

Report on an unannounced inspection of

HMP Hewell

by HM Chief Inspector of Prisons

3–14 June 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.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP Hewell is, in reality, two prisons, situated in Worcestershire, with entirely different functions, presenting a complex environment both to manage and to inspect. The larger establishment is a male category B local prison, quite modern in construction, holding some 870 prisoners at the time of this inspection. About half a mile away, set in many acres of park and farmland, and situated within a late 19th century Grade II listed country house, is a men's open prison holding around 200 prisoners. The prisons were last inspected in the summer of 2016. The establishments have traditionally been inspected together, but with separate grades being awarded in each of our healthy prison tests.

On this occasion there was a marked decline at both the closed and open sites, with safety and purposeful activity being assessed as poor at the closed site. At the open site we found that, extraordinarily for an open prison, it was poor in both purposeful activity and rehabilitation and release planning. At this inspection, of the eight scores awarded across the two sites, four were at our lowest level of 'poor'.

In the closed site we found that many prisoners felt unsafe, even during the course of the inspection itself. It was disappointing that a main recommendation we made at the last inspection about how prisoners should be received into the prison had not been achieved, and this no doubt contributed to the very high numbers of prisoners telling us they felt unsafe on their first night at the closed site. Levels of violence were broadly the same as at similar prisons. In our survey, 67% of prisoners told us it was easy to obtain illicit drugs, and just under a quarter said they had acquired a drug habit in the prison, although the mandatory drug testing positive rate had fallen in recent times. However, self-harm had doubled since the last inspection, the adjudication system was failing, and there were no effective incentives for prisoners to behave well. Since the last inspection there had been two self-inflicted deaths, and recommendations from the Prisons and Probation Ombudsman had not been fully implemented. The award of our lowest grade of 'poor' for safety was not a consequence so much of the actual level of violence, but more of a reflection of a range of failures to provide an environment in which prisoners could feel safe, where victims of violence would be supported, where perpetrators would be challenged and poor behaviour would lead to consistent and effective sanctions. Nevertheless, this is the third consecutive occasion on which the closed site has been poor in safety, and therefore a cause of great concern.

Many prisoners said they were treated respectfully by staff, but it was also the case that far too much low-level misbehaviour was going unchallenged by staff. We saw examples of poor and antisocial behaviour by prisoners during this inspection, and it was clear that some staff felt unable to deal with this effectively. Prisoners were also frustrated by needless failures to carry out basic processes such as responding properly and promptly to complaints and applications. Our colleagues from Ofsted found that the provision of education, skills and work was inadequate. Attendance at activities was poor, and those who did not attend were often locked in their cells for up to 22 hours a day. We found that 61% of prisoners were locked in their cells during the working day, an extremely high figure. In terms of rehabilitation and release planning, its strategic management was weak and this undoubtedly contributed to the drop in performance since the last inspection.

So far as the open site at Hewell Grange was concerned, we found a very unusual, and for an open prison, totally unacceptable mixture of outcomes. According to the prison's data the site appeared to be safe, with no reported violence in the six months prior to the inspection. However, living conditions were the worst I have seen in this type of establishment. The prisoners lived in dormitories spread around all three floors of the house. Within these dormitories each prisoner had a wooden cubicle made of thin wood, about one and a half metres in height. The dormitories were crowded, and in many cases the cubicles were untidy, dirty and there was a great deal of food waste, dirty clothing and other rubbish. In one room I saw a plaster wall that was so damp that where a prisoner had struck it with his fist, deep indentations had been left. Some of the lavatories and

showers were filthy, and as a result of a washing up area being closed for refurbishment, cookery utensils and cutlery had to be washed in bathrooms. There are clearly constraints as to what can be done to improve the conditions, given the listed status of the building. There will need to be significant investment to restore the building to anything like acceptable conditions. In the meantime, I can only describe it as squalid, demeaning and depressing.

The poor living conditions were compounded by the fact that the establishment was failing in its core purpose as an open prison. This report sets out in detail how a wide range of weaknesses and failings meant that it was not properly preparing prisoners for their release. This was particularly concerning as a significant number of prisoners were assessed as presenting a high risk of harm.

In light of the very steep decline in performance at both sites since the last inspection, and in particular the fact that the closed site was graded as poor for safety for the third time, I gave very serious consideration as to whether I should invoke the Urgent Notification process, requiring the Secretary of State to produce an action plan for improvement within 28 days. It would have been very easy to justify doing so. However, the process is not intended to be triggered as an automatic response to poor grades, but by the judgement of the Chief Inspector. In this case I took full account of the poor grades, the sharp decline in performance, the response to past inspections, the nature of the failings and the capacity of the prison to improve.

In this case, my judgement not to invoke the process was influenced by several factors. I believe the UN process is best reserved for when there is no other obvious or feasible solution, when the intervention of the Secretary of State is needed to bring about some strategic or significant organisational change. This might, for instance, include major investment decisions, reducing the number of prisoners held in a jail, increasing the number of staff or changing the management. In the case of Hewell, it was my view that none of these interventions were necessary to bring about improvements. With the exception of the living conditions at the open site, the fabric of the buildings was reasonable. There were no staff shortages, and a new Governor had only recently been appointed. We considered the changes that were needed to bring about improvement were all within the gift of the prison itself. The question for me was whether they actually had the capacity and capability to do so.

In April this year the prison had published its own Business Plan, which included specific actions that matched many of HMI Prisons' concerns at this inspection, had timeframes for completion of actions and named individuals held accountable for delivery. I came to the view that this plan, if amended in light of our findings on this inspection and vigorously implemented, was the most likely route to delivering the necessary improvements. I was also influenced by the fact that the new Independent Reviews of Progress (IRPs) give the Inspectorate the ability to return and assess progress much sooner than would have previously been the case.

In reaching my decision I also took account of the fact that the prison had already been in 'special measures' for some considerable time. I looked very carefully at the Special Measures Action Summary and came to the conclusion that it was highly unlikely to achieve the required improvements. It had not done so to date, and the prison leadership were sceptical that it ever would. I believe that in the case of HMP Hewell, another round of external interventions brought about by an Urgent Notification would, in all probability, achieve little more than the failed special measures. In saying this I am not in any way equating special measures with Urgent Notifications. We have seen elsewhere that the impact of Urgent Notifications has been to drive major improvement and change, something that special measures have repeatedly failed to do. At Hewell, there was no doubt that swift and effective management action was required to ensure that prisoners were no longer left angry and frustrated by failures to deal with basic day-to-day issues. But these issues were, in my judgement, largely local issues that needed local solutions.

In summary, this was a very worrying inspection. The prison leadership and regional HM Prison and Probation leadership were left fully aware of what needed to be done, and I trust that they started to address our findings immediately following the end of the inspection. We shall have the opportunity to scrutinise their progress at the IRP that will follow within a matter of months. I shall also give careful consideration as to whether the open site at Hewell, failing so badly in its core purpose, warrants a separate, dedicated full inspection.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2019

Fact page

Task of the establishment

Hewell is a category B local male prison with a category D open male prison site (The Grange).

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: Hewell 870, The Grange 208

Baseline certified normal capacity: 1,083

In-use certified normal capacity: 952

Operational capacity: 1,115 (900 closed, 225 open)

Notable features from this inspection

The prison comprises a local category B prison and a category D open prison, which is a listed building half a mile from the closed site.

A quarter of the population at the open prison were high risk of harm to others and 20% were organised crime gang nominals.²

More than 40% of cells on the closed site designed for one prisoner held two.

There was a full complement of prison officers, but two-thirds were in their first two years of service.

Prison status (public or private) and key providers

Public

Physical health provider: Care UK

Mental health provider: Care UK

Substance use treatment provider: Care UK

Learning and skills provider: Novus

Community rehabilitation companies (CRCs): Staffordshire and West Midlands; Warwickshire and West Mercia

Escort contractor: GEOAmey

Prison group

West Midlands

Brief history

Hewell was opened in June 2008. It consists of a closed category B male site and an open category D male site. House blocks 1 to 6 on the closed site hold remand (including potential category A), sentenced and vulnerable prisoners. The Grange resettlement unit, a grade II* listed manor house built in 1894, is the category D open site.

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.

² Eligible for multi-agency public protection arrangements (MAPPA).

Short description of residential units

Hewell, closed site

The six house blocks have single and double cells, all with in-cell sanitation.

House blocks 1, 2 A&C spur and 6	-	convicted and unconvicted prisoners
House block 3	-	induction/first night unit
House block 4	-	prisoners with drug or alcohol issues
House block 5, 2B spur	-	vulnerable prisoners

The Grange, open site

The accommodation, in dormitories set over three storeys, has temporarily been reduced during an electrical upgrade. There is also single room accommodation at the Harwood House and Plymouth annex.

Name of governor and date in post

Clare Pearson, February 2019

Independent Monitoring Board chair

Rodger Lawrence

Date of last inspection

August 2016

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:

- **key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.
- **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)*.³ 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.⁴

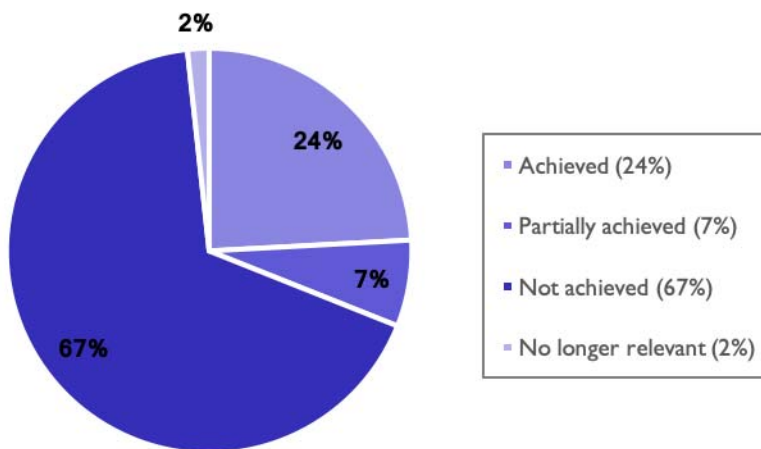
³ <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

⁴ 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

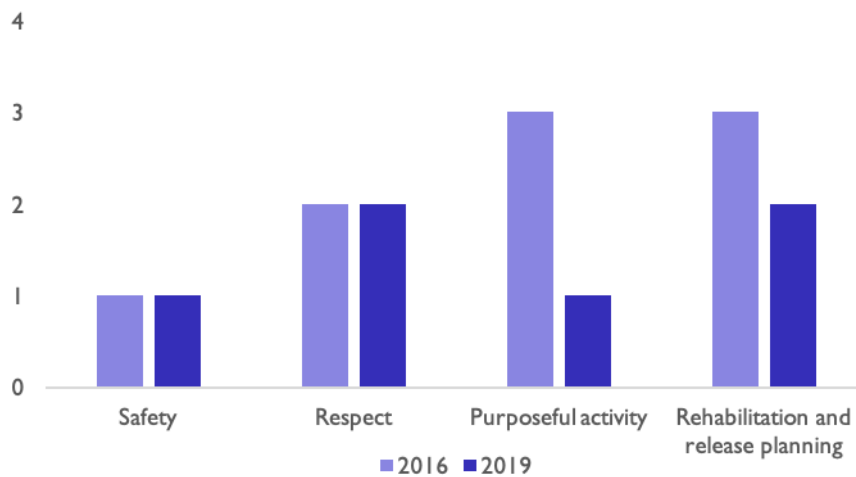
- S1** We last inspected Hewell in 2016 and made 58 recommendations overall. The prison fully accepted 47 of the recommendations and partially (or subject to resources) accepted eight. It rejected three of the recommendations.
- S2** At this follow up inspection we found that the prison had achieved 14 of those recommendations, partially achieved four recommendations and not achieved 39 recommendations. One recommendation was no longer relevant.

