted responsibly, supporting their peers well. They participated willingly in keeping workshops clean and tidy. Prisoners in the very busy laundry had taken full responsibility for cleaning, drying and folding clothes and bedding.
- 3.34** Prisoners' attendance was good at education and vocational training sessions. Prison data showed that average levels of attendance on both sites was historically high.
- 3.35** Prisoners employed in wing work were not trained well enough in employability skills. None had made a written application for their wing role. Too few prisoners were aware of the job descriptions for their roles.
- 3.36** Prisoners were rarely punctual in attending learning and training sessions, too often arriving up to 30 minutes after the start.

Outcomes and achievements

- 3.37** The achievement of qualifications was high or very high on most accredited courses. The majority of prisoners who started a course completed it and gained the target qualification. However, the total number of prisoners taking and gaining qualifications was low.
- 3.38** The standard of written and practical work in classrooms, vocational training and work was generally high.
- 3.39** Outcomes for prisoners on English and mathematics functional skills courses were not consistently high, with significant fluctuations at levels 1 and 2. The achievement of black and minority ethnic prisoners was lower than for other groups. Managers were monitoring this gap but had not yet identified the reason.

Recommendation

- 3.40 Leaders and managers should identify the reasons for black and minority ethnic prisoners not achieving qualifications as well as other groups and take appropriate action to eliminate the discrepancy.**

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 At the time of our inspection, approximately 85% of prisoners were more than 50 miles from home which made it difficult for prisoners to maintain or re-establish relationships with their children and families. This was reflected in our survey, where only 8% of prisoners said that it was easy for friends and family to visit them. Eighty-one per cent of these felt that their visitors were treated respectfully by staff.
- 4.2 Visits took place during the afternoon on Fridays through to Mondays. Some prisoners and visitors whom we spoke to told us that slow entry procedures caused delays and not all visits started on time.
- 4.3 Barnardo's had been commissioned to manage the visitors' centre since 2017 but was not well integrated into the prison. Barnardo's play leaders provided information and support for visitors and those we spoke to found the service helpful. The visitors' centre itself was outdated and required investment.
- 4.4 Visits halls at Parkhurst and Albany offered an appropriate and well-maintained space. Children's play areas were well equipped on both sites and prisoners ran the refreshment shops which visitors appreciated. At the time of our inspection, no prisoners were subject to closed visits.
- 4.5 Visits staff were made aware of all public and child protection matters before visits. Searches were carried out and appropriate action was taken to ensure that children and adults were kept safe.
- 4.6 Family days were organised on both sites and were popular. They offered prisoners more time with their visitors in a more relaxed atmosphere. However, no record was made of participation in family days by prisoners on different levels of the incentives and earned privileges scheme. In addition, staff and prisoners were unclear about the requirements to apply for family days which caused confusion and undermined their purpose as an incentive.
- 4.7 In our survey, 93% of prisoners said they could use the telephone every day.
- 4.8 Reading schemes, such as Storybook Dads, had resumed, but at the time of the inspection only six prisoners were using this.

Recommendation

- 4.9 The visitors' centre should be refurbished to improve services for families travelling long distances.**

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.

- 4.10** The strategic management of reducing reoffending had improved since our last inspection. The 'reform' reducing reoffending meeting was well attended and co-ordinated the work of offending behaviour pathways and the offender management unit (OMU). A prison-wide action plan was in place and there was evidence of focused actions being progressed at the reform meetings which reflected prevailing challenges, needs and priorities.²⁴ Nearly all the population were serving sentences of four years or more, the majority of whom were serving sentences of more than 10 years. About 83% of prisoners were assessed as high or very high risk of harm, nearly all of whom were subject to child contact restrictions. An average of seven prisoners were received each month and one to two prisoners were released. Just over half the population had been at the establishment for more than a year.
- 4.11** The prison had carried out good work to understand the needs of its population. A comprehensive population needs analysis incorporating OASys data (offender assessment system) had recently been completed and work was in progress to update the reducing reoffending strategy to reflect the findings of the analysis.
- 4.12** Too many prisoners, about a third, did not have an up-to-date OASys. About 16% of these had no initial OASys and about 20% had not had a review in the past year. This affected the prison's ability to deliver appropriate interventions to these prisoners to help them progress and reduce their risk. Most of these prisoners were the responsibility of community offender supervisors, but about a quarter were the responsibility of the prison. The prison had made efforts to address the backlog and to escalate to the National Probation Service the need for the community backlog to be reduced, but these figures had remained static and were too high.
- 4.13** The OMU was about to transition into the offender management in custody (OMiC) model. At the time of the inspection, 12 offender supervisors were managed by a custodial manager and five probation officers by a senior probation officer. Eleven of the offender supervisors were uniformed, and all were carrying large caseloads of about 90 to 100 each.
- 4.14** In our survey, 54% of prisoners said that they had a custody plan and 43% that staff were helping them to achieve their targets against respective comparators of 76% and 66%. In the cases that we reviewed, we saw evidence of good work, but no evidence of governance or required levels of frequency of contact between offender supervisors and prisoners. Weekly wing surgery sessions gave prisoners informal opportunities to engage with offender supervisors, but records of contacts were few and largely reactive. Contacts focused on milestones and were triggered by events such as parole hearings and re-categorisation reviews rather than one-to-one sentence sequence planning to address offending behaviour and drive motivation and progression.

²⁴ The offender management in custody (OMiC) model was introduced in 2017. In the first stage, prison officer keyworkers were introduced with the aim of having regular contact with named prisoners. The second phase sees the introduction of core offender management and prison offender managers.

- 4.15** Uniformed offender supervisor time was not ring-fenced and too much time was lost to cross deployment to undertake other duties across the prison. This undermined offender management work.
- 4.16** Offender supervisors had not been trained to work with prisoners convicted of sexual offences in an offender manager capacity nor did they receive professional supervision. Probation officers did not carry any caseloads and their time was almost entirely focused on public protection work. Some probation officers and offender supervisors were co-located, affording opportunities to provide informal support and share knowledge. This was inconsistent and too little use was made of the expertise in risk management of the probation officers.
- 4.17** At the time of the inspection, 113 prisoners were serving life sentences and 52 indeterminate sentences for public protection, about half of whom were over tariff. Lifer days were held annually. We observed one in operation and saw good examples of engagement with prisoners and multi-agency community partners. There was no strategic approach to managing and progressing this population and, unless parole instruction dictated, too little structured, meaningful one-to-one work took place between offender supervisors and prisoners. The lack of peer lifer representatives, focus groups and consultation forums was recognised as an omission which the prison was addressing.
- 4.18** Timely submission of dossiers and effective tracking and monitoring took place for prisoners eligible for parole.
- 4.19** The focus of the OMU was to reduce risk and work towards progression to category C establishments. Release on temporary licence and home detention curfew were not used.²⁵

Public protection

- 4.20** Public protection procedures were adequate, but interdepartmental risk management meetings no longer took place. The management of public protection was fragmented. Discussion of new arrivals, imminent releases, mail and telephone monitoring and child contact restrictions took place at separate meetings, and lacked a co-ordinated, collaborative approach to sharing intelligence and informing public protection.
- 4.21** At the time of the inspection, 847 prisoners were subject to child contact restrictions, 798 at level 1, 20 at level 2, 15 at level 3 and 21 at level 4. The prison conducted thorough, systematic assessments of all new arrivals informed by appropriate multi-agency input. Annual reviews of child contact restrictions were not systematic and were usually only triggered when a prisoner applied for a change in restriction. The backlog was too great and some prisoners could be subject to restrictions, even if no longer relevant, for example if the child had since turned 18.
- 4.22** Nearly all the population were eligible for multi-agency public protection arrangements (MAPPA), although most prisoners were not released directly from the prison and were transferred to a category C establishment to prepare for release. In the cases that we reviewed, when community offender managers had requested input from prison probation staff into MAPPA meetings, MAPPA F reports were completed to an adequate standard.

²⁵ Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second phase, core offender management, and the introduction of prison offender managers (POM) is being introduced gradually, from 2019.

- 4.23** Arrangements to conduct and review telephone and mail monitoring were managed well. At the time of the inspection, 63 prisoners were subject to monitoring. On arrival, prisoners on harassment procedures or convicted of child offences were automatically put on monitoring for the first month. Probation officers conducted timely, systematic reviews to determine if arrangements should cease or continue. Most reviews of telephone monitoring were up to date and conducted within 24 hours. Tracking systems showed that delays were rare, but we saw records of two occasions when there had been a delay of four days following the cross deployment of the operational support grade staff responsible for reviewing telephone calls.

Recommendation

- 4.24 The backlog of child contact reviews should be cleared and annual reviews should take place systematically.**

Categorisation and transfers

- 4.25** Re-categorisation reviews were timely and in the cases that we reviewed decisions were reasonable.
- 4.26** Processes were well managed and the system for tracking and managing the initiation of re-categorisation reviews three months in advance facilitated informed contributions. The co-ordination of the work of the psychology and programmes team and the OMU had improved and prisoners could have a programme needs analysis undertaken before a review so that appropriate decisions could be made about re-categorisation.
- 4.27** Over the previous six months, an average of 100 prisoners a month had been considered for re-categorisation and about 30 to 40 a month had been awarded category C status. At the time of the inspection, 88 prisoners were awaiting transfer, 33 of whom were held at the establishment for medical reasons, to undertake and complete programmes or to attend Parole Board hearings. Most transfers were timely, but places were harder to find for prisoners with disabilities and mobility problems and for those who had given only one choice of which category C prison to go to. At the time of the inspection, there were 39 of these prisoners, and they sometimes waited too long to progress to a lower security category prison.

Interventions

Expected outcomes:

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

- 4.28** The psychology and programmes team had undertaken good work to understand the needs of the population. They had developed dynamic and appropriate processes based on risk, responsiveness to treatment, readiness and length of remaining sentence to prioritise access to programmes. This ensured that prisoners assessed as eligible were able to join an appropriate programme based on their needs before their release date.
- 4.29** At the time of the inspection, about 130 prisoners were awaiting a programme needs assessment, but about 15 assessments a month were completed and the programmes team was on track to reduce this backlog. The team had some flexibility to increase or reduce the number of programme and course places according to need, which was positive.

- 4.30** Three accredited programmes were being delivered: Horizon (a medium intensity course for prisoners convicted of sexual offences), Kaizen (a high intensity course for prisoners convicted of sexual offences) and the healthy sex programme (for prisoners who had already completed an accredited programme but needed further interventions). Following the identification of an unmet need in the programme needs analysis, the delivery of Becoming New Me + for prisoners with intellectual difficulties had been profiled and confirmed to start in July 2019. Sixty-seven places on programmes were available in the current year, more than the previous year.
- 4.31** More treatment opportunities than at our last inspection were available for prisoners maintaining their innocence. The Kaizen and Horizon programmes could take two of these prisoners on each course. The programmes team had introduced the motivation and engagement programme, which was a non-accredited programme aimed at motivating and engaging the most complex prisoners, including those who maintained their innocence. The foundation non-accredited programme was also delivered. There had been 48 completions in the previous year, and more than a third of these prisoners went on to complete an accredited programme.
- 4.32** About half the population were maintaining their innocence and just over 100 non-accredited places were available for these prisoners. Little one-to-one work was carried out by offender supervisors to motivate these prisoners and they did not have enough opportunities to develop.
- 4.33** The finance, benefit and debt needs of the small remand population was assessed on arrival, but very little resource or support was available as the establishment was not a resettlement prison. Offender supervisors provided limited ad hoc support to the sentenced population.
- 4.34** The accommodation needs of the population were low. The majority of the small number of prisoners released from the prison were parole directed and went to probation approved premises.
- 4.35** The local community rehabilitation company (CRC) assessed the accommodation needs of the remand population, but access to community resources were limited and needs were not always met.

Recommendation

- 4.36** **Offender supervisors should provide one-to-one opportunities for prisoners maintaining their innocence to motivate and progress them through their sentence.**

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.