Figure 1: HMP Hewell progress on recommendations from last inspection (n=58)



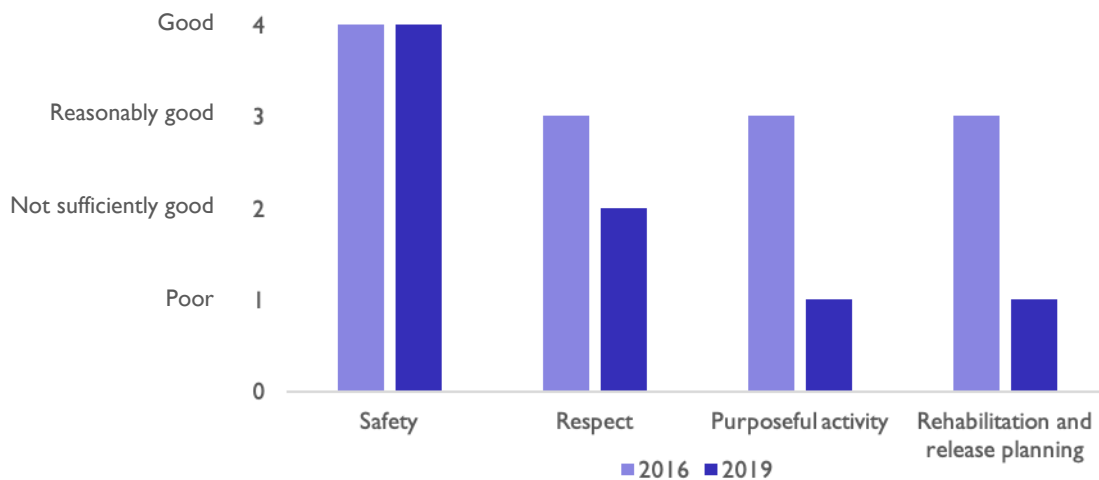
- S3** Since our last inspection, outcomes for prisoners on the closed site have stayed the same in the healthy prison areas of safety and respect. Safety was assessed as poor and respect as not sufficiently good. Outcomes declined in purposeful activity and rehabilitation and release planning from reasonably good to poor and not sufficiently good respectively.

Figure 2: HMP Hewell (closed site) healthy prison outcomes 2016 and 2019⁵



S4 Since our last inspection, outcomes for prisoners on the open site remained good in the healthy prison area of safety. Outcomes declined in all other healthy prison areas: respect declined from reasonably good to not sufficiently good; purposeful activity and rehabilitation and release planning both declined from reasonably good to poor.

Figure 2: HMP Hewell (open site) healthy prison outcomes 2016 and 2019⁶



⁵ 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.

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Safety

S5 *Too many prisoners had felt unsafe at some point and far too many continued to feel unsafe on the closed site. Most prisoners said reception staff treated them with respect but safety checks and other early days support were not reliable on either site. Violence levels on the closed site were high and some incidents were serious. Drug availability and use were also high. Staff did not manage poor behaviour on the closed site well, low-level issues often escalated into serious incidents and there was very little victim support. Prisoners in the segregation unit faced a very limited regime and unacceptably poor conditions. Far more prisoners on the closed site were now self-harming, and since our last inspection four prisoners had died through illicit drug use. **Outcomes for prisoners were poor at the closed site and good at the open site against this healthy prison test.***

S6 *At the last inspection in 2016 we found that outcomes for prisoners in Hewell were poor for the closed site and good for the open site against this healthy prison test. We made 14 recommendations in the area of safety.⁷ At this inspection we found that six of the recommendations had been achieved and eight had not been achieved.*

S7 New arrivals at the closed site were sometimes held on escort vehicles that queued outside reception. Most prisoners spent too long in reception at the closed site, and the cell-sharing risk assessment was not always carried out in private. On the open site, welfare and safety checks on new arrivals were not always completed and first night support was lacking. However, most prisoners on both sites said they were treated with respect while in reception.

S8 First night cells on the closed site were often dirty and not fully equipped or prepared, and first night risk interviews were not always completed for those who arrived late. In our surveys for both sites, fewer prisoners than in similar prisons said they felt safe on their first night. There was insufficient management oversight of induction at both sites and the process was poorly managed.

S9 On the closed site, there was a lack of focus on managing behaviour on some house blocks. Poor prisoner behaviour, sometimes serious, was not only unchallenged but allowed to escalate. There had been a lack of management oversight of safety on the open site until recently. In our survey, nearing 40% of prisoners on the closed site said they currently felt unsafe, which was high. The number of violent incidents was high but similar to other local prisons. Some incidents were serious and included the use of weapons. Most serious acts of violence were investigated but too many other incidents of lower level bullying and intimidation were not. The quality of all investigations was inadequate. Use of the challenge, support and intervention plan (CSIP)⁸ for perpetrators of violence was new and not yet fully effective, and some staff on the closed site were not aware of the prisoners on these plans. There was no direct support for victims of violence but a safer interventions meeting had been introduced recently.

S10 The incentives and earned privileges (IEP) scheme on both sites was very poorly applied and largely ineffective. It did not discourage poor behaviour or promote good behaviour, which

⁷ This included recommendations about substance use treatment, which in our updated *Expectations* (Version 5, 2017) now appear under the healthy prison area of respect.

⁸ A system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

further undermined behaviour management. The lack of incentives for prisoners to behave well and the lack of punishment or challenge often inadvertently led to further antisocial and aggressive behaviour.

- S11** The number of adjudications across both sites had risen significantly since the last inspection and was now much higher than at similar prisons. Many charges were a result of prisoners' lower level frustrations not being addressed by staff and then escalating into offences. Far too many adjudications had been adjourned, dismissed or not proceeded with, which further undermined behaviour management and safety. Although some data about adjudications were collected they lacked detailed analysis, especially of the difference in issues across the two sites.
- S12** There had been a large rise in the use of force on the closed site since the previous inspection and it was now much higher than at similar prisons. No use of force had been reported on the open site. Governance of use of force was weak and there was too much missing paperwork. Video footage of incidents was not regularly reviewed, with only two incidents a month receiving management oversight.
- S13** The number of prisoners segregated on the closed site was much lower than at the previous inspection. The quality and cleanliness of cells and communal areas in the segregation unit remained extremely poor. The regime was too limited. Although we saw some good care from segregation staff, they were often overwhelmed by balancing the needs of the prisoners and the large number of adjudications they dealt with. Segregation documents were now completed adequately but the previous paperwork had been poor.
- S14** Security arrangements were proportionate across both sites with a few notable exceptions – these was very poor staff supervision on some house blocks on the closed site and failure to challenge obvious rule breaking at both sites. Security reports were managed efficiently, although action was not always taken on intelligence and there were some delays in requesting actions to be undertaken. In the previous six months, only 9% of suspicion drug testing and 25% of target searching had been completed, which further undermined behaviour management. Mandatory drug testing (MDT) results, intelligence reports and our survey results showed that drugs were widely available and used across both sites. However, the drug supply reduction strategy was not yet effective and there were very limited drug detection tools.
- S15** Since our last inspection there had been no deaths in custody on the open site but there had been four drug-related deaths, two self-inflicted deaths and one manslaughter on the closed site. There had been no reported incidents of self-harm on the open site in the previous six months but self-harm on the closed site had almost doubled since our last inspection. Prisons and Probation Ombudsman (PPO) recommendations following deaths in custody had not been fully implemented, and oversight of their progress was inadequate. A large number of prisoners on the closed site were on assessment, care in custody and teamwork (ACCT) case management for risk of suicide or self-harm. The number of ACCTs made it difficult for staff to provide adequate oversight, particularly at night. The prison did not use data effectively to improve outcomes, and attendance at the safer custody meetings was not always good enough. ACCT case management was generally consistent but the completion of ACCT documents needed further improvement.
- S16** Procedures for prisoners at risk and links to the local safeguarding adults board were improving. The reception of new arrivals on the closed site included the opportunity to identify prisoners with safeguarding vulnerabilities. Wing staff had limited knowledge about how to safeguard prisoners at risk of abuse from others.

Respect

- S17** *Many prisoners on both sites said staff treated them respectfully, but some staff on the closed site showed a lack of control over prisoners. Rule breaking often went unchallenged, some staff failed to set clear boundaries and too many lacked confidence in dealing with prisoners' basic requests. Living conditions on the closed site were overcrowded and of a variable quality, and some basic items were lacking. Living conditions on the open site had deteriorated further since our previous inspection and were unacceptably poor. Consultation with prisoners was adequate but the application and complaints systems at the closed site needed further improvement. There had been some recent improvements in equality and diversity work but more was needed on both sites. Faith provision was good across both sites. Health services had improved overall but further improvements were needed. Conditions on the inpatient unit were very poor. **Outcomes for prisoners were not sufficiently good on both sites against this healthy prison test.***
- S18** *At the last inspection in 2016 we found that outcomes for prisoners in Hewell were not sufficiently good for the closed site and reasonably good for the open site against this healthy prison test. We made 25 recommendations in the area of respect. At this inspection we found that six of the recommendations had been achieved, two had been partially achieved and 17 had not been achieved.*
- S19** In our survey, most prisoners on both sites said staff treated them respectfully, and we saw examples of positive interactions by some skilful staff. However, control of prisoners on the closed site was undermined by the inconsistent application of some basic rules, and staff often failed to address simple queries from prisoners, which caused frustration often resulting in poor prisoner behaviour and disrespect. This further legitimised antisocial behaviour, undermined control and contributed to the instability on some house blocks. There was a lack of active management oversight of wing staff, which left some officers feeling isolated and despondent. On the open site, some staff were too distant and not fully engaged with prisoners, but a new management approach was beginning to foster more positive staff behaviour. There had been a good start to introducing the new keyworker role on the closed site.
- S20** The quality of accommodation on the closed site was very mixed, cleanliness was generally poor and the house blocks remained overcrowded. The age of the open site house made it difficult to maintain acceptable standards, and conditions were beyond decent habitation; the state of the toilets was particularly offensive. Some cells on the closed site were in a very bad condition, and even the few areas that had been refurbished were already showing some deterioration. Laundry facilities on the closed site were adequate for prisoners' own clothes, but prisoners said kit change was not always weekly. Given the high level of self-harm on the closed site it was a concern that some staff did not respond to cell call bells quickly enough, if at all, and there was no system to monitor this.
- S21** Most prisoners on the closed site were unhappy with the quality and quantity of the food. The quality of the food we saw was mixed, some was not at all appetising and standards at the wing serveries were not good. Meal options often ran out before prisoners who had selected them had been served. The food on the open site was adequate but there was a lack of self-catering facilities for open conditions. On the closed site, prisoners were mostly positive about the range of items available from the prison shop. The range of shop items on the open site had been reviewed.
- S22** There were regular monthly prisoner consultation meetings on both sites. Decisions were recorded and tracked at subsequent meetings. The open site was developing a promising system of elected prisoner leaders. The applications system on the closed site was

inconsistent, and the oversight of prisoner information desk workers needed improving. Too many complaints were low level and resulted from the lack of staff response to applications and basic queries. The responses to complaints we saw were mostly polite but some were curt or left the issue unaddressed. There was no systematic bail support for prisoners but the provision for legal visits was adequate.