- 4.37** Six prisoners had been released over the last six months, four of whom were supported to approved premises by community offender managers because of their risk level. Most prisoners were transferred to a category C prison and the need for release planning was limited.

- 4.38** The establishment was not suitable for prisoners on remand. A designated offender supervisor assessed and completed part 1 of the basic custodial screening tool and referred to the local CRC for completion of part 2. However, we saw no evidence in the cases that we reviewed of actions being followed through and the needs of these prisoners were not met adequately.
- 4.39** No assessment took place of the resettlement needs of newly arrived sentenced prisoners, as at the previous inspection. The majority of the population were serving long sentences. Offender supervisors identified needs related to resettlement pathways through OASys reviews, but this was not consistent because of the backlog of initial OASys assessments and the number of prisoners who had not had a review for at least a year (see paragraph 4.12).

Recommendation

- 4.40** **The resettlement needs of prisoners should be assessed immediately on arrival and support provided to address those needs.** (Repeated recommendation 4.26)

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new key concerns and recommendations, general 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.

Key concerns and recommendations		Directed to:
S45	<p>Key concern: Prisoners had very poor perceptions of safety. The prison did not have a grasp of the drivers of violence which had increased since our last inspection. Violent incidents were not always investigated thoroughly and the quality of some of those investigations was poor. Management of violent prisoners was weak and plans in place did not provide helpful and consistent advice to staff on lowering risk.</p> <p>Recommendation: The prison should investigate all violent incidents thoroughly to understand the drivers of violence and implement a strategy to reduce it.</p>	The governor
S46	<p>Key concern: The difference between the standard and enhanced levels of the incentives and rewards (IRP) policy was marginal. Management of the IRP policy was poor and reviews were not always conducted on time. Some prisoners remained on basic for more than two months. Not all prisoners on basic level we spoke to knew how to appeal against decisions to downgrade them to basic level.</p> <p>Recommendation: The incentives and rewards policy should be reviewed to ensure meaningful differences between the levels and effective oversight arrangements should be put in place.</p>	The governor
S47	<p>Key concern: Not all recommendations from the Prisons and Probation Ombudsman following deaths in custody had been implemented.</p> <p>Recommendation: The governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including communication of the correct medical code and calling an ambulance immediately.</p>	The governor
S48	<p>Key concern: About 200 prisoners were sharing in cells that were designed for one prisoner. Most of these cells had toilets which were poorly screened.</p> <p>Recommendation: Single cells should only be used to accommodate one prisoner. (Repeated recommendation 2.12)</p>	The governor
S49	<p>Key concern: Night sanitation was in place for most prisoners on the Albany site. This system was not desirable and it had broken down in the past. Prisoners on these wings had a chemical toilet in their cells but we</p>	The governor

	<p>found that many lacked access to the chemicals that would make these function properly.</p> <p>Recommendation: All prisoners should have effectively screened in-cell toilets.</p>	
S50	<p>Key concern: Systems for application and redress were poorly managed and most prisoner applications were responded to late. This resulted in too many complaints made following unanswered applications. Many complaints were also responded to late resulting in understandable frustration among prisoners.</p> <p>Recommendation: Systems for application and redress should be managed effectively to ensure that prisoners receive a timely response.</p>	The governor
S51	<p>Key concern: Despite efforts by the prison and health care, strategic links with the Isle of Wight Council were underdeveloped. No memorandum of understanding was in place to support the delivery or development of services and to ensure that the social care needs of prisoners were met.</p> <p>Recommendation: A memorandum of understanding should be formally agreed between the social care provider, the prison and the local authority, to ensure that social care needs are consistently met.</p>	The governor
S52	<p>Key concern: None of the nine patients transferred to hospital under the Mental Health Act in the six months to the end of March 2019 had been transferred within the guideline of 14 days and some had waited several months.</p> <p>Recommendation: Patients requiring hospital admission under the Mental Health Act should be assessed and transferred expeditiously within the current transfer guidelines.</p>	The governor
S53	<p>Key concern: During our roll checks, only 54% of prisoners were off the wing in work, education or training. Twenty-two per cent were working on the wing, but these prisoners were not fully occupied.</p> <p>Recommendation: Prisoners, including those involved in wing work, should be fully occupied and develop their employability skills by making written job applications and being aware of their job descriptions.</p>	The governor
S54	<p>Key concern: The range of provision based on qualification was narrow and focused too heavily on meeting the needs of prisoners with few or lower-level skills. The substantial minority of more able and qualified prisoners, including those approved for transfer to a category C prison, had too few meaningful options to follow.</p> <p>Recommendation: Leaders and managers should expand the range of education, skills and work services to provide developmental options that better meet the needs of prisoners.</p>	The governor

S55	<p>Key concern: Prisoners were rarely punctual in attending learning and training sessions, too often arriving up to 30 minutes after the start.</p> <p>Recommendation: Wing staff should ensure that prisoners are routinely punctual at education, skills and work activities to help them recognise that punctuality is an essential skill for sustained employment.</p>	The governor
S56	<p>Key concern: Outcomes for prisoners on English and mathematics functional skills courses were not consistently high, with significant fluctuations at levels 1 and 2.</p> <p>Recommendation: Leaders and managers should ensure that prisoners' achievements in functional skills remain high.</p>	The governor
S57	<p>Key concern: The levels of regular, meaningful contact between offender supervisors and prisoners was low and largely reactive. About a third of prisoners did not have an up-to-date OASys assessment which undermined the ability to provide these prisoners with the appropriate interventions to reduce their risk.</p> <p>Recommendation: Prisoners should have regular face-to-face contact with an offender supervisor and an up-to-date OASys assessment to help them address their offending behaviour and to ensure that their progression is monitored effectively.</p>	The governor
S58	<p>Key concern: Prison offender supervisors were not adequately trained or supervised to work as offender supervisors or with prisoners convicted of sexual offences. This affected their ability to deliver sufficient one-to-one interventions and progress prisoners through their sentence plan.</p> <p>Recommendation: Prison offender supervisors should receive specific training in working as offender supervisors with sex offenders and receive regular professional supervision.</p>	The governor
S59	<p>Key concern: The prison was ill suited to meeting the needs of the remand population. Accommodation was poor, access to legal help and advice was underdeveloped and preparation for release was inadequate.</p> <p>Recommendation: Remand prisoners should be held in an establishment that can meet their needs.</p>	HMPPS
General recommendations		Directed to:
1.7	An area should be set aside for staff to conduct interviews with prisoners in private on first reception.	The governor
1.31	A comprehensive drug supply reduction strategy should be implemented to investigate the drivers of positive drug tests and establish a coordinated approach to supply reduction.	The governor
1.39	Quality assurance of ACCT documents should provide more robust oversight to ensure their effectiveness.	The governor
1.40	Prisoners requiring a constant watch should be provided with a suitable regime and in-cell activity.	The governor
2.16	Prisoners should be able to access their property from reception within a week of making an application. (Repeated recommendation 2.16)	The governor

2.24	Senior managers should meet prisoner representatives regularly to ensure that their consultations with fellow prisoners lead to appropriate actions.	The governor
2.29	Data on the treatment and conditions for prisoners with protected characteristics should be systematically collected and analysed, and action taken to address any imbalances.	The governor
2.49	All clinical environments should comply with infection control standards. (Repeated recommendation 2.71)	The governor
2.53	There should be a whole-prison strategy to support health promotion.	The governor
3.7	Prisoners should be able to exercise for at least an hour a day in suitably equipped exercise yards.	The governor
3.18	Leaders and managers should ensure that a greater number of prisoners follow and achieve qualifications in industry workshops.	The governor
3.19	Leaders and managers should ensure that there are enough ESOL classes to meet demand.	The governor
3.29	Leaders and managers should improve the quality of feedback from teachers so that prisoners always know how to improve their work.	The governor
3.30	Leaders and managers should clarify the criteria for prisoners who wish to study distance learning programmes.	The governor
3.31	Leaders and managers should ensure that teachers help prisoners to improve their spelling.	The governor
3.40	Leaders and managers should identify the reasons for black and minority ethnic prisoners not achieving qualifications as well as other groups and take appropriate action to eliminate the discrepancy.	The governor
4.9	The visitors' centre should be refurbished to improve services for families travelling long distances.	The governor
4.24	The backlog of child contact reviews should be cleared and annual reviews should take place systematically.	The governor
4.36	Offender supervisors should provide one-to-one opportunities for prisoners maintaining their innocence to motivate and progress them through their sentence.	The governor
4.40	The resettlement needs of prisoners should be assessed immediately on arrival and support provided to address those needs. (Repeated recommendation 4.26)	The governor
Examples of good practice		
1.44	The adult safeguarding policy was written jointly by the prison and the local authority and was detailed and inclusive. It explained clearly the responsibilities of staff, how to make internal and external referrals for prisoners, staff and visitors, and guided managers in the procedure for each case.	
2.73	The introduction of weekly mental health induction meetings and segregation 'rounds' provided an opportunity for prisoners and prison officers to talk to mental health professionals at times of heightened risk.	
2.87	The pharmacy used a dispensing robot for prisoners who needed additional support in taking their medicines. This produced individually labelled and sealed pouches. Each pouch contained the required medication for a single dose. The robot had a high degree of accuracy and had released staff to focus on other tasks.	
3.8	Joint working between the libraries and the mental health team in the prison was unusually effective. Clinical professionals had recommended to the library a range of relevant books, self-help guides, CDs and other resources, and prescribed these resources for patients.	

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief Inspector
Angus Mulready-Jones	Team leader
David Foot	Inspector
Angela Johnson	Inspector
Esra Sari	Inspector
Rebecca Stanbury	Inspector
Martin Kettle	Inspector
Michael Dunkley	Inspector
Paddy Doyle	Inspector
Patricia Taflan	Researcher
Sharlene Andrew	Researcher
Claudia Vince	Researcher
Becky Duffield	Researcher
Amilcar Johnson	Researcher
Rachel Duncan	Researcher
Shaun Thompson	Lead health and social care inspector
Paul Tarbuck	Health and social care inspector
Peter Gibbs	Pharmacist
Cat Reeves	Care Quality Commission inspector
Nick Crombie	Ofsted inspector
Andy Fitt	Ofsted inspector
Charles Searle	Ofsted inspector
David Baber	Ofsted inspector
Charles Shaw	Ofsted inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

*Prisoners were generally positive about escort staff but many felt unsafe on their journeys to the prison. Reception and induction processes were generally good. There were fewer reported assaults and fights than in similar prisons, but many prisoners reported victimisation by other prisoners and staff. Not all incidents were reported to the safer custody team and many investigations were delayed. Not all staff were sufficiently alert to the risks associated with a sex offender population and not all had yet been trained. Care for prisoners at risk of self-harm was good. Safeguarding and social care were generally appropriate. Security was proportionate overall and there was little evidence of illegal substance use. Use of force and use of special accommodation had increased and documentation was of variable quality, but a small number of prisoners accounted for many incidents. Use of segregation was low and good efforts were made to reintegrate prisoners. Many prisoners were negative about the incentives and earned privileges scheme, a substantial number were on basic level and processes were not sufficiently individual. Substance misuse services were very good. **Outcomes for prisoners were reasonably good against this healthy prison test.***

Main recommendation

All incidents of violence and victimisation should be reported directly to the safer custody team and investigated promptly. A thorough investigation of prisoners' perceptions of safety should be carried out, including a focus on the high levels of physical and sexual assault reported in our survey. (S46)
Not achieved

Recommendations

Prisoners should receive a safety briefing before embarkation on to ferries. (1.5)
Achieved

All prisoners should receive the facilities and information that they need on the first night in custody. (1.13)
Achieved

Induction should be carried out by trained staff or prisoners, in a setting conducive to effective learning. (1.14)
Not achieved

All staff should be trained to identify and manage sexually inappropriate behaviour and victimisation between prisoners. (1.24)
Not achieved

The application of the CAST scheme should be reviewed to ensure that all staff fully understand its purpose, that target setting is specific, reviews meaningful and an effective range of interventions used. (1.25)