- S23** There had been recent efforts to improve the management of equality and diversity work. The equality health check provided a realistic assessment and was supported by a good action plan. There had been a comprehensive disability access survey in October 2018, but action points still had to be addressed. The facilities for disabled prisoners were limited and access on both sites remained difficult for prisoners with mobility problems. Although the analysis of local equality data had so far been largely descriptive, it had the potential to identify patterns and trends. The distinctive characteristics on the open site were not adequately reflected in discussions at the equality committee or in the equality policy. Quality assurance of discrimination complaints was not yet having an impact, and some responses took too long.
- S24** Our survey results indicated that some groups of prisoners had a poorer perception of safety and respect than others, which needed further exploration. Focus groups had been introduced on the closed site for some prisoner groups but not others. There was limited assistance for the relatively large group of foreign national prisoners, and insufficient use of interpreting services to communicate with non-English speakers. On the open site, there was no structured planned work on equality and diversity, and we received several anecdotal comments from black and minority ethnic prisoners about inequitable treatment.
- S25** Faith provision was good on both sites. The chaplaincy ran groups for first-time prisoners on the closed site, an emotional well-being programme on the open site and provided support for bereaved prisoners on both sites.
- S26** Health services had improved overall since the previous inspection. Partnership working was effective, with regular governance and delivery board meetings informing practice. Health care staff supervision did not meet policy requirements. A well-led and skilled primary care team delivered good care within a challenging environment. The lack of clinical space and non-attendance at appointments undermined service delivery. Living conditions on the inpatient unit continued to be extremely poor, but despite this and the lack of permanent staff there were improved outcomes for patients.
- S27** Staffing in the integrated mental health and psychosocial substance use teams had increased recently, and the introduction of a duty professional role had reduced waiting times for patients. Some new therapeutic interventions were promising. The delivery of clinical substance use services was hampered by the lack of staff, and insufficient monitoring of prisoners undergoing detoxification created risks. Social care provision was limited. The management of medicines had improved but the medicines reconciliation rate was too low. Dental services were good, and during the inspection access for prisoners on the open site was improved.

Purposeful activity

S28 *Many prisoners on the closed site had little time out of cell and were often locked up for almost 22 hours a day. In our roll checks on the closed site, 61% were locked in their cell during the core working day, which was far too many. The regime on the closed site was not always delivered, which frustrated prisoners. Library and PE provision were good on both sites. Ofsted judged that the overall effectiveness of education, skills and work activities was inadequate and identified some major areas for improvement, including a poorly resourced and overstretched management team and very poor attendance at activities. Provision on the open site was not supporting prisoners into employment sufficiently well. Achievement rates and outcomes for prisoners were low overall. **Outcomes for prisoners were poor across both sites against this healthy prison test.***

S29 *At the last inspection in 2016 we found that outcomes for prisoners in Hewell were reasonably good on both sites against this healthy prison test. We made 12 recommendations in the area of purposeful activity. At this inspection we found that two of the recommendations had been achieved, one had been partially achieved, eight had not been achieved and one was no longer relevant.*

S30 In our roll checks on the closed site during the core working day, 61% of prisoners were locked in their cell, which was far too high and much worse than the last time we inspected. Prisoners not in activity could be locked up for almost 22 hours a day, which was unacceptable. Prisoner access to association was poor, and delays in reconciling the roll-count frequently led to regime curtailment. Time out of cell on the open site was good and prisoners were never locked in their room.

S31 Both libraries were good facilities, and peer mentors supported literacy initiatives on the closed site. Both gym facilities were good, and used by 59% of the population overall. The gym provision at both sites included several accredited training programmes.

S32 The education, skills and work management team for the two sites was poorly resourced and overstretched. Although leaders and managers were motivated and keen to improve, they lacked the necessary knowledge to deliver a successful provision and had not addressed most areas for improvement identified at the previous inspection. Although there were enough activity spaces on both sites to fully occupy almost all prisoners purposefully, attendance was poor and the reasons for this had not been analysed. The team was disjointed and its work uncoordinated, demonstrating little oversight of the performance of education, skills and work, and there was a vacuum in strategy. In its current formation, the leadership and management of education, skills and work had no further capacity to improve.

S33 Learners with special educational needs and those for whom English was not their first language did not receive the support they needed to make good progress. The majority of prisoners did not improve their English and mathematics skills sufficiently. In particular, vulnerable prisoners made very little progress. Most teachers, instructors and mentors supported learners' personal and emotional needs and work skills development.

S34 Poor attendance and punctuality prevented prisoners from making rapid progress in their learning and in developing the necessary skills for resettlement. Many prisoners in work across both sites did not develop a positive work ethic, and displayed poor attitudes and habits that did not prepare them well for work on release. The range of provision in the open prison was not supporting prisoners sufficiently well into employment. Teaching staff managed behaviour well and the few learners attending activities were respectful to each other.

- S35** The number of prisoners who left their education or vocational training place without achieving was too high and increasing. Achievement rates in functional skills, particularly English, had been low since the previous inspection. Achievement rates in vocational training in the year so far required further improvement, in particular, in painting and decorating. Outcomes for prisoners undertaking industries and work, where there were no qualifications, were not recognised. There was high achievement of small units of English and mathematics but these did not constitute a full qualification.

Rehabilitation and release planning

S36 *Children and families work was reasonable across both sites. Strategic management of rehabilitation and release planning was weak and the open site was not achieving its full potential. Offender supervisor contact with prisoners at both sites was good in some cases but poor in others. The case administration team was struggling to provide an effective service on the closed site. Home detention curfew (HDC) processes were generally sound. Provision for indeterminate sentence prisoners (ISPs) was not fully developed. Categorisation reviews were up to date but some prisoners on the closed site found it difficult to progress to other prisons and many moved on without an OASys (offender assessment system) assessment. Both sites needed improvements to public protection work, including oversight of the risk of harm. Opportunities to undertake offence-focused work had improved. Community rehabilitation company (CRC)⁹ pathway work was mixed, and not all prisoners had a review of their resettlement plan before release. **Outcomes for prisoners were not sufficiently good on the closed site and poor at the open site against this healthy prison test.***

S37 *At the last inspection in 2016 we found that outcomes for prisoners in Hewell were reasonably good on both sites against this healthy prison test. We made seven recommendations in the area of resettlement.¹⁰ At this inspection we found that none of the recommendations had been achieved, one had been partially achieved and six had not been achieved.*

S38 The range of work to support prisoner contact with children and families was reasonable at both sites. Visits at the closed site sometimes started late but visitors to both sites were positive about their treatment. Over half the prisoners in our survey on the closed site said they had problems sending and receiving mail, and the prison needed to explore the reasons for this.

S39 At the open site, nearly a quarter of the population were assessed as high risk of harm and 20% were members of organised crime groups. The closed site had a high turnover of prisoners with many staying for a very short time, but it also held a few prisoners who found it difficult to progress onwards to more appropriate prisons to meet their needs.

S40 There had been no prisoner needs analysis at either site and strategic management of resettlement work was weak. There was little analysis of data to inform the approaches at either site. The open prison was not functioning well in the area of resettlement and had until very recently lacked direction and management oversight, including little data analysis. The number of prisoners accessing release on temporary licence (ROTL) was lower than we

⁹ Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The National Probation Service has maintained responsibility for high- and very high-risk offenders.

¹⁰ 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.

normally see at open prisons; recent improvements in assessments meant that decision making was now more robust, although some were delayed.

- S41** Staff shortages in the offender management unit (OMU) and significant cross-deployment of uniformed offender supervisors led to a variable service for prisoners on both sites. Offender supervisor contact with prisoners varied from good in some cases to others who had no contact with their offender supervisor. On the closed site, case administration was under pressure due to staff shortages, which led to delays in the completion of some important processes. HDC processes were sound but the lack of accommodation in the community prevented or delayed some releases. ISPs at both sites had good support from their offender supervisors and the psychology team but little other support.
- S42** Management oversight of prisoner risk of harm before their release was inadequate at both sites. For example, multi-agency public protection arrangements (MAPPA) management levels were not always discussed as part of the release plan. Procedures at the open site to identify ongoing risks to others, including children, were weak with little scope for review and management oversight. The application of mail and telephone monitoring was sound but the verification of prisoners' telephone numbers took too long in some cases.
- S43** Categorisation reviews were up to date and defensible. A large number of prisoners moved on from the closed site each month but too many did not have on OASys or sentence plan. A small number of prisoners found it difficult to move on from the closed site due to the lack of places elsewhere, which potentially hindered their sentence progression.
- S44** Two accredited programmes had been offered on the closed site since 2016. The lack of a needs analysis at both sites made it difficult to identify gaps in provision to address offending behaviour. The CRC had recently introduced some promising offence-focused programmes, but they were not available on the open site.
- S45** Housing advice and support were reasonable on both sites. The CRCs did not monitor prisoners' accommodation outcomes adequately following release, which made it impossible to identify how many had sustainable accommodation. There was an adequate range of practical help for prisoners to manage their money issues and address their debts, including an on-site Citizens Advice worker. Support for prisoners who had experienced abuse or victimisation was limited.
- S46** The demand for resettlement support across both sites was high with 240 releases a month. Joint working between the OMU and the CRCs was good and basic custody screening and initial plans were completed on time. Not all prisoners had their resettlement plan reviewed before release, and their attendance at the weekly pre-release session was low. Practical support for prisoners was reasonably good for those released during the working day.

Key concerns and recommendations

- S47** Concern: First night risk assessments on both sites were not always completed, putting prisoners at risk during their early days in custody. The delivery of the induction programmes was often delayed and weak, and management oversight of the process was poor. Although most prisoners attended an induction, it was often delivered late and did not provide adequate or up-to-date information to new arrivals.

Recommendation: Arrangements for the arrival of new prisoners should ensure they are kept safe and properly supported.

S48 Concern: Low-level rule breaking went unchallenged by staff and there was no consistency in how prisoners were challenged. Prisoners complained that most incidents went unpunished. The local incentives and earned privileges (IEP) scheme was not used systematically at either site. Record keeping was poor with no system to identify prisoners who received two IEP warnings within 28 days, which should have led to a downgrading of their IEP level.

Recommendation: The prison should have a strategy and deliver practical arrangements that promote and ensure good behaviour and full engagement with the prison's regime.

S49 Concern: The use of drugs contributed to high levels of violence and bullying, and there were too few responses to security intelligence supplied, which allowed prisoners to take part in illegal activities without being detected. The prison lacked sophisticated drug-detection equipment, especially in key risk areas such as reception, which increased the risk of contraband entering the prison.

Recommendation: The prison should introduce a robust strategy and action plan that reduces the availability and use of illegal drugs.

S50 Concern: Living conditions on the closed site, including house blocks, the segregation unit and the inpatient unit, were unnecessarily poor. Wing staff did not effectively monitor the condition of the cells: much of the furniture was damaged; prisoners had blocked observation panels and made unacceptable modifications; and there was considerable graffiti and some offensive images displayed. The standard of cleaning was inadequate, prisoners said they had insufficient access to cleaning equipment, and clean bedding was not issued weekly.

Recommendation: Prison cells, showers and communal areas on the closed site should provide clean, hygienic and well-maintained conditions for prisoners, including those in the segregation and inpatient units.

S51 Concern: The main building on the open site did not provide an acceptable residential environment. The dormitories had makeshift partitions in ill-adapted rooms, showed many signs of wear and tear, and were not fit for purpose. The toilets and washing facilities were even worse, with leaking and blocked sanitary fittings not uncommon. Some refurbishment had begun but no improvements had yet been completed.