No longer relevant

A safer custody strategy specific to the needs of the population should be developed to ensure a whole prison approach to bullying and violence reduction, including the risks of sexually motivated victimisation of prisoners. (1.26)

Not achieved

Prisoners on an ACCT document should only be located in segregation cells in exceptional circumstances and there should be an enhanced case review before any decision to place such prisoners in special accommodation. (1.35)

Achieved

A process should be established for the referral of safeguarding concerns to the local safeguarding adults board. (1.44)

Achieved

Prisoners should only be strip-searched on the basis of existing intelligence or where there are specific grounds for reasonable suspicion. (1.50)

Achieved

The mandatory drug testing facilities at Parkhurst should be refurbished to create a respectful and forensic waiting and testing environment. (1.51)

Achieved

Prisoners should only be placed on the basic regime following an assessment of their current individual circumstances, which includes consideration of sentence planning objectives. (1.57)

Not achieved

Prisoners should not receive differential rates of pay for the same job. (1.58)

Achieved

Adjudication records should be legible and demonstrate a thorough investigation of the allegation. (1.64)

Achieved

All use of force, including special accommodation, should be clearly justified and the analysis of the use of force should be thorough enough for conclusions to be drawn. (1.65)

Not achieved

Segregated prisoners should be able to exercise together subject to a risk assessment. (1.70)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

*The prison was generally clean. Some prisoners were in cramped cells and a few had inadequately screened toilets. The applications system was not working effectively. Staff-prisoner relationships were good and personal officer work was effective. Strategic management of diversity had improved and outcomes were generally good, but less so for foreign nationals. Faith provision was reasonably good. Complaints were well managed, although prisoners still lacked faith in the system. Health services were good. Catering and the shop were adequate. **Outcomes for prisoners were good against this healthy prison test.***

Recommendations

Single cells should only be used to accommodate one prisoner. (2.12)

Achieved (Recommendation repeated, S48)

Cells housing two prisoners should be adequately equipped, and all cells should have lockable cupboards and effective screening for in-cell toilets. (2.13)

Not achieved

All applications should be answered promptly and a rigorously managed tracking system should be in place across the prison. (2.14)

Not achieved

All showers should afford adequate privacy and the remand unit shower should be clean and fit for purpose. (2.15)

Not achieved

Prisoners should be able to access their property from reception within a week of making an application. (2.16)

Not achieved (Recommendation repeated, 2.16)

There should be sufficient telephones which are adequately screened for privacy. (2.17)

Achieved

Fire extinguishing equipment should not be locked at night and the Crown Premises Inspection Group recommendations should be implemented in full. (2.18)

Partially achieved

Comprehensive data should be collected on prisoners with protected characteristics to facilitate meaningful monitoring, and the overrepresentation of black and minority ethnic prisoners in Parkhurst should be specifically investigated and addressed. (2.28)

Not achieved

The negative perceptions of foreign nationals should be investigated and the findings acted on. (2.39)

Achieved

Prisoners with disabilities should be held in suitable accommodation with reasonable adjustments and have multidisciplinary care plans where necessary. An occupational therapist should review provision for them. (2.40)

Achieved

Community third sector organisations should be engaged to provide support to protected groups. (2.41)

Not achieved

The multi-faith rooms should be well maintained and inviting and the decoration should reflect their role as a place of worship. (2.45)

Achieved

The negative findings in our survey in relation to legal rights should be investigated and the findings acted on. (2.53)

Not achieved

Health staff should have up-to-date appraisals, plus regular recorded access to managerial supervision and clinical supervision. (2.68)

Achieved

Health staff should be trained to meet the needs of the population, including manual handling. (2.69)

Achieved

Prisoners should have one continuous clinical record across both sites and SystemOne should be available in the inpatient unit and reception. (2.70)

Achieved

All clinical environments should comply with infection control standards. (2.71)

Not achieved (Recommendation repeated, 2.49)

Sufficient custodial staff should be trained in emergency first aid and defibrillation to ensure a prompt response in emergencies. (2.72)

Achieved

Older prisoners and those with lifelong conditions should receive regular reviews and have a care plan based on evidence and prepared by staff who are appropriately trained and supervised. (2.73)

Achieved

Prisoners on the IHU should have access to a therapeutic regime and purposeful activity that meets their needs. (2.83)

Achieved

Prisoners should have access to all required primary and secondary services within community equivalent waiting times. (2.84)

Achieved

Patients requiring a transfer under the Mental Health Act should be assessed promptly and transferred within the current transfer guidelines. (2.99)

Not achieved

All prisoners should have the opportunity to eat their meals out of cell. (2.105)

Not achieved

Prisoners should be able to buy items from the prison shop promptly after arrival. (2.110)

Not achieved

Purposeful activity

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

*Time out of cell was reasonable for most prisoners. There were enough activity spaces for the population, but some work was mundane and there was not enough accredited vocational training. The quality of education provision was generally good and achievements were reasonable overall. There was insufficient monitoring and evaluation of the quality of provision across purposeful activity. Success rates were improving. The library provided a reasonable service and PE provision was generally good. **Outcomes for prisoners were reasonably good against this healthy prison test.***

Recommendations

The published core day should be adhered to, and exercise extended to an hour. (3.5)

Not achieved

Managers should collect and use data to improve the quality of provision and effectively monitor performance across all areas of activity. (3.13)

Achieved

A robust system for teaching and learning observations should be established in the non-OLASS provision and the work of all providers should be monitored thoroughly. (3.14)

Partially achieved

There should be better cover for staff absences. (3.15)

Achieved

The development of functional skills in English and mathematics should be extended to more areas of the prison such as wings and workshops, including through the Toe-by-Toe reading programme in Parkhurst. (3.23)

Achieved

The longer-term planning of activities for prisoners should allow them to develop their employability in a coherent way throughout their sentence. (3.24)

Not achieved

The number of wing work posts should be reduced and replaced with more challenging and meaningful employment opportunities. (3.25)

Not achieved

The range of vocational training should be increased to improve prisoners' employability and independent living skills. (3.26)

Not achieved

Prisoners wishing to undertake higher-level studies should be helped to access well promoted distance learning courses. (3.27)

Achieved

Prisoners in Parkhurst with mobility difficulties should have equitable access to education. (3.28)

Achieved

The use of individual learning plans should be developed across purposeful activity to ensure that feedback helps prisoners to improve their skills. (3.36)

Achieved

Teachers should plan for and promote equality and diversity in all learning, skills and work activities. (3.37)

Achieved

The achievement rates in English, ESOL and mathematics qualifications at Parkhurst should match those at Albany. (3.44)

Achieved

The number of prisoners who develop their English and mathematics functional skills by progressing through the levels should increase. (3.45)

Achieved

The achievement gap between different ethnic groups should be investigated and addressed. (3.46)

Not achieved

Access should be improved at Parkhurst for prisoners with mobility needs, and for those on full-time work and study programmes. (3.50)

Achieved

Reading and literacy should be promoted in the library at Parkhurst by increasing the range of easy reads and by developing the links with education. (3.51)

Achieved

The shower areas at Parkhurst should be refurbished and privacy screens installed. (3.56)

Not achieved

The outdoor sports field at Albany should be repaired and all the fitness equipment should be in working order. (3.57)

Not achieved

Resettlement

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

*Offender management was not sufficiently central to the work of the prison. Offender supervisors were capable, but most prisoners had very little contact with them. There was a large offender assessment system (OASys) backlog and some prisoners had no OASys. Public protection work was generally very good. There was no specific provision for the large number of indeterminate sentence prisoners. Re-categorisation processes and assessments were good and progressive moves were not problematic. There were few current resettlement needs as most prisoners had long periods yet to serve. Pathway provision was mixed. Visits arrangements were reasonable but not enough was done to promote family ties. There was a significant gap in provision for prisoners denying their offences. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

Main recommendations

Strategic management of resettlement should be effectively coordinated and offender management should be central to the work of the prison. Offender supervisors should have meaningful contact with prisoners to enable proactive sentence and risk management. (S47)

Partially achieved

Robust management oversight and quality assurance should ensure that OASys assessments, sentence plans and risk management plans are up to date, of sufficient quality, and contain appropriate and timely objectives, which specifically address how denial or lack of motivation will be addressed. (S48)

Not achieved

Recommendations

Potential risks to other prisoners and staff should be identified, recorded and acted on in all cases. (4.15)

Not achieved

Services such as lifer days and consultation forums should be put in place to help prisoners reduce their risks and support their reintegration. (4.21)

Partially achieved

The resettlement needs of prisoners should be assessed immediately on arrival and support provided to address those needs. (4.26)

Not achieved (Recommendation repeated, 4.40)

The accommodation needs of remanded prisoners arriving at the prison should be systematically identified and addressed. (4.29)

Not achieved

Provision under the children and families pathway should be developed and should include suitable initiatives to promote family ties. (4.43)

Not achieved

All eligible prisoners should have access to accumulated visits and family visits should be available to all prisoners legally able to take part in them. (4.44)

Achieved

Visitor waiting facilities should be improved at both sites, with centres remaining open until after visits finish. (4.45)

Partially achieved

Closed visits booths should be out of sight of general visits. (4.46)

Not achieved

All prisoners should have opportunities to address their offending behaviour even if they are assessed as unsuitable for current accredited programmes. (4.51)

Partially achieved

Offender supervisors should discuss denial with prisoners in detail to assess whether they have accepted sufficient responsibility for their offence to be suitable for treatment programmes. (4.52)

Not achieved

Appendix III: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced		847	82.3
Recall		16	1.6
Convicted unsentenced		1	0.1
Remand		8	0.8
Civil prisoners		0	0.0
Detainees		0	0.0
Total			

Sentence	18–20 yr olds	21 and over	%
Unsentenced		10	1.0
Less than six months		4	0.4
six months to less than 12 months		1	0.1
12 months to less than 2 years		3	0.3
2 years to less than 4 years		4	0.4
4 years to less than 10 years		86	8.4
10 years and over (not life)		760	73.9
ISPP (indeterminate sentence for public protection)		51	5.0
Life		110	15.6
Total		1,029	100

Age	Number of prisoners	%
Minimum age: 21		
Under 21 years	0	0.0
21 years to 29 years	175	17.0
30 years to 39 years	240	23.3
40 years to 49 years	200	19.4
50 years to 59 years	249	24.2
60 years to 69 years	122	11.9
70 plus years	43	4.2
Maximum age: 92		
Total	1,029	100

Nationality	18–20 yr olds	21 and over	%
British		873	84.8
Foreign nationals		151	14.7
Total			

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced		10	1.0
Uncategorised sentenced		1	0.1
Category A		0	0.0
Category B		903	87.8
Category C		112	10.9
Category D		3	0.3
Other			
Total		1,029	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British		677	65.8
Irish		4	0.4
Gypsy/Irish Traveller		22	2.1
Other white		65	6.3
Mixed			
White and black Caribbean		7	0.7
White and black African		5	0.5
White and Asian		1	0.1
Other mixed		18	1.7
Asian or Asian British			
Indian		10	1.0
Pakistani		18	1.7
Bangladeshi		13	1.3
Chinese		2	0.2
Other Asian		27	2.6
Black or black British			
Caribbean		57	5.5
African		52	5.1
Other black		26	2.5
Other ethnic group			
Arab		2	0.2
Other ethnic group		14	1.4
Not stated		9	0.9
Total		1,029	100

Religion	18–20 yr olds	21 and over	%
Baptist		5	0.5
Church of England		238	23.1
Roman Catholic		119	11.6
Other Christian denominations		168	16.3
Muslim		112	10.9
Sikh		4	0.4
Hindu		9	0.9
Buddhist		51	5.0
Jewish		6	0.6
Other		42	4.1
No religion		268	26.0
Total			

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)			
Total			

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			35	3.4
1 month to 3 months			59	5.7
3 months to six months			127	12.3
six months to 1 year			236	22.9
1 year to 2 years			283	27.5
2 years to 4 years			193	18.8
4 years or more			86	8.4
Total			1,019	99.0

Sentenced prisoners only

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

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			6	60.0
1 month to 3 months			2	20.0
3 months to six months			2	20.0
six months to 1 year			0	0.0
1 year to 2 years			0	0.0
2 years to 4 years			0	0.0
4 years or more			0	0.0
Total			10	100

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

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

HMIP researchers have developed a self-completion questionnaire to support HMIP Expectations. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison.²⁶

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

The questionnaire was revised during 2016-17, 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 HMIP researchers from a P-Nomis prisoner population printout ordered by cell location. Using a power calculation, HMIP researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.²⁷

Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent²⁸ to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 15 April 2019 the prisoner population at HMP Isle of Wight was 1,042. Using the sampling method described above, questionnaires were distributed to 224 prisoners. We received a total of 200 completed questionnaires, a response rate of 89%. Thirteen prisoners declined to participate in the survey and 11 questionnaires were either not returned at all, or returned blank.

²⁶ Qualitative analysis of these written comments is undertaken by HMIP researchers and used by inspectors.

²⁷ 95% confidence interval with a 7% margin of error. The formula assumes a 75% response rate (65% in open establishments).

²⁸ For further information about the ethical principles which underpin our survey methodology, please see 'Ethical principles for research activities' which can be downloaded from HMIP's website <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Isle of Wight. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²⁹ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

Responses from HMP Isle of Wight 2019 compared with those from other HMIP surveys³⁰

- Survey responses from HMP Isle of Wight in 2019 compared with survey responses from other training prisons (sex offenders).
- Survey responses from HMP Isle of Wight in 2019 compared with survey responses from other training prisons (sex offenders) inspected since September 2017.
- Survey responses from HMP Isle of Wight in 2019 compared with survey responses from HMP Isle of Wight in 2015.

Comparisons between different residential locations within HMP Isle of Wight 2019

- responses of prisoners from Albany compared with those from Parkhurst.

Comparisons between self-reported sub-populations of prisoners within HMP Isle of Wight 2019³¹

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

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.³²

In the comparator analyses, statistically significant³³ differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of

²⁹ Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

³⁰ 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.

³¹ These analyses are carried out on summary data from selected survey questions only.

³² A minimum of 10 responses which must also represent at least 10% of the total response.

³³ 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.

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 11.....	15 (8%)
House block 12.....	14 (7%)
House block 13.....	19 (10%)
House block 14.....	19 (10%)
House block 16.....	2 (1%)
House block 17.....	24 (12%)
House block 18.....	15 (8%)
House block 19.....	24 (12%)
House block 20.....	11 (6%)
House block 21.....	12 (6%)
House block 22.....	13(7%)
House block 23.....	17 (9%)
House block 24.....	11 (6%)
House block 25.....	2 (1%)
Segregation unit.....	1 (1%)
Health care unit.....	1 (1%)

I.2 How old are you?

Under 21	0 (0%)
21 - 25.....	19 (10%)
26 - 29.....	17 (9%)
30 - 39.....	46 (23%)
40 - 49.....	46 (23%)
50 - 59.....	43 (22%)
60 - 69.....	19 (10%)
70 or over.....	7 (4%)

I.3 What is your ethnic group?

White - English/ Welsh/ Scottish/ Northern Irish/ British.....	135 (69%)
White - Irish.....	1 (1%)
White - Gypsy or Irish Traveller.....	4 (2%)
White - any other White background.....	10 (5%)
Mixed - White and Black Caribbean	3 (2%)
Mixed - White and Black African	1 (1%)
Mixed - White and Asian	2 (1%)
Mixed - any other Mixed ethnic background	1 (1%)
Asian/ Asian British - Indian.....	2 (1%)
Asian/ Asian British - Pakistani.....	3 (2%)
Asian/ Asian British - Bangladeshi.....	1 (1%)
Asian/ Asian British - Chinese.....	1 (1%)
Asian - any other Asian Background	1 (1%)
Black/ Black British - Caribbean.....	8 (4%)
Black/ Black British - African	12 (6%)
Black - any other Black/ African/ Caribbean background.....	3 (2%)
Arab.....	0 (0%)
Any other ethnic group.....	7 (4%)

I.4 How long have you been in this prison?

Less than 6 months.....	25 (13%)
6 months or more	166 (87%)

1.5	Are you currently serving a sentence?	
	Yes	189 (96%)
	Yes - on recall	5 (3%)
	No - on remand or awaiting sentence	3 (2%)
	No - immigration detainee.....	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year	0 (0%)
	1 year to less than 4 years	5 (3%)
	4 years to less than 10 years	44 (23%)
	10 years or more	120 (62%)
	IPP (indeterminate sentence for public protection)	11 (6%)
	Life	12 (6%)
	Not currently serving a sentence.....	3 (2%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	35 (18%)
	No.....	152 (77%)
	Don't remember	11 (6%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	132 (67%)
	2 hours or more.....	48 (24%)
	Don't remember	17 (9%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	166 (84%)
	No.....	21 (11%)
	Don't remember	10 (5%)
2.4	Overall, how were you treated in reception?	
	Very well	97 (49%)
	Quite well	78 (40%)
	Quite badly	13 (7%)
	Very badly	5 (3%)
	Don't remember	4 (2%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	50 (26%)
	Contacting family.....	44 (22%)
	Arranging care for children or other dependants.....	3 (2%)
	Contacting employers.....	3 (2%)
	Money worries.....	42 (21%)
	Housing worries	16 (8%)
	Feeling depressed.....	74 (38%)
	Feeling suicidal	26 (13%)
	Other mental health problems	46 (23%)
	Physical health problems	43 (22%)
	Drug or alcohol problems (e.g. withdrawal)	9 (5%)
	Problems getting medication	39 (20%)
	Needing protection from other prisoners.....	13 (7%)
	Lost or delayed property	62 (32%)
	Other problems.....	21 (11%)
	Did not have any problems.....	53 (27%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	61 (32%)
	No	78 (41%)
	Did not have any problems when I first arrived	53 (28%)

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	69 (36%)
Toiletries / other basic items	103 (54%)
A shower	51 (27%)
A free phone call	30 (16%)
Something to eat	126 (66%)
The chance to see someone from health care	94 (49%)
The chance to talk to a Listener or Samaritans	67 (35%)
Support from another prisoner (e.g. Insider or buddy)	55 (29%)
Wasn't offered any of these things	24 (13%)

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

Very clean	33 (17%)
Quite clean	91 (46%)
Quite dirty	48 (24%)
Very dirty	20 (10%)
Don't remember	6 (3%)

3.3 Did you feel safe on your first night here?

Yes	143 (72%)
No	48 (24%)
Don't remember	8 (4%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	83 (43%)	91 (48%)	17 (9%)
Free PIN phone credit?	34 (19%)	124 (69%)	21 (12%)
Numbers put on your PIN phone?	69 (38%)	88 (49%)	24 (13%)

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

Yes	132 (67%)
No	56 (29%)
Have not had an induction	8 (4%)

On the wing

4.1 Are you in a cell on your own?

Yes	156 (79%)
No, I'm in a shared cell or dormitory	42 (21%)

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

Yes	93 (48%)
No	58 (30%)
Don't know	41 (21%)
Don't have a cell call bell	1 (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?	161 (82%)	33 (17%)	2 (1%)
	Can you shower every day?	169 (86%)	24 (12%)	3 (2%)
	Do you have clean sheets every week?	162 (82%)	32 (16%)	3 (2%)
	Do you get cell cleaning materials every week?	133 (70%)	52 (28%)	4 (2%)
	Is it normally quiet enough for you to relax or sleep at night?	127 (65%)	63 (32%)	4 (2%)
	Can you get your stored property if you need it?	67 (35%)	61 (32%)	63 (33%)
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			39 (20%)
	Quite clean			105 (54%)
	Quite dirty			37 (19%)
	Very dirty			15 (8%)

Food and canteen

5.1	What is the quality of food like in this prison?		
	Very good		23 (12%)
	Quite good		83 (42%)
	Quite bad		57 (29%)
	Very bad		33 (17%)
5.2	Do you get enough to eat at mealtimes?		
	Always		30 (15%)
	Most of the time		53 (27%)
	Some of the time		70 (35%)
	Never		46 (23%)
5.3	Does the shop / canteen sell the things that you need?		
	Yes		123 (62%)
	No		74 (38%)
	Don't know		0 (0%)

Relationships with staff

6.1	Do most staff here treat you with respect?		
	Yes		152 (79%)
	No		40 (21%)
6.2	Are there any staff here you could turn to if you had a problem?		
	Yes		159 (82%)
	No		36 (18%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?		
	Yes		70 (36%)
	No		123 (64%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	53 (28%)
	Quite helpful.....	38 (20%)
	Not very helpful	26 (14%)
	Not at all helpful.....	29 (15%)
	Don't know.....	24 (13%)
	Don't have a personal / named officer	20 (11%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	14 (7%)
	Sometimes.....	37 (19%)
	Hardly ever.....	131 (68%)
	Don't know.....	11 (6%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	93 (49%)
	No.....	95 (51%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	63 (33%)
	Yes, but things don't change.....	72 (37%)
	No.....	41 (21%)
	Don't know.....	17 (9%)

Faith

7.1	What is your religion?	
	No religion.....	52 (27%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	103 (54%)
	Buddhist.....	12 (6%)
	Hindu.....	1 (1%)
	Jewish	1 (1%)
	Muslim.....	13 (7%)
	Sikh	1 (1%)
	Other	9 (5%)
7.2	Are your religious beliefs respected here?	
	Yes.....	94 (49%)
	No.....	21 (11%)
	Don't know.....	23 (12%)
	Not applicable (no religion).....	52 (27%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	92 (48%)
	No.....	21 (11%)
	Don't know.....	27 (14%)
	Not applicable (no religion).....	52 (27%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	129 (66%)
	No.....	8 (4%)
	Don't know.....	5 (3%)
	Not applicable (no religion).....	52 (27%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	62 (32%)
	No	129 (68%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	106 (54%)
	No	90 (46%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	185 (93%)
	No	15 (8%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	4 (2%)
	Quite easy	11 (6%)
	Quite difficult	25 (13%)
	Very difficult	145 (74%)
	Don't know	12 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week	3 (2%)
	About once a week	11 (6%)
	Less than once a week	66 (35%)
	Not applicable (don't get visits)	110 (58%)
8.6	Do visits usually start and finish on time?	
	Yes	43 (54%)
	No	36 (46%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	64 (81%)
	No	15 (19%)

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	111 (57%)
	Yes, but these times are not usually kept to	74 (38%)
	No	11 (6%)
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	27 (14%)
	2 to 6 hours	73 (37%)
	6 to 10 hours	72 (36%)
	10 hours or more	19 (10%)
	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	20 (10%)
	2 to 6 hours	129 (65%)
	6 to 10 hours	41 (21%)
	10 hours or more	0 (0%)
	Don't know	7 (4%)

9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?		
	None	3	(2%)
	1 or 2	38	(19%)
	3 to 5.....	46	(23%)
	More than 5.....	102	(52%)
	Don't know.....	8	(4%)
9.5	How many days in a typical week do you get association, if you want it?		
	None	6	(3%)
	1 or 2	45	(23%)
	3 to 5.....	57	(29%)
	More than 5.....	78	(40%)
	Don't know.....	8	(4%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None	5	(3%)
	1 or 2	11	(6%)
	3 to 5.....	38	(19%)
	More than 5.....	134	(68%)
	Don't know.....	8	(4%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more	74	(38%)
	About once a week.....	21	(11%)
	Less than once a week.....	12	(6%)
	Never	86	(45%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more	18	(9%)
	About once a week.....	88	(45%)
	Less than once a week.....	51	(26%)
	Never	40	(20%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes	82	(43%)
	No.....	70	(36%)
	Don't use the library	40	(21%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?		
	Yes.....	147	(75%)
	No.....	41	(21%)
	Don't know.....	7	(4%)
10.2	If you have made any applications here, please answer the questions below:		
		Yes	No
			Not made any applications
	Are applications usually dealt with fairly?	104 (56%)	63 (34%)
	Are applications usually dealt with within 7 days?	63 (35%)	99 (55%)
			19 (10%)
			19 (10%)