Recommendation: Sleeping accommodation, showers, toilets and communal areas on the open site should meet modern standards of decency, providing clean, hygienic and well-maintained living conditions for prisoners.

S52 Concern: There were several areas where the prison's inability to allow prisoners to access health provision directly affected patient care. There was a lack of clinical space for clinics to take place, in particular for secondary health screening of new arrivals. Prisoners had poor access to appointments, which in some cases created a health relapse. Officer presence in the inpatient unit remained inconsistent, which left nursing staff without keys monitoring patients identified at risk to themselves. Continuing late arrivals into reception created gaps in prescribing medicines, and the clinical rooms there were not confidential and not kept clean. The prison still did not provide secure lockable cabinets for in-possession medication.

Recommendation: The prison's co-commissioning agreements with its health partners should jointly assess and monitor prisoner health needs and progress against agreed actions to ensure the best health outcomes for prisoners.

S53 Concern: Time out of cell at the closed site was very poor for any prisoner not engaged in off-wing work, with many spending almost 22 hours a day locked up. Only prisoners on the enhanced level of the IEP scheme had the opportunity for association on weekdays, and even this was often cut short. The regime was frequently curtailed, often due to problems reconciling the roll count, which limited the time available for out of cell activities. Prisoners had only a 45-minute exercise period in the morning, leaving little or no time to exercise and complete other regime activities, such as collecting medication.

Recommendation: The prison should ensure a regular and predictable regime for all prisoners that maximises purposeful time out of cell, association and exercise each day.

S54 Concern: The prison's leadership and management of the education, skills and work provision was disjointed, stretched and insufficiently knowledgeable. Leaders and managers had failed to use information to plan provision to meet the needs of all groups of learners, and had no effective oversight of the performance of education, skills and work.

Recommendation: Prison leaders should equip the education, skills and work management team with the appropriate resources and knowledge to support the effective management of the provision. Managers should use this data to inform their decisions, and evaluate the performance of the provision and their improvement priorities accurately.

S55 Concern: Prisoners were not supported well to develop their employability and personal skills, in particular in English and mathematics. The learning resources used did not help learners to progress as well as they could, and some prison staff were not sufficiently knowledgeable to deliver training and learning.

Recommendation: Prison leaders and managers should ensure that all teachers, trainers and instructors are able to deliver teaching, training and assessment activities that enable prisoners to learn and develop essential employability and personal skills, including English and mathematics, and record prisoners' acquisition of new skills.

S56 Concern: Prisoner attendance at activities was poor and too many had missed their induction to activities and were not receiving careers information, advice and guidance. Prisoners overall were not developing a good work ethic.

Recommendation: Leaders and managers should improve prisoner attendance at education, skills and work, and ensure they access an induction that provides them with the necessary careers information, advice and support to develop a good work ethic.

S57 Concern: Prisoner outcomes in education, skills and work were poor, and outcomes for the few following non-accredited courses were not recorded. There was a gap in achievement between learners with learning disabilities and their peers, and prisoners did not develop their English and mathematics skills well.

Recommendation: Accredited and non-accredited outcomes for learners should be tracked and monitored to ensure that all achieve as well as they can, with a clear focus on improving the acquisition of English and mathematics skills.

S58 Concern: Shortages in the case administration team on the closed site meant that some rehabilitation and resettlement processes were not completed promptly. At the time of our inspection, new arrivals had not been allocated to offender supervisors for four weeks, there had been delays in providing sentence calculations, and there was a backlog in the verification of telephone numbers for prisoners subject to public protection measures. The team lacked skills for sentence calculations and its work was further distracted by the large number of recalls and short-sentenced prisoners and high prisoner turnover. These factors had a far-reaching impact, including for the CRC and pre-release service, for a significant group of prisoners.

Recommendation: The case administration team should complete rehabilitation and resettlement processes for prisoners without delays.

S59 Concern: Significant cross-deployment of uniformed offender supervisors at both sites led to a variable service for prisoners. Contact levels with prisoners varied from good in some cases to others that had no contact with their offender supervisor. Prison offender supervisors had been cross-deployed on average 75% of the time over the previous two months on the open site and 50% of the time on the closed site.

Recommendation: Offender supervisors' contact with prisoners on their caseload should be regular and meaningful, particularly in high risk of harm cases.

S60 Concern: The open site was not achieving its full purpose of helping prisoners resettle into the community. Prisoners had too few opportunities for purposeful release on temporary licence (ROTL), and some assessments were delayed.

Recommendation: Prisoners should have prompt access to good quality and purposeful ROTLs to aid their rehabilitation and resettlement.

S61 Concern: On the closed site, management oversight of prisoner risk of harm before release was inadequate. MAPPAs management levels were not always discussed as part of the release plan. Attendance at the inter-departmental risk management team was not good enough.

The inter-departmental risk management team on the closed site should ensure that the release plan for all high-risk prisoners and those subject to MAPPA meets and supports the protection of the public when individuals are released into the community.

S62 Concern: On the open site, management oversight of prisoners' risk of harm before release was inadequate. Prisoners were granted ROTL without their MAPPA management level being known, and MAPPA management levels were not always discussed as part of the final release plan. There was no oversight of release planning for public protection cases through an IDRMT, which was a concerning gap. There were no data on how many prisoners potentially posed a risk to children. Procedures on the open site to identify prisoners' ongoing risks to others, including children, were weak overall.

Recommendation: An inter-departmental risk management team should be set up on the open site to provide management oversight of relevant public protection cases and ensure risk of harm is managed actively.

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 carrying prisoners to Hewell queued outside the closed site reception for long periods. On one day we observed five vans with 28 prisoners waiting on the vehicles after 5pm; they were locked inside the cellular cubicles for up to two hours. Prisoners arriving at the open site were no longer required to complete the closed reception process first. They arrived at the open site on two designated days a week and reception staff were well prepared to meet them.
- I.2 Most prisoners from both sites said that staff treated them well in reception, and we observed polite and professional interactions between staff and prisoners during the reception process. However, new arrivals at the closed site spent too long in reception waiting in dirty and ill-equipped holding rooms. In our survey, under a third of respondents on the closed site said they spent less than two hours in reception. We saw arrivals waiting in closed site reception for longer than two hours, and prisoners on the first night and induction unit told us they had waited longer than four hours in reception. There were no significant delays in reception at the open site.
- I.3 Trained staff in the closed site reception carried out cell-sharing risk assessment interviews with all new arrivals, although these were not routinely completed in private. (See key concern and recommendation S47.)
- I.4 The first night and induction processes were not sufficiently robust on both sites. On the closed site, not all new arrivals went on the first night and induction unit, due to limited spaces. Not all staff working on the unit had received adequate training in first night procedures, and we observed many prisoners who were frustrated that basic queries had not been addressed. (See key concern and recommendation S47.)
- I.5 The first night cells on the closed site were not adequately prepared. Those we inspected were dark, and had ingrained dirt, damaged floors and graffiti. Kettles were not issued routinely to new arrivals and there was a shortage of clean bedding. One cell had blood stains on the floor and walls of the in-cell toilet.
- I.6 Trained staff on the unit carried out thorough first night risk interviews in private with most arrivals. However, not all prisoners who arrived late into the establishment every day during the inspection had these important interviews. (See key concern and recommendation S47.)
- I.7 Staff completed additional hourly welfare checks throughout the first night for all new arrivals on the closed site, but arrivals on the open site did not receive any first night support or additional monitoring or welfare checks.

- I.8** In our surveys on both sites, significantly fewer prisoners than the comparators said they felt safe on their first night – only 49% against 61% on the closed site and 68% against 93% on the open site.
- I.9** Induction on both sites had insufficient management oversight and supervision by staff. In our survey for the closed site, fewer respondents than the comparator said they had been on an induction and only 39% said it covered everything they needed to know about the prison. Induction was scheduled to take place over three days but we observed some delays in the process. There was no formal presentation to introduce new arrivals to local prison rules or information about access to basic services. The induction handout was out of date and not readily available. At the open site, only a third of prisoners in our survey said the induction had covered everything they needed to know about the prison. The induction process had recently been reviewed and now took place over a week. It included a briefing from the governor of the open site and visits from the chaplaincy, education and gym staff. This new approach was not yet fully embedded. (See key concern and recommendation S47.)

Recommendation

- I.10 All first night cells should be clean and adequately prepared for new arrivals.**

Managing behaviour

Expected outcomes:

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

Encouraging positive behaviour

- I.11** Too many prisoners on both sites had felt unsafe at some point, and far too many on the closed site continued to feel unsafe - in our survey, almost 40% of prisoners on the closed site said they currently felt unsafe, which was high and higher than at the previous inspection.
- I.12** The number of violent incidents on the closed site was high but similar to other local prisons. Prisoner-on-prisoner assaults and fights had increased slightly since the previous inspection, but assaults on staff had seen a marked increase from 47 at the last inspection to 83 in the previous six months. Some incidents were serious and included the use of weapons. Prison data indicated no reported incidents of violence at the open site in the previous six months.
- I.13** The most serious acts of violence were investigated but too many other incidents relating to lower level bullying and intimidation were not. The quality of all investigations was not sufficiently good and we saw some very poor examples, including those that involved serious assaults. In May 2019 they had been 30 requests for investigations into violence but at the time of the inspection only two had been completed.
- I.14** The prison had recently implemented challenge, support and intervention plans (CSIPs) for perpetrators of violence (see footnote 6). Staff were aware of the initial process for raising a concern about a prisoner, but some were not aware of who was on a CSIP or how they contributed to the process apart from the initial referral. There were 13 prisoners managed under CSIPs at the time of the inspection, all on the closed site. No prisoners on the open site had yet been managed under a CSIP.

- I.15** There was no direct support for victims of violence, bullying or intimidation, which was a gap. The recently introduced safer interventions meeting had a fortnightly focus on discussing CSIPs and the perpetrators of violence, but not victims.
- I.16** There was a lack of focus on managing behaviour on both sites. Staff on the closed site did not manage poor behaviour well and low-level issues were often allowed to escalate into serious problems (see paragraph 2.2). House block I was especially unsettled during the inspection and we observed staff let very poor behaviour go unchallenged, including one prisoner setting fire to small piles of rubbish outside his cell. Violence data highlighted that the negative behaviour moved between house blocks, suggesting that problem prisoners were being moved rather than managed appropriately. Prisoners also complained to us that the staff were not proactive and that prisoners who caused problems often went unpunished. Staff lacked consistency in managing behaviour which, combined with the lack of incentives for prisoners to behave well and the lack of punishment or challenge, often led to further antisocial and aggressive behaviour. (See paragraph 1.41 and key concern and recommendation S49.)
- I.17** Evidence suggested that violence was linked to drugs and bullying. However, the prison had inadequate resources to respond to all intelligence reports, which meant it was missing vital opportunities to tackle the problem. (See key concern and recommendation S47.)
- I.18** A lack of effective protocols about meeting prisoners' basic needs contributed to poor behaviour with many prisoners becoming increasingly frustrated by the inability to get basic tasks done, such as their telephone numbers being processed and prison shop queries handled. This often resulted in anger and aggression towards staff. Many prisoners commented that the only way they could get anything done was to 'kick off'.
- I.19** There had been a lack of management oversight at the open site but a dedicated senior manager for this area had recently been introduced, and the site was starting to look at ways to address safety.
- I.20** The local incentives and earned privileges (IEP) scheme was not used systematically at either site. Record keeping was poor with no system to identify prisoners who had received two IEP warnings within 28 days, which should lead to a downgrading of their IEP level. Only three IEP warnings had been issued in the previous month. There had been an incident of ill-discipline before the inspection but none of those involved had had their IEP level downgraded five days later. The prison was not able to show any recent examples of review documentation, and prisoners on the basic regime said they did not have any paperwork, such as the daily evidence log required in the policy. (See key concern and recommendation S48.)
- I.21** In our survey, only 22% of respondents on the closed site said that the IEP scheme encouraged them to behave well, which was significantly worse than the comparator of 38%. There were too few meaningful incentives for prisoners on the enhanced regime at the closed site. Some prisoners on the basic level shared cells with prisoners on a higher level, giving them access to a television and more time unlocked. Many staff did not know which prisoners on their house block were on the basic level. (See key concern and recommendation S48.)