I0.3	Is it easy for you to make a complaint?			
	Yes.....			132 (68%)
	No.....			35 (18%)
	Don't know.....			28 (14%)
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?	51 (28%)	74 (40%)	58 (32%)
	Are complaints usually dealt with within 7 days?	27 (15%)	95 (53%)	58 (32%)
I0.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes.....			38 (20%)
	No.....			112 (60%)
	Not wanted to make a complaint.....			36 (19%)
I0.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know
				Don't need this
	Communicate with your solicitor or legal representative?	59 (31%)	57 (30%)	39 (21%)
	Attend legal visits?	47 (26%)	49 (27%)	44 (24%)
	Get bail information?	9 (5%)	37 (21%)	58 (32%)
I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes.....			89 (47%)
	No.....			59 (31%)
	Not had any legal letters.....			42 (22%)

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	25 (13%)	78 (40%)	59 (30%)	23 (12%)	9 (5%)
	Nurse	35 (18%)	84 (44%)	48 (25%)	14 (7%)	11 (6%)
	Dentist	12 (6%)	48 (26%)	43 (23%)	56 (30%)	27 (15%)
	Mental health workers	18 (10%)	42 (22%)	29 (15%)	38 (20%)	61 (32%)
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	46 (23%)	93 (47%)	30 (15%)	21 (11%)	8 (4%)
	Nurse	54 (28%)	93 (48%)	23 (12%)	12 (6%)	13 (7%)
	Dentist	31 (16%)	65 (34%)	21 (11%)	23 (12%)	53 (27%)
	Mental health workers	27 (14%)	47 (25%)	17 (9%)	21 (11%)	78 (41%)
I1.3	Do you have any mental health problems?					
	Yes.....					89 (46%)
	No.....					104 (54%)
I1.4	Have you been helped with your mental health problems in this prison?					
	Yes.....					44 (23%)
	No.....					47 (24%)
	Don't have any mental health problems.....					104 (53%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	31 (16%)
	Quite good	91 (47%)
	Quite bad	38 (19%)
	Very bad	23 (12%)
	Don't know.....	12 (6%)

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	86 (44%)
	No.....	111 (56%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	34 (17%)
	No.....	50 (26%)
	Don't have a disability	111 (57%)
12.3	Have you been on an ACCT in this prison?	
	Yes	36 (19%)
	No.....	152 (81%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	16 (9%)
	No.....	19 (10%)
	Have not been on an ACCT in this prison.....	152 (81%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	60 (31%)
	Quite easy	51 (27%)
	Quite difficult	12 (6%)
	Very difficult	9 (5%)
	Don't know.....	58 (30%)
	No Listeners at this prison	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	27 (14%)
	No.....	170 (86%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	20 (10%)
	No.....	6 (3%)
	Did not / do not have an alcohol problem	170 (87%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	27 (14%)
	No.....	172 (86%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	13 (7%)
	No.....	185 (93%)

13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	12 (6%)
	No	186 (94%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	20 (10%)
	No	12 (6%)
	Did not / do not have a drug problem.....	164 (84%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	51 (26%)
	Quite easy	30 (15%)
	Quite difficult	3 (2%)
	Very difficult	6 (3%)
	Don't know.....	104 (54%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	26 (13%)
	Quite easy	26 (13%)
	Quite difficult	10 (5%)
	Very difficult	6 (3%)
	Don't know.....	126 (65%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	101 (52%)
	No	94 (48%)
14.2	Do you feel unsafe now?	
	Yes	44 (23%)
	No	145 (77%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)	
	Verbal abuse	85 (45%)
	Threats or intimidation.....	83 (44%)
	Physical assault.....	43 (23%)
	Sexual assault.....	20 (11%)
	Theft of canteen or property.....	58 (31%)
	Other bullying / victimisation	54 (28%)
	Not experienced any of these from prisoners here.....	70 (37%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	117 (60%)
	No.....	77 (40%)

14.5 Have you experienced any of the following types of bullying / victimisation from staff here?*(Please tick all that apply.)*

Verbal abuse	67 (35%)
Threats or intimidation.....	54 (28%)
Physical assault.....	13 (7%)
Sexual assault.....	4 (2%)
Theft of canteen or property.....	20 (10%)
Other bullying / victimisation	33 (17%)
Not experienced any of these from staff here.....	104 (54%)

14.6 If you were being bullied / victimised by staff here, would you report it?

Yes	118 (61%)
No.....	75 (39%)

Behaviour management**15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**

Yes	105 (55%)
No.....	66 (35%)
Don't know what the incentives / rewards are	19 (10%)

15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?

Yes	98 (51%)
No.....	54 (28%)
Don't know.....	26 (13%)
Don't know what this is	16 (8%)

15.3 Have you been physically restrained by staff in this prison in the last 6 months?

Yes	11 (6%)
No.....	187 (94%)

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	1 (1%)
No.....	9 (5%)
Don't remember	1 (1%)
Not been restrained here in last 6 months	186 (94%)

15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?

Yes	16 (8%)
No.....	180 (92%)

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?	9 (64%)	5 (36%)
Could you shower every day?	2 (14%)	12 (86%)
Could you go outside for exercise every day?	9 (69%)	4 (31%)
Could you use the phone every day (if you had credit)?	5 (36%)	9 (64%)

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	87 (46%)	64 (34%)	37 (19%)	2 (1%)
Vocational or skills training	47 (26%)	62 (34%)	69 (38%)	5 (3%)
Prison job	107 (57%)	64 (34%)	15 (8%)	2 (1%)
Voluntary work outside of the prison	5 (3%)	21 (12%)	52 (30%)	93 (54%)
Paid work outside of the prison	5 (3%)	22 (13%)	52 (30%)	97 (55%)

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	87 (48%)	52 (28%)	44 (24%)
Vocational or skills training	67 (39%)	36 (21%)	67 (39%)
Prison job	84 (46%)	81 (45%)	16 (9%)
Voluntary work outside of the prison	24 (14%)	20 (12%)	127 (74%)
Paid work outside of the prison	27 (16%)	16 (9%)	127 (75%)

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

Yes	113 (59%)
No.....	64 (34%)
Not applicable (e.g. if you are retired, sick or on remand)	14 (7%)

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

Yes	103 (54%)
No.....	89 (46%)

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

Yes	80 (78%)
No.....	10 (10%)
Don't know what my objectives or targets are.....	13 (13%)

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

Yes	43 (43%)
No.....	44 (44%)
Don't know what my objectives or targets are.....	13 (13%)

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	26 (27%)	13 (14%)	57 (59%)
Other programmes	28 (29%)	14 (15%)	54 (56%)
One to one work	23 (26%)	10 (11%)	56 (63%)
Being on a specialist unit	2 (2%)	7 (8%)	75 (89%)
ROTL - day or overnight release	0 (0%)	6 (7%)	81 (93%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			6 (3%)
	No.....			175 (91%)
	Don't know.....			12 (6%)
18.2	How close is this prison to your home area or intended release address?			
	Very near.....			1 (17%)
	Quite near.....			0 (0%)
	Quite far.....			2 (33%)
	Very far.....			3 (50%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			4 (67%)
	No.....			2 (33%)
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	4 (67%)	2 (33%)	0 (0%)
	Getting employment	1 (20%)	2 (40%)	2 (40%)
	Setting up education or training	2 (40%)	1 (20%)	2 (40%)
	Arranging benefits	2 (33%)	4 (67%)	0 (0%)
	Sorting out finances	2 (50%)	0 (0%)	2 (50%)
	Support for drug or alcohol problems	1 (25%)	0 (0%)	3 (75%)
	Health / mental health support	3 (75%)	1 (25%)	0 (0%)
	Social care support	1 (20%)	3 (60%)	1 (20%)
	Getting back in touch with family or friends	1 (17%)	1 (17%)	4 (67%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		82 (42%)
	No.....		113 (58%)
19.2	Are you a UK / British citizen?		
	Yes		169 (87%)
	No.....		25 (13%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		10 (5%)
	No.....		184 (95%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		23 (12%)
	No.....		169 (88%)
19.5	What is your gender?		
	Male		193 (98%)
	Female.....		1 (1%)
	Non-binary.....		1 (1%)
	Other		1 (1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	169 (88%)
	Gay / lesbian / homosexual.....	7 (4%)
	Bisexual.....	14 (7%)
	Other	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes.....	3 (2%)
	No.....	189 (98%)

Final question about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	7 (4%)
	Less likely to offend.....	102 (57%)
	Made no difference	71 (39%)

HMP Isle of Wight 2019

Survey responses compared with those from other HMIP surveys of training prisons (sex offenders) and with those from the previous survey

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

- Summary statistics from most recent surveys of all other training prisons (sex offenders) (7 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of training prisons (sex offenders) conducted since the introduction of the new questionnaire in September 2017 (2 prisons). Please note that this does not include all training prisons (sex offenders).
- Summary statistics from HMP Isle of Wight 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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200	1,286	200	314	200	371

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			HMP Isle of Wight 2019	All other training prisons (sex offenders)	HMP Isle of Wight 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Isle of Wight 2019	HMP Isle of Wight 2015
1.2	Are you under 21 years of age?	<i>n</i> =197	0%	0%	0%	0%	0%	0%
	Are you 25 years of age or younger?	<i>n</i> =197	10%	10%	10%	11%	10%	10%
	Are you 50 years of age or older?	<i>n</i> =197	35%	41%	35%	39%	35%	47%
	Are you 70 years of age or older?	<i>n</i> =197	4%	9%	4%	11%	4%	9%
1.3	Are you from a minority ethnic group?	<i>n</i> =195	23%	15%	23%	11%	23%	18%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =191	13%	13%	13%	20%	13%	13%
1.5	Are you currently serving a sentence?	<i>n</i> =197	99%	100%	99%	100%	99%	100%
	Are you on recall?	<i>n</i> =197	3%	5%	3%	3%	3%	3%
1.6	Is your sentence less than 12 months?	<i>n</i> =195	0%	2%	0%	2%	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =195	6%	14%	6%	8%	6%	18%
7.1	Are you Muslim?	<i>n</i> =192	7%	9%	7%	6%	7%	7%
11.3	Do you have any mental health problems?	<i>n</i> =193	46%	46%	46%	37%	46%	46%
12.1	Do you consider yourself to have a disability?	<i>n</i> =197	44%	31%	44%	35%	44%	34%
19.1	Do you have any children under the age of 18?	<i>n</i> =195	42%	39%	42%	34%	42%	40%
19.2	Are you a foreign national?	<i>n</i> =194	13%	8%	13%	3%	13%	14%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =194	5%	3%	5%	4%	5%	5%
19.4	Have you ever been in the armed services?	<i>n</i> =192	12%	11%	12%	10%	12%	10%
19.5	Is your gender female or non-binary?	<i>n</i> =196	2%	2%	2%	1%	2%	2%
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =192	12%	11%	12%	13%	12%	9%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =192	2%	2%	2%	2%	2%	2%
ARRIVAL AND RECEPTION			HMP Isle of Wight 2019	All other training prisons (sex offenders)	HMP Isle of Wight 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Isle of Wight 2019	HMP Isle of Wight 2015
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =198	18%	18%	18%	23%	18%	18%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =197	67%	61%	67%	76%	67%	65%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =197	84%	88%	84%	87%	84%	82%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =197	89%	89%	89%	95%	89%	89%