Recommendation

- I.22** **All incidents of violence should be investigated, with support provided for victims when required.**

Adjudications

- I.23** The number of adjudications had risen significantly from 1,584 in the six months before the previous inspection to 2,222 for the same period at this inspection, which was much higher than at similar prisons. Our review of completed adjudications found that many charges were a result of staff not addressing prisoners' lower-level frustrations, which then escalated into offences. In one hearing, a prisoner who had refused to return to his cell and was restrained explained that he had reported to staff that he was being bullied by his cellmate, who had taken clothing, footwear and even his food from him, yet no action had been taken. Investigation during the hearing, for which he was found guilty, was limited.
- I.24** Far too many adjudications had been adjourned; at the time of the inspection there were 382 adjudications that had been adjourned for up to six months. In addition, a further 526 were dismissed or not proceeded with in the previous six months, which further undermined behaviour management and safety. Both staff and prisoners reported a lack of confidence in the adjudication system, and the number of adjudications was placing excessive resource pressure on segregation unit staff (see paragraph I.34).
- I.25** There was a quarterly adjudication review meeting but the last minutes were from December 2018. Although some data about adjudications were collected they lacked detailed analysis, especially in the difference in issues between the two sites – the prison could not provide us with any breakdown on this as the information was not actively logged. This was a significant gap in understanding issues at the different sites.
- I.26** Standards of hearings and the recording of the process varied. Although there was a quality assurance management process, it had yet to improve consistency in the standards of investigations. Some prisoners on adjudications were referred to restorative justice programmes, which helped support the adjudication system.

Use of force

- I.27** There had been a large rise in the use of force on the closed site, which had increased from 178 incidents at the previous inspection to 497 in the previous six months and was much higher than at similar prisons. In contrast, there had been no reported incidents of use of force at the open site.
- I.28** Governance of use of force incidents was weak and there was too much missing paperwork. Safer custody staff worked hard to chase missing documents, and recorded what was outstanding on a database of all incidents, but at the time of the inspection there were 350 missing use of force documents.
- I.29** Although some data on use of force trends were collected they were not used in a meaningful way to help reduce incidents. There was a significant gap in the reviewing of video footage of incidents, with only two a month receiving management oversight. This was a missed opportunity as the footage we saw showed some examples of lessons that could be learned to improve staff responses. The lack of review, combined with missing paperwork, made it hard to assess if the prison had an adequate process to ensure all force was necessary and proportionate.
- I.30** Use of special accommodation had remained the same as at the last inspection, with six uses in the previous six months. The use was appropriate and for the minimal time necessary.

Recommendation

- I.31 The prison should ensure there is a comprehensive review and management oversight of use of force.**

Segregation

- I.32** Despite the rise in violence, use of force and adjudications the number of prisoners segregated in the closed site was much lower than at the previous inspection, falling from 274 in the six months before the last inspection to 130, and was now lower than at similar prisons. There was no segregation unit at the open site.
- I.33** Prisoners in the segregation unit faced a very limited regime and unacceptably poor conditions – this had been an issue at the previous inspection and remained so at this one. The quality and cleanliness of cells and communal areas were still extremely poor (see Appendix III – Photographs). In the first week of our inspection there were 21 prisoners in the segregation unit, with some living in awful conditions. One prisoner was in a cell with no access to running water, and others were in cells with no glass in the windows. However, the segregation unit population had been reduced the following week and some cells had been taken out of use for repair. (See key concern and recommendation S50.)
- I.34** Most prisoners were locked up for 23 hours a day. However, we saw some good care from segregation staff, who were very knowledgeable about the prisoners and had good relationships with some extremely challenging prisoners. But staff were often overwhelmed by balancing the needs of the prisoners and the large number of adjudications, and lacked the resources to do more with the prisoners.
- I.35** Segregation documents at the time of the inspection were completed adequately, and there was good multidisciplinary attendance and input at reviews, but the older paperwork we viewed was poor. Prisoner history sheets lacked meaningful comments.

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 use and effective drug supply reduction measures are in place.

- I.36** One security department operated across both sites. The security arrangements were proportionate across both sites with a few notable exceptions, such as very poor supervision on some house blocks at the closed site and failure to challenge obvious rule breaking at the open site. (See key concern and recommendation S48 and paragraph 2.2.)
- I.37** Recent investment had improved the physical security of the prison. It had responded to intelligence about drones by installing netting in vulnerable areas to hinder their use, and the ongoing upgrade of the windows would also improve security.
- I.38** The use of closed visits was appropriate and applied only in response to specific threats in this area. Although all prisoners coming through reception were searched, the prison did have intelligence that this area was a source for contraband coming into the establishment. The prison also lacked sophisticated equipment, such as a body scanner, to combat the problem. (See key concern and recommendation S49.)

- I.39** Security meetings were structured and focused and identified key areas of concern. They were also well attended, including by both the governor and deputy governor.
- I.40** Security reports were managed efficiently, and the analyst and collators worked well to ensure that there was no backlog in the processing of information. However, intelligence was not always acted on and there were delays in requesting actions. We found 140 intelligence reports dating back two weeks that were awaiting a manager to action. The prison acknowledged there was a gap in custody manager provision and was addressing this. (See key concern and recommendation S49.)
- I.41** There was a major gap in the prison's resource capability to respond to all intelligence. In the previous six months, only 9% of suspicion drug testing and 25% of target searching had been completed. However, this had produced an average mandatory drug testing (MDT) suspicion positive rate of 57% and a find rate from searching of over 60%, highlighting that intelligence sources were good. The lack of resource to respond to all intelligence further undermined behaviour management. (See key concern and recommendation S49.)
- I.42** Security support from the prison regional group was good, and the use of search dogs and regional search teams had produced some results. There was an appropriate and measured approach on potential corruption with good intelligence and analysis.
- I.43** The number of intelligence reports had risen from 3,584 at the previous inspection to 4,679 in the previous six months, which was much higher than at similar prisons. The security department had been working with staff and partners to raise the importance of security intelligence.
- I.44** Several sources showed that drugs were widely available, and drug use was high across both sites. The random MDT results were 21.9%, including psychoactive substances.¹¹ In our survey, 67% of prisoners in the closed site and 46% in the open site said that it was easy to get illicit drugs in this prison. The prison was trying to combat these issues but the drug supply reduction strategy was not yet effective, and it was undermined by the lack of sophisticated drug detection tools.

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.45** At the closed site there had been eight deaths in custody since our last inspection. Five of these were linked, directly or indirectly, to drug misuse in addition to a further two self-inflicted deaths and a manslaughter. Not all the recommendations made by the Prisons and Probation Ombudsman (PPO) following its investigations had been fully implemented, and there was insufficient attendance at the safer custody meetings, where updates on their

¹¹ Drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

progress were provided. There had been no deaths in custody at the open site since our previous inspection.

- I.46** The number of recorded self-harm incidents at the closed site had increased from 209 in the six months before the previous inspection to 350 in the same period this time, and was higher than at similar prisons. The number of assessment, care in custody and teamwork (ACCT) case management documents opened had also increased from 517 in the six months before the previous inspection to 533 in the same period before the current one, which was higher than similar prisons. At the open site, there had been no recorded incidents of self-harm or ACCTs opened in the previous six months.
- I.47** The case management of ACCTs had improved since the previous inspection and the allocation of cases was now consistently managed by a named person. Complex cases were routinely allocated to senior managers. However, the completion of ACCT documents was inconsistent and we saw several examples of poor recording. Too many care maps were not completed with sufficient detail and did not include meaningful goals to address the prisoner's issues. Initial assessments were mostly good but ACCT reviews did not record attendance by a multidisciplinary team. Too many staff entries of their observations and interactions with prisoners lacked detail, and some were cursory.
- I.48** The number of open ACCTs during the inspection was high with over 60 prisoners, 7% of the population, receiving at least hourly observational checks by staff. The observations required to support and monitor vulnerable prisoners were particularly high, especially at night when staffing was reduced. On the first night and induction unit, where there were hourly welfare checks for all new arrivals, staff had an additional 12 prisoners under supervision on open ACCTs - 11 were receiving hourly observations and one prisoner required four observations from staff every hour. The high number of observations made it difficult for the small number of staff to provide sufficient oversight of the prisoners most at risk.
- I.49** The weekly safer interventions meeting (SIM) and monthly safer custody meeting provided regular reporting of data with updates and information presented about those at risk and in crisis. However, the data were not analysed to identify and take action on emerging trends, and self-harm was still high and outcomes for prisoners most at risk had not improved since the previous inspection. Health care staff had attended the monthly safer custody meeting only once in the last six months.
- I.50** There were 21 Listeners working in the prison (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), 16 on the closed site and five at the open site. At the time of the inspection there was one Listener in reception but none on the first night and induction unit. Listeners were supported well by the Samaritans. Some prisoners told us that staff did not always facilitate access to Listeners promptly. In our surveys for both sites, only around a third of prisoners said it was easy to speak to a Listener if they needed to.

Recommendation

- I.51** **Assessment, care in custody and teamwork (ACCT) documentation should be completed with sufficient detail to provide appropriate and meaningful support to prisoners who are in crisis and most at risk.**

Protection of adults at risk¹²

- I.52** There was a local safeguarding policy and the closed site had a named safeguarding lead who worked in the safer custody department. Although the safeguarding lead had not attended the local safeguarding adults board, there were links with the local council and attendance at the next meeting had been scheduled. A council representative attended the local delivery board meeting in the prison.
- I.53** Prisoners at risk were identified as part of the reception process. Any concerns or disclosures were passed on to the head of equality or the safeguarding lead and specific interventions put in place if needed. Prisoners at risk from others could be discussed at the weekly SIM, which monitored complex cases. There had been no safeguarding referrals made in the previous six months.
- I.54** Although several social care referrals had been made in the previous six months in liaison with the health care team (see paragraph 2.63), operational staff on the house blocks had limited knowledge of how to make a safeguarding referral for prisoners at risk. There had been no safeguarding training for staff in the previous 12 months.