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2.5	When you first arrived, did you have any problems?	<i>n=196</i>	73%	60%	73%	61%	73%	66%
2.5	Did you have problems with:							
	- Getting phone numbers?	<i>n=196</i>	26%	17%	26%	23%	26%	19%
	- Contacting family?	<i>n=196</i>	22%	19%	22%	22%	22%	23%
	- Arranging care for children or other dependents?	<i>n=196</i>	2%		2%	1%	2%	
	- Contacting employers?	<i>n=196</i>	2%	1%	2%	0%	2%	2%
	- Money worries?	<i>n=196</i>	21%	12%	21%	12%	21%	13%
	- Housing worries?	<i>n=196</i>	8%	7%	8%	7%	8%	5%
	- Feeling depressed?	<i>n=196</i>	38%		38%	25%	38%	
	- Feeling suicidal?	<i>n=196</i>	13%		13%	6%	13%	
	- Other mental health problems?	<i>n=196</i>	24%		24%	15%	24%	
	- Physical health problems?	<i>n=196</i>	22%	15%	22%	15%	22%	18%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=196</i>	5%		5%	3%	5%	
	- Getting medication?	<i>n=196</i>	20%		20%	5%	20%	
	- Needing protection from other prisoners?	<i>n=196</i>	7%	2%	7%	1%	7%	7%
	- Lost or delayed property?	<i>n=196</i>	32%	15%	32%	13%	32%	21%
	<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=139</i>	44%	47%	44%	55%	44%	42%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	<i>n=191</i>	36%	54%	36%	28%	36%	50%
	- Toiletries / other basic items?	<i>n=191</i>	54%	57%	54%	62%	54%	55%
	- A shower?	<i>n=191</i>	27%	31%	27%	56%	27%	19%
	- A free phone call?	<i>n=191</i>	16%	44%	16%	48%	16%	14%
	- Something to eat?	<i>n=191</i>	66%	63%	66%	82%	66%	44%
	- The chance to see someone from health care?	<i>n=191</i>	49%	70%	49%	63%	49%	51%
	- The chance to talk to a Listener or Samaritans?	<i>n=191</i>	35%	45%	35%	42%	35%	44%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=191</i>	29%		29%	47%	29%	
	- None of these?	<i>n=191</i>	13%		13%	5%	13%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=198</i>	63%		63%	82%	63%	
3.3	Did you feel safe on your first night here?	<i>n=199</i>	72%	88%	72%	94%	72%	76%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	<i>n=191</i>	44%	35%	44%	68%	44%	17%
	- Free PIN phone credit?	<i>n=179</i>	19%		19%	36%	19%	
	- Numbers put on your PIN phone?	<i>n=181</i>	38%		38%	72%	38%	
3.5	Have you had an induction at this prison?	<i>n=196</i>	96%	95%	96%	98%	96%	94%
	<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=188</i>	70%		70%	81%	70%	

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ON THE WING							
4.1	Are you in a cell on your own?	n=198	79%		79%		
4.2	Is your cell call bell normally answered within 5 minutes?	n=193	48%	45%	48%	46%	48% 44%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=196	82%	83%	82%	85%	82% 77%
	- Can you shower every day?	n=196	86%	96%	86%	98%	86% 92%
	- Do you have clean sheets every week?	n=197	82%	85%	82%	82%	82% 88%
	- Do you get cell cleaning materials every week?	n=189	70%	77%	70%	77%	70% 80%
	- Is it normally quiet enough for you to relax or sleep at night?	n=194	66%	79%	66%	83%	66% 72%
	- Can you get your stored property if you need it?	n=191	35%	38%	35%	61%	35% 30%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=196	74%		74%	81%	74%
FOOD AND CANTEEN							
5.1	Is the quality of the food in this prison very / quite good?	n=196	54%		54%	80%	54%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=199	42%		42%	59%	42%
5.3	Does the shop / canteen sell the things that you need?	n=197	62%	60%	62%	69%	62% 49%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	n=192	79%	82%	79%	84%	79% 84%
6.2	Are there any staff here you could turn to if you had a problem?	n=195	82%	80%	82%	87%	82% 84%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=193	36%	40%	36%	58%	36% 34%
6.4	Do you have a personal officer?	n=190	90%		90%	97%	90%
For those who have a personal officer:							
6.4	Is your personal or named officer very / quite helpful?	n=170	54%		54%	78%	54%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=193	7%		7%	17%	7%
6.6	Do you feel that you are treated as an individual in this prison?	n=188	50%		50%	56%	50%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=193	70%		70%	82%	70%
	If so, do things sometimes change?	n=135	47%		47%	49%	47%
FAITH							
7.1	Do you have a religion?	n=192	73%	73%	73%	62%	73% 78%
For those who have a religion:							
7.2	Are your religious beliefs respected here?	n=138	68%		68%	81%	68%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=140	66%		66%	83%	66%
7.4	Are you able to attend religious services, if you want to?	n=142	91%		91%	94%	91%

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CONTACT WITH FAMILY AND FRIENDS								
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n=191</i>	33%		33%	56%	33%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n=196</i>	54%	36%	54%	39%	54%	48%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n=200</i>	93%		93%	97%	93%	
8.4	Is it very / quite easy for your family and friends to get here?	<i>n=197</i>	8%		8%	46%	8%	
8.5	Do you get visits from family/friends once a week or more?	<i>n=190</i>	7%		7%	18%	7%	
<i>For those who get visits:</i>								
8.6	Do visits usually start and finish on time?	<i>n=79</i>	54%		54%	86%	54%	
8.7	Are your visitors usually treated respectfully by staff?	<i>n=79</i>	81%		81%	90%	81%	
TIME OUT OF CELL								
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=196</i>	94%		94%	98%	94%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>								
9.1	Are these times usually kept to?	<i>n=185</i>	60%		60%	69%	60%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n=199</i>	14%	7%	14%	3%	14%	6%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n=199</i>	10%	23%	10%	31%	10%	21%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n=197</i>	10%		10%	9%	10%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n=197</i>	0%		0%	9%	0%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n=197</i>	52%		52%	77%	52%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n=194</i>	40%		40%	85%	40%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n=196</i>	68%		68%	83%	68%	
9.7	Do you typically go to the gym twice a week or more?	<i>n=193</i>	38%		38%	43%	38%	
9.8	Do you typically go to the library once a week or more?	<i>n=197</i>	54%	58%	54%	74%	54%	50%
<i>For those who use the library:</i>								
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n=152</i>	54%	62%	54%	68%	54%	51%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS								
10.1	Is it easy for you to make an application?	<i>n=195</i>	75%	86%	75%	88%	75%	87%
<i>For those who have made an application:</i>								
10.2	Are applications usually dealt with fairly?	<i>n=167</i>	62%	69%	62%	72%	62%	58%
	Are applications usually dealt with within 7 days?	<i>n=162</i>	39%	52%	39%	65%	39%	39%
10.3	Is it easy for you to make a complaint?	<i>n=195</i>	68%	64%	68%	69%	68%	61%
<i>For those who have made a complaint:</i>								
10.4	Are complaints usually dealt with fairly?	<i>n=125</i>	41%	45%	41%	49%	41%	31%
	Are complaints usually dealt with within 7 days?	<i>n=122</i>	22%	39%	22%	55%	22%	21%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n=150</i>	25%		25%	26%	25%	

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200	1,286	200	314	200	371

For those who need it, is it easy to:						
10.6	Communicate with your solicitor or legal representative?	<i>n</i> =155	38%		38%	
	Attend legal visits?	<i>n</i> =140	34%		34%	
	Get bail information?	<i>n</i> =104	9%		9%	
For those who have had legal letters:						
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =148	60%	42%	60%	57%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n</i> =194	53%		53%	
	- Nurse?	<i>n</i> =192	62%		62%	
	- Dentist?	<i>n</i> =186	32%		32%	
	- Mental health workers?	<i>n</i> =188	32%		32%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n</i> =198	70%		70%	
	- Nurse?	<i>n</i> =195	75%		75%	
	- Dentist?	<i>n</i> =193	50%		50%	
	- Mental health workers?	<i>n</i> =190	39%		39%	
11.3	Do you have any mental health problems?	<i>n</i> =193	46%		46%	
For those who have mental health problems:						
11.4	Have you been helped with your mental health problems in this prison?	<i>n</i> =91	48%		48%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n</i> =195	63%		63%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	<i>n</i> =197	44%	31%	44%	34%
For those who have a disability:						
12.2	Are you getting the support you need?	<i>n</i> =84	41%		41%	
12.3	Have you been on an ACCT in this prison?	<i>n</i> =188	19%		19%	
For those who have been on an ACCT:						
12.4	Did you feel cared for by staff?	<i>n</i> =35	46%		46%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n</i> =191	58%		58%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n</i> =197	14%	14%	14%	13%
For those who had / have an alcohol problem:						
13.2	Have you been helped with your alcohol problem in this prison?	<i>n</i> =26	77%	73%	77%	74%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n</i> =199	14%	12%	14%	10%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n</i> =198	7%	2%	7%	3%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n</i> =198	6%		6%	
For those who had / have a drug problem:						
13.6	Have you been helped with your drug problem in this prison?	<i>n</i> =32	63%	70%	63%	60%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n</i> =194	42%		42%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n</i> =194	27%		27%	

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Number of completed questionnaires returned

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

	HMP Isle of Wight 2019	All other training prisons (sex offenders)	HMP Isle of Wight 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Isle of Wight 2019	HMP Isle of Wight 2015
	200	1,286	200	314	200	371

SAFETY								
14.1	Have you ever felt unsafe here?	n=195	52%	30%	52%	28%	52%	40%
14.2	Do you feel unsafe now?	n=189	23%	11%	23%	11%	23%	18%
14.3	Have you experienced any of the following from other prisoners here:							
	- Verbal abuse?	n=190	45%		45%	29%	45%	
	- Threats or intimidation?	n=190	44%		44%	23%	44%	
	- Physical assault?	n=190	23%		23%	8%	23%	
	- Sexual assault?	n=190	11%		11%	4%	11%	
	- Theft of canteen or property?	n=190	31%		31%	7%	31%	
	- Other bullying / victimisation?	n=190	28%		28%	16%	28%	
	- Not experienced any of these from prisoners here	n=190	37%		37%	64%	37%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=194	60%		60%	67%	60%	
14.5	Have you experienced any of the following from staff here:							
	- Verbal abuse?	n=191	35%		35%	21%	35%	
	- Threats or intimidation?	n=191	28%		28%	16%	28%	
	- Physical assault?	n=191	7%		7%	2%	7%	
	- Sexual assault?	n=191	2%		2%	1%	2%	
	- Theft of canteen or property?	n=191	11%		11%	1%	11%	
	- Other bullying / victimisation?	n=191	17%		17%	16%	17%	
	- Not experienced any of these from staff here	n=191	55%		55%	68%	55%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=193	61%		61%	73%	61%	
BEHAVIOUR MANAGEMENT								
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=190	55%		55%	53%	55%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=194	51%		51%	57%	51%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=198	6%	3%	6%	1%	6%	5%
<i>For those who have been restrained in the last 6 months:</i>								
15.4	Did anyone come and talk to you about it afterwards?	n=11	9%		9%	0%	9%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=196	8%		8%	1%	8%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>								
15.6	Were you treated well by segregation staff?	n=14	64%		64%	100%	64%	
	Could you shower every day?	n=14	14%		14%	100%	14%	
	Could you go outside for exercise every day?	n=13	69%		69%	100%	69%	
	Could you use the phone every day (if you had credit)?	n=14	36%		36%	100%	36%	

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Number of completed questionnaires returned

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EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=190	46%		
	- Vocational or skills training?	n=183	26%		
	- Prison job?	n=188	57%		
	- Voluntary work outside of the prison?	n=171	3%		
	- Paid work outside of the prison?	n=176	3%		
16.2	In this prison, have you done the following activities:				
	- Education?	n=183	76%	82%	
	- Vocational or skills training?	n=170	61%	73%	
	- Prison job?	n=181	91%	85%	
	- Voluntary work outside of the prison?	n=171	26%		
	- Paid work outside of the prison?	n=170	25%		
For those who have done the following activities, do you think they will help you on release:					
	- Education?	n=139	63%	63%	
	- Vocational or skills training?	n=103	65%	62%	
	- Prison job?	n=165	51%	47%	
	- Voluntary work outside of the prison?	n=44	55%		
	- Paid work outside of the prison?	n=43	63%		
16.3	Do staff encourage you to attend education, training or work?	n=177	64%		
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=192	54%		
For those who have a custody plan:					
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=103	78%		
17.3	Are staff helping you to achieve your objectives or targets?	n=100	43%		
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=96	41%		
	- Other programmes?	n=96	44%		
	- One to one work?	n=89	37%		
	- Been on a specialist unit?	n=84	11%		
	- ROTL - day or overnight release?	n=87	7%		
For those who have done the following, did they help you to achieve your objectives or targets:					
	- Offending behaviour programmes?	n=39	67%		
	- Other programmes?	n=42	67%		
	- One to one work?	n=33	70%		
	- Being on a specialist unit?	n=9	22%		
	- ROTL - day or overnight release?	n=6	0%		