¹² Safeguarding duties apply to an adult who:

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

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

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

- 2.1 In our survey, 64% of prisoners on the closed site and 78% on the open site said that most staff treated them with respect. We saw no disrespectful treatment, and on occasions constructive and helpful staff interactions with prisoners.
- 2.2 Some staff on the closed site lacked confidence in dealing with prisoners and, in an atmosphere that was often unstable, avoided creating confrontation by enforcing the most basic rules. For example, we often saw prisoners vaping in front of staff in communal areas, and wearing inappropriate clothing when collecting meals or during association periods. Such a lax approach to simple rules led to the normalising of poor behaviour. Many prisoners perceived that bad behaviour was 'rewarded' as staff were more likely to give attention to them, and that they could sometimes achieve their ends through causing trouble. Staff were also often unable or unwilling to answer simple enquiries or to find answers promptly, instead directing prisoners to the applications or complaints processes. This also reduced prisoners' respect for staff, and contributed to the atmosphere of instability on the house blocks and elsewhere. (See key concern and recommendation S48.)
- 2.3 Inexperienced staff, and others whose energy had been sapped by a demanding workload, lacked clear and decisive leadership. In our survey on the closed site, only 3% of prisoners said that they regularly saw senior managers talking to prisoners. Custodial managers had recently been assigned to each wing, but this was not yet showing a positive impact.
- 2.4 In contrast, there had been a good start to the keyworker role - regular staff contact with prisoners introduced under the new Offender Management in Custody (OMiC) model (see footnote 16) - with evidence of constructive interviews that were well recorded.
- 2.5 On the open site, there were also signs of an embedded culture of laissez-faire among staff, who were far too passive in the way they performed their duties. However, new management approaches had recently begun to instil staff with a more active approach to motivating and supporting prisoners to make the most of the opportunities that open conditions provide.

Daily life

Expected outcomes:

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

Living conditions

- 2.6** The standard of accommodation on the closed site was very mixed. More than 40% of cells (347) designed for one prisoner were occupied by two, and many were very cramped.
- 2.7** Some cells were in a very bad condition, and almost all the cell furniture was poor. There were delays to repairs that should have been fixed quickly. Staff supervision of the condition of cells was clearly inadequate; there were indecent pictures and graffiti in some cells, and on several wings some prisoners had blocked the observation panels on their cell doors and covered over light fittings to dim them. Even the few areas that had been refurbished were already showing some deterioration. Many floors were in a bad state, including those in communal areas. (See Appendix III – Photographs and key concern and recommendation S50.)
- 2.8** The physical condition of the open site, a historic building that was very difficult to keep in an adequate condition for occupation by 200 prisoners, had continued to deteriorate. Prisoners had become accustomed to dormitories that would not usually be considered fit for multiple occupation in any normal building, with makeshift partitions in ill-adapted rooms showing many signs of wear and tear. Shared toilets and washing facilities were beyond poor; some toilets were leaking and some wash basins were blocked. There had been some work to improve these areas but this had not yet made a real impact. A few prisoners, mainly those working in the community, were in better conditions in the satellite units (Cook, Plymouth and Harwood House). (See key concern and recommendation S51.)
- 2.9** There was a poor standard of cleaning in all wings of the closed site, except for one enhanced spur. We saw accumulated dirt on stairs and in window recesses (see Appendix III – Photographs), and rubbish in some outside areas. In our survey on the closed site, fewer than a third of prisoners said that they could access cleaning materials every week, although there had been some recent work to address this.
- 2.10** Laundry facilities were adequate for prisoners' own clothes, but prisoners on the closed site said that there had been no issue of clean bedding and prison clothing the previous week and that this was not unusual. In our survey only 51% said that they receive clean sheets weekly, compared with 80% at the previous inspection.
- 2.11** On the closed site, we observed that staff rarely answered cell call bells within five minutes, if at all, and in our survey only 8% of prisoners said that they were answered promptly. There was no system for recording and monitoring the promptness of responses, and managers had not attempted to monitor by other means. In view of the high level of self-harm, and previous recommendations of the Prisons and Probation Ombudsman, this situation created serious risks.

Recommendation

- 2.12 Staff should respond to cell call bells within five minutes.** (Repeated recommendation 2.10)

Residential services

- 2.13** In our survey on the closed site, only 16% of prisoners, half the comparator at recent inspections, said that the food was good, and only 14%, also half the comparator, said there was enough to eat. Not all the food served during the inspection was appetising, although it met nutritional requirements.
- 2.14** At most of the meals we observed, one of the five menu choices ran out before all who had chosen it had been served. Many of the problems were in the running of the serveries on the house blocks, rather than errors by the kitchen. Serveries were run by prisoners and although at least one officer was normally present they did not generally exercise any oversight or control, so that fairness and good hygiene were often lacking.
- 2.15** Several items of kitchen equipment were out of action on the closed site, and there were long delays in repair or replacement. Waste disposal arrangements were insufficient and the waste disposal units had been out of use for some time. The open site had a newer kitchen and no significant problems with equipment.
- 2.16** The food on the open site was better, but still less than one-third of survey respondents said it was good. The catering staff were trying more imaginative ways to make the budget go further, such as making and baking more items in-house. Apart from the smaller sub-units on the open site, there were insufficient self-cook facilities to prepare prisoners for life in the community.
- 2.17** Prisoners in the closed site we spoke to were mostly positive about the range of items they could order from the prison shop, and in our survey more than at the previous inspection said it sold the things they needed. Prisoners on the closed site could order items from a shop list on Sunday for delivery on Friday, and could also shop from a range of catalogues. New arrivals could access items such as vapes before their first order was due. The system to receive the weekly order was inconsistent across the closed site and caused some confusion among prisoners. On some house blocks, prisoners came out of their cells to pick up their order from a collection point on the wing while on others weekly orders were delivered straight to prisoners' cell doors. Some prisoners told us that theft of shop orders took place regularly.
- 2.18** On the open site, prisoners were less positive about the range of products they could purchase from the shop. However, a consultation with prisoners had led to a recent review and new items were due to be added to the main prison shop list.

Prisoner consultation, applications and redress

- 2.19** There had been regular monthly consultation meetings on both sites, and they were reasonably well attended by managers from key departments and by prisoners. Decisions were recorded in full minutes and were tracked at subsequent meetings.
- 2.20** In our survey on both sites, fewer prisoners than the comparators were satisfied with the fairness of replies to applications. The system on the closed site was administered reasonably

well through prisoner orderlies, but too many applications did not go through this system and so their progress could not be tracked.

- 2.21** Provision of legal rights on the closed site continued to be poor. There was no systematic provision of bail advice or information, or legal services in general. Prisoners who needed such assistance had to seek this out themselves, in most cases through their solicitor. Prisoners now had access to an up-to-date and comprehensive collection of legal texts in the library, which were easily accessible and well used.
- 2.22** Provision for legal visits was adequate. Use of the video conferencing facilities was good with between 10 and 15 individual or court transactions on most days. It was planned to extend the use of video conference facilities to meet increasing demand.
- 2.23** Given the profile of the population on the open site, the demand for legal services there was low. There were no structured arrangements; if the need arose, prisoners tended to make their own arrangements. There were occasional official visits in relation to 'proceeds of crime' operations, and there was sufficient space and privacy to accommodate these.
- 2.24** There had been 1,994 complaints received from prisoners in the previous six months, of which 41 were from the open site. This was an increase from the 1,344 complaints logged at the previous inspection. Prisoners told us they had little faith in the system, and in our survey on the open site, only 11% of respondents said complaints were usually answered within seven days. Despite this, most of the 30 complaints we sampled were responded to promptly. Most responses from staff in the last three months had used a new template and the majority were polite and respectful. However, some replies did not address the complaint raised, and in a few cases the language used was curt and unhelpful. Too many complaints were about daily requests that had not been met - such as delays in adding telephone numbers to prisoners' accounts or poor access to stored property. These could have been resolved directly by wing staff or submitted as an application rather than a complaint.
- 2.25** The overall management of complaints was reasonably good with monthly analysis and monitoring. A 10% sample of complaints was quality assured each month. Complaints were discussed at the governor's daily meeting.
- 2.26** There had been 70 confidential complaints in the previous six months, of which 36 had been about staff. The governor and deputy governor dealt with all confidential complaints, and the responses we saw were polite and prompt.

Recommendation

- 2.27** **There should be effective tracking, monitoring and quality assurance of the applications process on the closed site.**

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

- 2.28** At the previous inspection, there were limited resources allocated to develop equality and diversity work on the closed site, and the standard of work was mainly inadequate. The position remained the same until around September 2018, when specialist staff were appointed and efforts to make improvements began. An equality health check was a significant new piece of work that gave a realistic 'self-assessment' about where there were gaps in provision, which along with the up-to-date equality action plan provided useful working tools. There had also been a comprehensive disability access survey in October 2018, but none of the action points identified had yet been addressed.
- 2.29** Attendance at the bi-monthly equality committee had recently improved. Senior managers had been allocated responsibility for each of the protected characteristics, and had also been issued with relevant guidance for the areas for which they were responsible. Data on equality and diversity was now collected locally. Although analysis of this information had so far been largely descriptive, this new measure would allow patterns and trends to be identified.
- 2.30** Quality assurance procedures showed that discrimination incident reporting form (DIRF) investigations were not always adequate, and at the time of the inspection at least 12 investigations were outstanding. DIRFs were not freely available on all house blocks.
- 2.31** On the open site, there were no structured planned equality and diversity work or focus groups with prisoners, and the specific characteristics of its prisoner population were not adequately reflected in discussions at the equality committee or within the equality policy. Prisoners from a minority group on the open site only had their distinct needs met individually on request. Several black and minority ethnic prisoners provided anecdotal comments about inequitable treatment.
- 2.32** Despite the changes introduced since the previous inspection, the prison's overall engagement with prisoners from minority groups on both sites remained low. In our survey, there were several poor and concerning findings in the areas of safety and respect that required further exploration. For example, on the closed site, 52% of disabled prisoners said they felt unsafe currently compared with 25% of non-disabled prisoners. On the open site, only 38% of Muslim prisoners said they felt safe on their first night compared with 77% of non-Muslim prisoners.

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

Recommendation

- 2.33** The strategic management of equality and diversity work should be prioritised and sufficient resources allocated across the prison to identify any discrimination, which should be tackled effectively if found.

Protected characteristics

- 2.34** Since the beginning of 2019, all new arrivals on the closed site were now interviewed by a prisoner diversity representative. The information they obtained complemented what prison staff were told and helped provide a more informed picture of the prison population.
- 2.35** There had been recent meetings between equality representatives and members of the chaplaincy about race and religion, but these discussions were at an early stage.
- 2.36** On the closed site, 80 foreign national prisoners were held at the time of the inspection, which was similar to the previous inspection. Although an equality representative provided some support, assistance for this relatively large minority group continued to be limited. The prison made insufficient use of interpreting and translated material. We found at least two prisoners who could not speak English at all and yet staff working on the house blocks were unable to facilitate telephone interpreting when we requested this.
- 2.37** In our survey, 43 % of prisoners on the closed site and 16% on the open site said they had a disability. Focus groups had been introduced for disabled prisoners on the closed site, although they were proving difficult to engage. There were generally limited facilities for disabled prisoners, and access throughout the prison remained a significant difficulty for individuals with mobility problems. On the open site, a few older and disabled prisoners were located in a dormitory that provided some adjustments. There was still no formal carer scheme, although a prisoner 'health champion' provided useful peer support to prisoners with health problems. Arrangements for the evacuation of prisoners with disabilities were mixed. The plans in place were detailed and comprehensive, but not all staff with direct prisoner contact were familiar with their content.
- 2.38** Regular support groups had been established for older prisoners and for prisoners from a Traveller background. Good peer support continued to be available for the small number of veterans.
- 2.39** The prison made reasonable efforts to support the small number of transgender prisoners who were held, but very few prisoners identified as gay or bisexual and there was no formal support for them.

Recommendation

- 2.40** The prison should identify the needs of prisoners from minority groups on both sites and ensure their basic needs are met.