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Number of completed questionnaires returned

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HMP Isle of Wight 2019	All other training prisons (sex offenders)	HMP Isle of Wight 2019	All other training prisons (sex offenders) surveyed since September 2017	HMP Isle of Wight 2019	HMP Isle of Wight 2015
200	1,286	200	314	200	371

PREPARATION FOR RELEASE				
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =193	3%	
<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> =6	17%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =6	67%	
18.4	Do you need help to sort out the following for when you are released:			
	- Finding accommodation?	<i>n</i> =6	100%	
	- Getting employment?	<i>n</i> =5	60%	
	- Setting up education or training?	<i>n</i> =5	60%	
	- Arranging benefits?	<i>n</i> =6	100%	
	- Sorting out finances?	<i>n</i> =4	50%	
	- Support for drug or alcohol problems?	<i>n</i> =4	25%	
	- Health / mental Health support?	<i>n</i> =4	100%	
	- Social care support?	<i>n</i> =5	80%	
	- Getting back in touch with family or friends?	<i>n</i> =6	33%	
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> =6	67%	
	- Getting employment?	<i>n</i> =3	33%	
	- Setting up education or training?	<i>n</i> =3	67%	
	- Arranging benefits?	<i>n</i> =6	33%	
	- Sorting out finances?	<i>n</i> =2	100%	
	- Support for drug or alcohol problems?	<i>n</i> =1	100%	
	- Health / mental Health support?	<i>n</i> =4	75%	
	- Social care support?	<i>n</i> =4	25%	
	- Getting back in touch with family or friends?	<i>n</i> =2	50%	
FINAL QUESTION ABOUT THIS PRISON				
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =180	57%	

3%	10%	3%	
17%	55%	17%	
67%	66%	67%	
100%	65%	100%	
60%	62%	60%	
60%	35%	60%	
100%	70%	100%	
50%	41%	50%	
25%	17%	25%	
100%	50%	100%	
80%	27%	80%	
33%	20%	33%	
67%	40%	67%	
33%	11%	33%	
67%	10%	67%	
33%	29%	33%	
100%	33%	100%	
100%	60%	100%	
75%	33%	75%	
25%	38%	25%	
50%	50%	50%	
57%	66%	57%	

HMP Isle of Wight 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
- 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.

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Number of completed questionnaires returned

Black and minority ethnic	White	Foreign national	UK / British national
45	150	25	169

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	18%	7%	8%	10%
	Are you 50 years of age or older?	22%	39%	16%	38%
1.3	Are you from a minority ethnic group?			61%	18%
7.1	Are you Muslim?	29%	0%	25%	4%
11.3	Do you have any mental health problems?	36%	50%	25%	49%
12.1	Do you consider yourself to have a disability?	34%	46%	20%	48%
19.2	Are you a foreign national?	33%	6%		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	5%	16%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	87%	84%	84%	85%
2.4	Overall, were you treated very / quite well in reception?	82%	91%	84%	90%
2.5	When you first arrived, did you have any problems?	73%	73%	68%	74%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	34%	47%	31%	45%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	80%	70%	75%	72%
3.5	Have you had an induction at this prison?	100%	95%	96%	96%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	71%	71%	83%	68%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	42%	50%	48%	48%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	72%	85%	86%	82%
	- Can you shower every day?	91%	85%	91%	86%
	- Do you have clean sheets every week?	82%	83%	91%	81%
	- Do you get cell cleaning materials every week?	74%	70%	91%	67%
	- Is it normally quiet enough for you to relax or sleep at night?	72%	65%	82%	64%
	- Can you get your stored property if you need it?	32%	37%	50%	33%

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Number of completed questionnaires returned

Black and minority ethnic	White
45	150

Foreign national	UK / British national
25	169

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	45%
5.3	Does the shop / canteen sell the things that you need?	44%	69%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	64%	84%
6.2	Are there any staff here you could turn to if you had a problem?	82%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	36%	37%
6.6	Do you feel that you are treated as an individual in this prison?	37%	54%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	79%	65%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	63%	66%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	29%	34%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	57%	54%
8.3	Are you able to use a phone every day (if you have credit)?	93%	93%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	72%	83%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	13%	14%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	13%	7%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	39%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	71%	79%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	46%	68%
10.3	Is it easy for you to make a complaint?	64%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	29%	45%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	23%

38%	42%
42%	66%
57%	82%
75%	82%
29%	36%
39%	50%
86%	66%
81%	63%
25%	33%
38%	57%
88%	93%
82%	81%
20%	13%
16%	9%
48%	56%
52%	79%
42%	66%
48%	70%
27%	44%
16%	27%

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Number of completed questionnaires returned

Black and minority ethnic	White
45	150

Foreign national	UK / British national
25	169

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	41%	58%	48%	53%
	- Nurse?	54%	66%	54%	63%
	- Dentist?	26%	34%	24%	34%
	- Mental health workers?	29%	33%	46%	31%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	59%	47%	71%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	61%	63%	60%	62%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	14%	48%	0%	42%
SAFETY					
14.1	Have you ever felt unsafe here?	59%	49%	48%	53%
14.2	Do you feel unsafe now?	27%	22%	16%	24%
14.3	Not experienced bullying / victimisation by other prisoners	43%	35%	52%	35%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	39%	66%	68%	59%
14.5	Not experienced bullying / victimisation by members of staff	43%	58%	52%	55%
14.6	If you were being bullied / victimised by staff here, would you report it?	47%	65%	64%	60%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	47%	59%	54%	55%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	39%	55%	16%	56%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11%	3%	0%	6%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	6%	4%	9%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	66%	64%	73%	62%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	56%	54%	44%	55%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	42%	40%	43%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	100%	60%		67%
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?	49%	59%	56%	57%

HMP Isle of Wight 2019

Comparison of survey responses between sub-populations of prisoners

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

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
23	169

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	4%	11%
	Are you 50 years of age or older?	30%	35%
1.3	Are you from a minority ethnic group?	9%	26%
7.1	Are you Muslim?	5%	7%
11.3	Do you have any mental health problems?	68%	43%
12.1	Do you consider yourself to have a disability?	64%	41%
19.2	Are you a foreign national?	5%	14%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	5%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	83%	85%
2.4	Overall, were you treated very / quite well in reception?	86%	90%
2.5	When you first arrived, did you have any problems?	83%	72%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	42%	45%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	61%	74%
3.5	Have you had an induction at this prison?	87%	97%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	75%	70%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	35%	50%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	61%	86%
	- Can you shower every day?	65%	89%
	- Do you have clean sheets every week?	61%	84%
	- Do you get cell cleaning materials every week?	57%	72%
	- Is it normally quiet enough for you to relax or sleep at night?	36%	69%
	- Can you get your stored property if you need it?	35%	36%

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
23	169

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	43%
5.3	Does the shop / canteen sell the things that you need?	55%	64%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	77%	79%
6.2	Are there any staff here you could turn to if you had a problem?	77%	82%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	27%	37%
6.6	Do you feel that you are treated as an individual in this prison?	38%	50%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	64%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	60%	65%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	38%	31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	73%	51%
8.3	Are you able to use a phone every day (if you have credit)?	91%	94%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	60%	85%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	13%	14%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	9%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	56%	54%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	50%	64%
10.3	Is it easy for you to make a complaint?	71%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	39%	41%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	39%	25%

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

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

Gay/bisexual/other	Heterosexual
23	169

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	48%	54%
	- Nurse?	60%	62%
	- Dentist?	30%	33%
	- Mental health workers?	30%	33%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	53%	48%
11.5	Do you think the overall quality of the health services here is very / quite good?	59%	63%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	31%	43%
SAFETY			
14.1	Have you ever felt unsafe here?	65%	50%
14.2	Do you feel unsafe now?	41%	22%
14.3	Not experienced bullying / victimisation by other prisoners	22%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	64%	59%
14.5	Not experienced bullying / victimisation by members of staff	50%	55%
14.6	If you were being bullied / victimised by staff here, would you report it?	59%	60%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	59%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	55%	51%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	17%	7%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	50%	65%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	65%	53%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	39%	44%
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%	33%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	57%	57%

HMP Isle of Wight 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
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	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

		Have a disability		Do not have a disability		Mental health problems	
		86		111		89	104

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	8%	11%	13%	8%
	Are you 50 years of age or older?	38%	31%	21%	43%
1.3	Are you from a minority ethnic group?	18%	27%	17%	27%
7.1	Are you Muslim?	4%	9%	6%	8%
11.3	Do you have any mental health problems?	69%	29%		
12.1	Do you consider yourself to have a disability?			64%	25%
19.2	Are you a foreign national?	6%	19%	7%	18%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	6%	5%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	83%	85%	84%	85%
2.4	Overall, were you treated very / quite well in reception?	89%	89%	87%	90%
2.5	When you first arrived, did you have any problems?	87%	65%	90%	60%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	45%	43%	43%	48%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	63%	78%	63%	80%
3.5	Have you had an induction at this prison?	94%	97%	93%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	69%	70%	72%	70%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	48%	50%	47%	49%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	85%	81%	83%	82%
	- Can you shower every day?	80%	92%	80%	92%
	- Do you have clean sheets every week?	79%	85%	76%	88%
	- Do you get cell cleaning materials every week?	68%	73%	64%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	62%	68%	61%	69%
	- Can you get your stored property if you need it?	31%	38%	33%	37%

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

Number of completed questionnaires returned

Have a disability	Do not have a disability
86	111

Mental health problems	No mental health problems
89	104

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	44%
5.3	Does the shop / canteen sell the things that you need?	62%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	82%	77%
6.2	Are there any staff here you could turn to if you had a problem?	79%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	38%
6.6	Do you feel that you are treated as an individual in this prison?	59%	42%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	69%	69%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	69%	62%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	51%
8.3	Are you able to use a phone every day (if you have credit)?	91%	94%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	80%	81%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	21%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	10%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	56%	52%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	75%	76%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	61%	64%
10.3	Is it easy for you to make a complaint?	77%	62%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	44%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	28%	24%

37%	47%
60%	66%
84%	75%
81%	82%
31%	40%
44%	54%
64%	75%
63%	67%
23%	40%
65%	44%
91%	93%
72%	86%
19%	9%
11%	9%
44%	62%
71%	80%
57%	69%
71%	67%
39%	43%
35%	18%

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

Number of completed questionnaires returned

Have a disability	Do not have a disability
86	111

Mental health problems	No mental health problems
89	104

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	49%	55%
	- Nurse?	64%	61%
	- Dentist?	36%	29%
	- Mental health workers?	35%	29%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	43%	58%
11.5	Do you think the overall quality of the health services here is very / quite good?	65%	61%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	41%	
SAFETY			
14.1	Have you ever felt unsafe here?	65%	42%
14.2	Do you feel unsafe now?	36%	13%
14.3	Not experienced bullying / victimisation by other prisoners	23%	48%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	61%
14.5	Not experienced bullying / victimisation by members of staff	46%	60%
14.6	If you were being bullied / victimised by staff here, would you report it?	55%	65%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	51%	60%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	57%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	8%	4%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	6%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	61%	66%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	52%	55%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	47%	42%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	67%	
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?	58%	56%

53%	53%
65%	61%
31%	34%
37%	28%
49%	
56%	68%
36%	54%
74%	33%
37%	10%
21%	51%
53%	65%
46%	62%
49%	70%
47%	64%
51%	52%
9%	3%
13%	5%
61%	67%
53%	56%
39%	49%
100%	50%
50%	62%

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

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

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Number of completed questionnaires returned

50 and over	Under 50
69	128

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		15%
	Are you 70 years of age or older?	10%	
1.3	Are you from a minority ethnic group?	15%	28%
7.1	Are you Muslim?	3%	9%
11.3	Do you have any mental health problems?	29%	55%
12.1	Do you consider yourself to have a disability?	49%	41%
19.2	Are you a foreign national?	6%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	7%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	88%	84%
2.4	Overall, were you treated very / quite well in reception?	94%	87%
2.5	When you first arrived, did you have any problems?	59%	80%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	53%	41%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	74%	72%
3.5	Have you had an induction at this prison?	99%	94%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	75%	68%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	51%	47%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	87%	79%
	- Can you shower every day?	85%	87%
	- Do you have clean sheets every week?	82%	82%
	- Do you get cell cleaning materials every week?	77%	69%
	- Is it normally quiet enough for you to relax or sleep at night?	69%	65%
	- Can you get your stored property if you need it?	35%	36%

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

Number of completed questionnaires returned

	50 and over	Under 50
	69	128

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	58%	33%
5.3	Does the shop / canteen sell the things that you need?	70%	60%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	91%	74%
6.2	Are there any staff here you could turn to if you had a problem?	79%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	34%
6.6	Do you feel that you are treated as an individual in this prison?	59%	45%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	72%	66%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	68%	65%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	39%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	43%	60%
8.3	Are you able to use a phone every day (if you have credit)?	96%	91%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	87%	78%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	9%	17%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	10%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	62%	51%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	76%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	76%	56%
10.3	Is it easy for you to make a complaint?	65%	70%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	54%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	15%	29%

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

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

Number of completed questionnaires returned

50 and over	Under 50
69	128

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	59%	50%
	- Nurse?	67%	60%
	- Dentist?	30%	33%
	- Mental health workers?	26%	36%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	60%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	74%	57%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	63%	28%
SAFETY			
14.1	Have you ever felt unsafe here?	34%	60%
14.2	Do you feel unsafe now?	16%	26%
14.3	Not experienced bullying / victimisation by other prisoners	46%	32%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	67%	58%
14.5	Not experienced bullying / victimisation by members of staff	68%	48%
14.6	If you were being bullied / victimised by staff here, would you report it?	73%	54%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	66%	50%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	59%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	7%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	13%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	66%	63%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	43%	59%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	63%	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?	33%	100%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	51%

HMP Isle of Wight 2019

Comparison of survey responses from different residential locations

In this table responses from Albany (wings 10-17) are compared with those from Parkhurst (wings 18-25).

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

Number of completed questionnaires returned

	Albany	Parkhurst
Number of completed questionnaires returned	93	105

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	12%	7%
	Are you 50 years of age or older?	37%	33%
	Are you 70 years of age or older?	4%	3%
1.3	Are you from a minority ethnic group?	21%	24%
1.4	Have you been in this prison for less than 6 months?	19%	8%
1.5	Are you currently serving a sentence?	97%	100%
	Are you on recall?	1%	4%
1.6	Is your sentence less than 12 months?	0%	0%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	7%
7.1	Are you Muslim?	6%	8%
11.3	Do you have any mental health problems?	52%	42%
12.1	Do you consider yourself to have a disability?	42%	45%
19.1	Do you have any children under the age of 18?	37%	47%
19.2	Are you a foreign national?	12%	14%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	5%
19.4	Have you ever been in the armed services?	14%	11%
19.5	Is your gender female or non-binary?	3%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	15%	10%
19.7	Do you identify as transgender or transsexual?	2%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	17%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	65%	68%
2.3	When you were searched in reception, was this done in a respectful way?	80%	88%
2.4	Overall, were you treated very / quite well in reception?	88%	91%

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

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	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

	Albany	Parkhurst
	93	105

2.5	When you first arrived, did you have any problems?	80%	67%
2.5	Did you have problems with:		
	- Getting phone numbers?	29%	22%
	- Contacting family?	29%	16%
	- Arranging care for children or other dependents?	2%	1%
	- Contacting employers?	2%	1%
	- Money worries?	26%	18%
	- Housing worries?	13%	4%
	- Feeling depressed?	48%	29%
	- Feeling suicidal?	18%	10%
	- Other mental health problems?	34%	14%
	- Physical health problems?	24%	20%
	- Drugs or alcohol (e.g. withdrawal)?	8%	2%
	- Getting medication?	22%	18%
	- Needing protection from other prisoners?	10%	4%
	- Lost or delayed property?	31%	32%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	45%	44%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	39%	34%
	- Toiletries / other basic items?	56%	54%
	- A shower?	22%	31%
	- A free phone call?	21%	12%
	- Something to eat?	68%	63%
	- The chance to see someone from health care?	50%	50%
	- The chance to talk to a Listener or Samaritans?	35%	35%
	- Support from another prisoner (e.g. Insider or buddy)?	28%	29%
	- None of these?	8%	17%
3.2	On your first night in this prison, was your cell very / quite clean?	61%	64%
3.3	Did you feel safe on your first night here?	68%	76%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	44%	43%
	- Free PIN phone credit?	24%	15%
	- Numbers put on your PIN phone?	37%	40%
3.5	Have you had an induction at this prison?	97%	95%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	71%	70%

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

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ON THE WING		
4.1	Are you in a cell on your own?	84% 74%
4.2	Is your cell call bell normally answered within 5 minutes?	47% 50%
4.3	On the wing or houseblock you currently live on:	
	- Do you normally have enough clean, suitable clothes for the week?	78% 86%
	- Can you shower every day?	86% 87%
	- Do you have clean sheets every week?	73% 90%
	- Do you get cell cleaning materials every week?	72% 69%
	- Is it normally quiet enough for you to relax or sleep at night?	56% 73%
	- Can you get your stored property if you need it?	37% 34%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	68% 79%
FOOD AND CANTEEN		
5.1	Is the quality of the food in this prison very / quite good?	51% 57%
5.2	Do you get enough to eat at meal-times always / most of the time?	40% 43%
5.3	Does the shop / canteen sell the things that you need?	66% 60%
RELATIONSHIPS WITH STAFF		
6.1	Do most staff here treat you with respect?	79% 80%
6.2	Are there any staff here you could turn to if you had a problem?	81% 83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	36% 37%
6.4	Do you have a personal officer?	87% 91%
	<i>For those who have a personal officer:</i>	
6.4	Is your personal or named officer very / quite helpful?	47% 59%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	7% 8%
6.6	Do you feel that you are treated as an individual in this prison?	46% 52%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	71% 69%
	If so, do things sometimes change?	45% 49%
FAITH		
7.1	Do you have a religion?	80% 68%
	<i>For those who have a religion:</i>	
7.2	Are your religious beliefs respected here?	68% 68%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	72% 59%
7.4	Are you able to attend religious services, if you want to?	90% 92%
CONTACT WITH FAMILY AND FRIENDS		
8.1	Have staff here encouraged you to keep in touch with your family / friends?	33% 32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	57% 52%
8.3	Are you able to use a phone every day (if you have credit)?	93% 92%
8.4	Is it very / quite easy for your family and friends to get here?	9% 6%
8.5	Do you get visits from family/friends once a week or more?	7% 7%
	<i>For those who get visits:</i>	
8.6	Do visits usually start and finish on time?	51% 56%
8.7	Are your visitors usually treated respectfully by staff?	87% 76%

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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	92%	96%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	55%	65%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	5%	21%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	9%	11%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	10%	11%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	0%
9.4	Do you have time to do domestics more than 5 days in a typical week?	52%	52%
9.5	Do you get association more than 5 days in a typical week, if you want it?	47%	34%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	69%	67%
9.7	Do you typically go to the gym twice a week or more?	45%	32%
9.8	Do you typically go to the library once a week or more?	35%	69%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	54%	55%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	72%	78%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	56%	68%
	Are applications usually dealt with within 7 days?	36%	42%
10.3	Is it easy for you to make a complaint?	68%	68%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	42%	40%
	Are complaints usually dealt with within 7 days?	17%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	20%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	31%	46%
	Attend legal visits?	28%	39%
	Get bail information?	6%	12%
<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?	60%	61%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	53%	53%
	- Nurse?	66%	59%
	- Dentist?	30%	34%
	- Mental health workers?	30%	35%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	74%	68%
	- Nurse?	79%	73%
	- Dentist?	49%	51%
	- Mental health workers?	46%	34%
11.3	Do you have any mental health problems?	52%	42%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	52%	44%
11.5	Do you think the overall quality of the health services here is very / quite good?	61%	64%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	42%	45%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	42%	38%
12.3	Have you been on an ACCT in this prison?	22%	17%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	50%	41%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	56%	60%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	13%	14%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	75%	79%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	13%	14%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	5%	8%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	6%	7%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	82%	52%
13.7	Is it very / quite easy to get illicit drugs in this prison?	36%	47%
13.8	Is it very / quite easy to get alcohol in this prison?	22%	31%

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SAFETY			
14.1	Have you ever felt unsafe here?	57%	47%
14.2	Do you feel unsafe now?	28%	18%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	47%	44%
	- Threats or intimidation?	49%	40%
	- Physical assault?	28%	18%
	- Sexual assault?	13%	9%
	- Theft of canteen or property?	30%	31%
	- Other bullying / victimisation?	28%	29%
	- Not experienced any of these from prisoners here	40%	34%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	66%	55%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	38%	33%
	- Threats or intimidation?	28%	28%
	- Physical assault?	9%	5%
	- Sexual assault?	2%	2%
	- Theft of canteen or property?	11%	10%
	- Other bullying / victimisation?	15%	19%
	- Not experienced any of these from staff here	52%	56%
14.6	If you were being bullied / victimised by staff here, would you report it?	65%	58%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	52%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	48%	54%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	6%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	0%	17%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	3%	12%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	67%	60%
	Could you shower every day?	0%	20%
	Could you go outside for exercise every day?	100%	56%
	Could you use the phone every day (if you had credit)?	0%	50%

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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	48%	44%
	- Vocational or skills training?	29%	23%
	- Prison job?	59%	56%
	- Voluntary work outside of the prison?	6%	0%
	- Paid work outside of the prison?	5%	1%
16.2	In this prison, have you done the following activities:		
	- Education?	80%	73%
	- Vocational or skills training?	66%	57%
	- Prison job?	91%	93%
	- Voluntary work outside of the prison?	27%	25%
	- Paid work outside of the prison?	27%	24%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	68%	57%
	- Vocational or skills training?	69%	61%
	- Prison job?	57%	45%
	- Voluntary work outside of the prison?	46%	64%
	- Paid work outside of the prison?	59%	67%
16.3	Do staff encourage you to attend education, training or work?	69%	60%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	51%	57%
<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?	78%	77%
17.3	Are staff helping you to achieve your objectives or targets?	43%	43%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	51%	33%
	- Other programmes?	53%	38%
	- One to one work?	46%	31%
	- Been on a specialist unit?	15%	8%
	- ROTL - day or overnight release?	9%	6%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	75%	58%
	- Other programmes?	67%	67%
	- One to one work?	71%	69%
	- Being on a specialist unit?	20%	25%
	- ROTL - day or overnight release?	0%	0%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	3%	3%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	0%	33%
18.3	Is anybody helping you to prepare for your release?	67%	67%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	0%	0%
	- Getting employment?	100%	33%
	- Setting up education or training?	100%	33%
	- Arranging benefits?	100%	100%
	- Sorting out finances?	50%	50%
	- Support for drug or alcohol problems?	50%	0%
	- Health / mental Health support?	100%	100%
	- Social care support?	67%	100%
	- Getting back in touch with family or friends?	33%	33%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	67%	67%
	- Getting employment?	50%	0%
	- Setting up education or training?	50%	100%
	- Arranging benefits?	33%	33%
	- Sorting out finances?	100%	100%
	- Support for drug or alcohol problems?	100%	100%
	- Health / mental Health support?	100%	50%
	- Social care support?	0%	50%
	- Getting back in touch with family or friends?	0%	100%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	55%	59%