Faith and religion

- 2.41** Faith provision continued to be good. Members of the chaplaincy were experienced, worked well with each other and provided a strong multi-faith approach. Chaplains had a high profile within the establishment, and the co-ordinating chaplain was a member of the senior management team. Chaplains were available on both sites every day and provided pastoral

care on request through application or simply by meeting prisoners as they passed through the living areas. All prisoners could worship in suitable facilities, and anyone could use the chapels on both sites as a 'quiet space'.

- 2.42** The chaplaincy carried out good work to support prisoners who had suffered bereavement. Chaplains led groups for first-time prisoners on the closed site and on emotional well-being on the open site. A calendar that covered all the principal religious festivals was published and used as the basis for celebrating notable events.

Health, well-being and social care

Expected outcomes:

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

- 2.43** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁴ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. A number of areas have been identified that require improvement with subsequent notices issued by the CQC which have been detailed within Appendix IV of this report.

Strategy, clinical governance and partnerships

- 2.44** The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix IV).
- 2.45** NHS England commissioned Care UK as the prime provider, which subcontracted Midland Partnership NHS Foundation Trust (MPFT) to provide mental health and substance use services, Pen Optical for ophthalmology and Time4Teeth for dentistry. The contract was monitored through quarterly meetings alongside annual quality assurance visits. Monthly local governance and local delivery board meetings with the prison informed service delivery. There had been a prisoner health needs analysis in 2018, and there were good working relationships between commissioners, the prison and the provider.
- 2.46** There was good local leadership of health services. Prisoner council meetings had restarted one week before the inspection, the patient forum had recently recommenced, and patient feedback was gathered and analysed following health appointments.
- 2.47** There were good arrangements for the reporting and management of untoward incidents and outcomes were shared between providers. Staff supervision was not provided in line with Care UK or MPFT policies. There was no clinical supervision for staff.
- 2.48** Health complaints were managed well with the recent introduction of quality assurance, but face-to-face resolution was limited. The provider recognised this and planned to address this. The complaint responses we sampled were prompt, considerate and informed the patient how to raise the matter further if required.

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>.

- 2.49** The health care department was a learning environment for nursing students and trainee paramedics from Worcester and Staffordshire universities.
- 2.50** Emergency bags were in good order and managed well by the new paramedic team, but they were heavy to carry at 15kg each. Not all house blocks had an automated external defibrillation (AED), and due to the size of the site this was a risk. Seventy-five prison staff had been trained in basic life support and AED use, but the prison did not have a safe system to ensure that staff were deployed effectively throughout the day and night. The prison used emergency codes and ambulances were called appropriately.
- 2.51** Infection prevention and control had improved since our last visit. Most clinical rooms had cleaning schedules, but these were not always consistent in high-use rooms and some lacked prison contract cleaning. Although there were clinical audits continuous improvements remained outstanding, particularly the refurbishments required in the inpatient unit.

Recommendations

- 2.52** **There should be a joint local operating procedure to optimise emergency response, including automated external defibrillation accessible for each house block and working area.**
- 2.53** **Clinical supervision should be provided and recorded for all clinical staff, and mandatory training requirements should be fulfilled.**

Promoting health and well-being

- 2.54** Health and well-being information was available throughout the prison, and monthly national health campaigns were widely advertised and followed. There were robust systems and policies to prevent and manage communicable diseases.
- 2.55** Nine prisoner health care ‘champions’ were supporting health care staff in the delivery of well-being advice and management. Those we spoke to felt valued and well supported in their role, and received appropriate training. Gym staff worked with health care staff and provided well-being advice and remedial gym sessions.
- 2.56** Prisoners could access NHS health checks and screening and immunisation programmes, and smoking cessation advice was available. Staff provided initial sexual health services, and a consultant from the local hospital provided clinics twice a month. Condoms were available and advertised.

Primary care and inpatient services

- 2.57** The well-led and skilled primary care team offered an improved service since our last inspection, with shorter waiting times for appointments with nurses and GPs. There was good practice in the management of the very high levels of blood-borne viruses, and improved clinical information flows for patients attending the local hospital emergency unit for urgent care. An alternative pathway had been developed for patients with long-term conditions, although work was ongoing to ensure that all these patients were receiving care in line with National Institute for Health and Care Excellence (NICE) guidance.
- 2.58** All new arrivals received a comprehensive initial health screening by a registered nurse, who reviewed risks and made onward referrals. A GP or nurse prescriber was available during

the evening for complex cases, although late arrivals often missed out on this provision, causing prescribing delays (see also paragraph 1.6). Although an additional nurse had been deployed to help screen new arrivals, only 24% of newly arrived prisoners received secondary health screening. Sixty-five per cent of prisoners were unable to access health care or did not receive their appointment slip for secondary screening. A lack of clinical space to undertake these assessments and others also compromised care; we saw secondary screenings being cancelled due to lack of rooms. (See key concern and recommendation S52.)

- 2.59** External hospital appointments were managed well. Although some appointments had been cancelled to facilitate the large number of emergency admissions, the number that had breached the NHS 18-week rule for non-urgent consultant treatment had been minimal in recent months.
- 2.60** The 18-bed inpatient facility delivered positive outcomes for patients, despite the lack of permanent staff and living conditions that continued to be extremely poor. There were squalid cells with filthy drainage guttering outside each cell, leaking toilets and poor ventilation, resulting in the unit smelling strongly of urine. (See key concern and recommendation S50.) There was now a positive regime with most inpatients unlocked for a proportion of the morning and afternoon, although they still had to eat inside their squalid cells. Prison officers were not always available for the unit, leaving nursing staff to monitor at-risk inpatients with no cell keys. (See key concern and recommendation S52.)

Good practice

- 2.61** *The management of the high numbers of patients with blood-borne viruses was commendable, given the high turnover of prisoners. The system for ensuring effective patient information flow to and from the local emergency unit was improving continuity of care and patient outcomes.*

Social care

- 2.62** Prison managers were currently working with Worcestershire County Council to reinvigorate the social care pathway, and a revised memorandum of understanding had recently been drafted. There had been five referrals for social care in 2018 and 11 since January 2019.
- 2.63** Five prisoners were currently awaiting referral; two had waited over two months. Prison and health managers contributed to multidisciplinary meetings to share information where appropriate. No prisoners were in receipt of social care during our inspection, although health care staff were providing immediate care for one prisoner awaiting a social care assessment. Social care had only previously been provided for prisoners located in the inpatient unit. Some prisoners had waited too long for the equipment they required. There was ongoing work to ensure that prisoners due to be released had appropriate support in place, although prisoners with dementia were released without adequate support.
- 2.64** There was no formal peer support or buddy scheme, which meant that support for prisoners with low-level social care needs was informal and not supervised or monitored.

Recommendation

- 2.65** **Social care arrangements should meet the needs of all prisoners and the requirements of the Health and Social Care Act 2014.**

Mental health care

- 2.66** Mental health provision had improved through investment in the service, recruitment and introducing a stepped care model for mental health support. The mental health team included registered mental health nurses and two psychiatrists, an occupational therapist and a psychologist, with two assistant psychologists. Two health care assistants were now in post to support the team.
- 2.67** The integrated mental health service used group rooms on house block 4, but vulnerable prisoners had limited access to group sessions. There were insufficient interview rooms for meaningful therapeutic interventions. (See key concern and recommendation S52.)
- 2.68** The recent introduction of a duty professional role had improved the initial assessment and allocation of prisoners to the appropriate level of support. There were 150 prisoners on the caseload during the inspection, 44 of whom were on the care programme approach (CPA) with external community psychiatric nurses. Staff were allocated to attend assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm, although late notice of the reviews affected attendance.
- 2.69** A range of self-help material was given to prisoners with low to moderate needs. Prisoners with more severe mental health concerns were allocated a care coordinator, and there was appropriate liaison with community mental health teams. There were health checks for prisoners prescribed mental health medicines. Two psychologically informed courses had commenced in April 2019.
- 2.70** A new pathway was planned to support prisoners who self-isolated in the main prison and those who were segregated, although this was not yet in place. A personality disorder pathway had recently been introduced.
- 2.71** Not all mental health team staff had completed their mandatory training in basic life support, safeguarding, infection prevention, fire safety etc. Caseload supervision ensured mental health care met individual prisoners' needs.
- 2.72** The service had identified and assessed 18 prisoners for transfer to secure mental health hospitals in the last six months. The average wait for transfer was 80 days. While some of these prisoners were accommodated in the inpatient unit, others were held in the segregation unit due to behavioural problems; this was not an appropriate environment for prisoners with severe mental health problems.

Recommendation

- 2.73** **Transfers under the Mental Health Act should occur expeditiously and within the current Department of Health transfer time guidelines.** (Repeated recommendation 2.94)

Substance use treatment¹⁵

- 2.74** Drug strategy meetings focused on reporting individual actions rather than taking a strategic approach to demand and supply reduction. However, the mental health and clinical substance use needs assessment had led to recent significant increases in the psychosocial provision.

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

This was not yet matched by clinical substance use staffing, despite ongoing recruitment. In our survey on the closed site, 67% of prisoners said it was easy to get illicit drugs and 44% to get alcohol. There was some effective joint working between the substance use service and the health care department on complex cases, including prisoners with pain management issues, but there was insufficient psychosocial input into prescribing decisions. There were currently 199 prisoners on opiate substitution treatment and 333 on the psychosocial caseload.

- 2.75** A GP or non-medical prescriber saw new arrivals if they had a substance use problem. However, if prisoners arrived late on a Saturday and needed detoxification or stabilisation they might not be prescribed medicines until Monday, which was unacceptable. There was no facility in reception to store or administer medicines, and some arrivals were not escorted by officers to health care to receive detoxification and stabilisation medicines on their first night.
- 2.76** There were no arrangements for overnight observations of any prisoner prescribed alcohol detoxification, which created significant risk. Monitoring of patients prescribed substitute and stabilisation medicines often did not take place due to insufficient clinical staff. A new protocol to manage patients with alcohol dependency was drafted during the inspection for immediate implementation, and we were informed that additional staff were due to join the team.
- 2.77** In our survey on the open site, only 33% of prisoners who said they had a drug problem said they had been helped while at the prison. The range of psychosocial interventions and mutual aid had increased in the previous six months, and prisoners on the open site could now access mutual aid and Alcoholics Anonymous meetings in the evenings.
- 2.78** Prisoners with substance use needs were generally located on house block 4, although population pressures meant that some had to be located elsewhere. House block 4 did not have any additional therapeutic input to support these prisoners. We observed supportive interactions with prisoners but administration of medicines was not confidential. Methadone and buprenorphine were prescribed appropriately. Prescribing reviews took place throughout the week, with one GP session and six non-medical prescriber sessions for substance use prescribing. There were no audits or reviews of prescribing.
- 2.79** There was limited officer training in local arrangements for supporting prisoners with substance use needs. Substance use staff had provided training on psychoactive substances (see footnote 9) in response to the high number of emergencies in 2018. Training for new prison officers on house block 4 was being developed.

Recommendation

- 2.80** **Prisoners with substance use needs should receive substitution treatment in line with national guidance, and monitoring should ensure that their care is safe.**

Medicines optimisation and pharmacy services

- 2.81** An offsite pharmacy was commissioned to dispense medicines on a named-patient basis. Stock medicines were obtained from a pharmaceutical wholesaler. At weekends and bank holidays, there were processes to ensure the availability of critical medicines through onsite emergency medicines.

- 2.82** Prisoners received most medicines via prescriptions. Health services staff could also administer and/or supply an appropriate range of medicines without a prescription through an authorised process. However, there were no records of staff trained and authorised to administer medicines without a prescription.
- 2.83** Administration of opiate substitution treatment was mainly from a dedicated treatment room. All other medicines were administered twice a day from the house blocks and in health care. Custody officer supervision of medicines queues had improved, although medication administration in the segregation unit was unsafe - this was rectified during the inspection. Prisoners identified as diverting medicines or taking illegal substances were reviewed by health care staff and their care plans updated. Staff told us that they followed up missed doses after the third missed dose, and more quickly for critical medicines. Nurses, paramedics and pharmacy technicians administered medicines.
- 2.84** Prisoners told us of delays in medicines being prescribed on their admission to the prison. We saw an accumulation of medicines in the pharmacy that had been collected from new arrivals waiting to be processed. The medicines reconciliation rate was 20% within 72 hours and 40% in total, meaning that 60% of prisoners had not had their medicines reconciled during their detention. Staff also told us there were no specific processes to identify or prioritise prisoners with high-risk medical conditions or medicines. (See key concern and recommendation S52.)
- 2.85** At the time of the inspection, 63% of prescribed medicines were supplied in possession. Highly tradable medicines were administered only as supervised doses. Most prisoners had signed a compact agreement at reception and had an in-possession risk assessment. The monitoring of in-possession medicines was reactive and intelligence-driven, and they were not reviewed regularly. Prisoners with in-possession medicines continued to lack access to lockable storage for their medicines. (See key concern and recommendation S52.) Prescribing activity was monitored, but the service was unable to provide data or analysis to indicate the appropriateness and effectiveness of the medicines used.
- 2.86** Ordering, storage and disposal of controlled drugs was generally in line with current legislation and best practice. Medicines were stored securely, and maintained within their recommended temperature ranges. However, medicines trollies were not always immobilised, and medical gas cylinders were not always stored in line with best practice.

Recommendations

- 2.87** **New arrivals should receive their prescribed medicines promptly.**
- 2.88** **The governance of medicines optimisation should ensure the competency of staff, and the monitoring and auditing of the effectiveness of the use of medicines.**

Dental services and oral health

- 2.89** Dental treatment and oral hygiene advice was available five days a week and was sufficient to meet prisoner needs. Waiting times during the inspection were around two weeks. Same or next day appointments were available for prisoners requiring urgent treatment, following clinical triage. Four dental nurses and two dentists were in post, and there was good clinical oversight of the waiting list.

- 2.90** The dental surgery was clean, well ordered and well maintained, and met infection prevention control requirements. Clinical governance of the service was robust, and staff received appropriate training and support. The surgery had access to interpreting services for non-English speaking patients.
- 2.91** Prisoners we spoke to on the open site were unsure of the arrangements to access dental services, but this was rectified during the inspection by the provision of relevant information.

Section 3. Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 Time out of cell for most prisoners at the closed site had reduced since the previous inspection. The number of prisoners locked in their cells during our roll checks had risen from 46% of the population in 2016 to 61% at this inspection. Full-time off-wing workers could spend between seven and eight hours a day out of their cells, but this was mostly at work activities, leaving little time to carry out domestic duties or have association. Prisoners who were not working or in education (including those retired or disabled) were locked in their cells for almost 22 hours a day. (See key concern and recommendation S53.) Prisoners on the open site were never locked in their rooms.
- 3.2 Evening association on the closed site was scheduled for prisoners on the enhanced level of the incentives and earned privileges (IEP) scheme. This was done on a rota across the house blocks, and prisoners told us this was often cancelled or cut short. A new core day published immediately before the inspection offered association to all prisoners on the closed site on a rota on Friday afternoon and over the weekend.
- 3.3 Exercise in the open air was provided first thing on weekday mornings, but this was during a 45-minute period in which prisoners also had to carry out other domestic activity, such as receiving medication. In our survey on the closed site, only 33% of respondents said they could go outside for exercise more than five days a week, which was worse than the comparator of 46%. (See key concern and recommendation S53.)
- 3.4 We observed delays in reconciling the prison roll count, leading to regime curtailment and reduction in the time available to prisoners to attend work, education and associate with others. Prison records show that the roll count had been delayed at least once every day in June 2019 - on some occasions by over an hour and a half. (See key concern and recommendation S53.)
- 3.5 Worcestershire County Council ran the library, with a manager and four staff working across both sites, supported by three prisoner mentors. It had a range of stock, including legal texts, and publications in foreign languages, as well as books aimed at specific prisoner minority groups. It also offered audio books, large print and Braille publications. All prisoners on the closed site had an opportunity to visit the library at least once a week, and there was a trolley service for those not able to visit, such as those in the inpatient unit. The library collected data on library use but did not use this to identify those not using the facility. The library supported literacy initiatives such as Reading Ahead, and peer mentors supported the Shannon Trust reading plan, although the number of prisoners being supported had reduced.
- 3.6 The gym facilities were good at both sites, supported by a full complement of instructors. All prisoners on the closed site had the opportunity to attend the gym, with more opportunities to those engaged in full-time off-wing work. Gym sessions were available for older prisoners, those in the inpatient unit and referrals from the substance use service. Prison data showed

that 59% of prisoners used the facilities at both sites, although there were no data to understand which wings or groups of prisoners with protected characteristics might be excluded.

- 3.7** The PE department offered several training programmes providing employment-related qualifications, including the level 2 gym instructor certificate. Outdoor activities were supported at the open site, including a ‘well man walk’ aimed at older prisoners. A team from the open site also played in a local football league.

Education, skills and work activities (Ofsted)¹⁶

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁷

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

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

Management of education, skills and work

- 3.9** The effectiveness of the leadership and management of education, skills and work had deteriorated significantly since the previous inspection. In its current form, it had no capacity to improve.
- 3.10** Poorly resourced and overstretched, the management team attempted to operate across the closed and open sites. Managers were often busy dealing with non-managerial, administrative tasks. They faced the daily unpredictability of too many operational crises and difficulties at the closed site. These impeded them from focusing on managing the provision efficiently across both sites. (See key concern and recommendation S54.)
- 3.11** Prison leaders and managers were motivated to deliver high-quality provision and were keen to improve. However, many were new in their posts and lacked the necessary experience and knowledge of education, skills and work to improve and develop the provision

¹⁶ This part of the inspection is conducted by Ofsted inspectors using Ofsted’s common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

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

strategically. The management of education, skills and work was disjointed. Leaders did not have enough oversight of the performance of the provision across both sites. (See key concern and recommendation S54.)

- 3.12** Managers did not collect and use data sufficiently well to support them with decision making in the new curriculum. As a result, the provision failed to meet the needs of many groups of prisoners. The provision for vulnerable prisoners continued to be significantly inferior, in range and hours, to that for the rest of the population. This undermined leaders' and managers' promotion of equality in the prison. The provision of English and mathematics did not fully meet the needs of many prisoners across both sites. The range of courses and work available at the open site failed to support prisoners in making a positive transition to employment on release. (See key concern and recommendation S54.)
- 3.13** Although there were enough activity spaces to occupy the prison population, spaces were not used. Leaders and managers did not quality assure the process of allocations, carried out by different parts of the prison, to ensure that prisoners were allocated to the right course at the right time. The prisoner pay policy, although reviewed last year, did not incentivise attendance at education.
- 3.14** Leaders and managers had not yet fully analysed and understood the reasons for the low attendance at activities across the prison. They had inaccurate information about prisoners' reasons for not attending activities, and found that sanctions were seldom applied to the most persistently truanting prisoners.
- 3.15** Leaders and managers were insufficiently critical and comprehensive in their evaluation of the education, skills and work provision. The quality improvement plan was incomplete and insufficiently challenging. The prison's quality improvement group met infrequently and was poorly attended, rendering it ineffective at bringing about improvement. Leaders and managers had made slow progress with improvement since the previous inspection, and almost all weaknesses found then remained.

Recommendation

- 3.16** **Leaders and managers should use the pay policy to incentivise prisoner attendance at education.**

Quality of provision

- 3.17** The quality of teaching, learning and assessment did not ensure that all prisoners made good progress with acquiring the knowledge and skills that would increase their chances of employability. Managers did not have a detailed view of how well prisoners progressed and, as a result, they did not intervene promptly to ensure learners made the progress of which they were capable.
- 3.18** Many workshop and work staff did not have the teaching expertise and vocational knowledge to promote learning and to set the appropriate learning targets for prisoners. Several instructors required further training themselves in the industry areas they led. The majority of staff did not develop and record learners' employability, social and personal skills appropriately. (See key concern and recommendation S55.)
- 3.19** Too often, teachers provided dull and uninspiring learning resources, which failed to motivate learners and challenge them to make the progress of which they were capable. On the open site, teaching and learning on employability and self-employment courses relied on

transferring information from written resources into learners' workbooks without much independent input from learners. Too many prisoners with learning difficulties and disabilities did not receive the support they needed to make good progress.

- 3.20** The majority of prisoners did not improve their English and mathematics skills sufficiently considering their starting points. In particular, vulnerable prisoners and prisoners who already had level 1 qualifications in English and mathematics made very little progress. Too many learners for whom English was a second language did not get the support they needed to improve their English skills. (See key concern and recommendation S55.)
- 3.21** Teachers and instructors in the café used detailed individual learner profiles with strategies on how to help prisoners. Prisoner mentors and prison officer keyworkers readily helped prisoners with their work skills development. For example, in English entry level the keyworker had specific targets relating to the prisoner's support needs.
- 3.22** In English, mathematics, hospitality, painting and decorating, tiling and industrial cleaning, staff set learning activities that reflected learners' prior learning well. In most sessions, teachers set the appropriate learning targets and recorded prisoners' progress with their individual learning tasks. Most teachers and instructors provided helpful feedback telling prisoners how to improve their work.

Personal development and behaviour

- 3.23** Poor attendance and punctuality prevented prisoners from progressing with their learning and developing the necessary skills for positive resettlement. Only a minority of prisoners attended vocational training and education. (See key concern and recommendation S56.)
- 3.24** Almost half the prisoners failed to attend the education and training induction and did not benefit from initial assessment. As a result, too many prisoners were not aware of the importance of and opportunities provided by education and training. During induction, staff placed an overemphasis on the pay prisoners received at work rather than on promoting the education and training courses available. (See key concern and recommendation S56.)
- 3.25** The large majority of prisoners did not receive impartial information, advice and guidance about their career options from suitably qualified professionals. Too many prisoners were not aware of the full range of job opportunities available to them and the employability challenges they would need to overcome on release. (See key concern and recommendation S56.)
- 3.26** The range of provision in the open site did not support prisoners sufficiently well into employment, and they lacked access to a range of vocational courses to develop their employability skills. Very few were able to use their release on temporary licence (ROTL) entitlement to enter employment in the community. The vast majority of the voluntary work they undertook was too basic. Leaders had low expectations for the work these prisoners could undertake before release. The open site did not deliver its rehabilitative function towards employment. (See key concern and recommendation S56.)
- 3.27** Many prisoners at work across both sites did not develop a positive work ethic and displayed poor attitudes that did not prepare them well for the world of work. Too many were unproductive while at work. They often failed to see the need to wear appropriate work uniform and safety shoes. The lack of adherence to safe working practices in the double-glazing workshop had gone unnoticed by managers. (See key concern and recommendation S56.)

- 3.28** The small number of prisoners on the mentoring course developed the necessary empathy to support others. However, key workers in prison workshops and work did not receive sufficient support towards their development. In the behavioural course, prisoners became more confident and appreciated the importance of mental and physical well-being.
- 3.29** Staff managed behaviour skilfully. For example, an instructor supported a prisoner with considerable anxiety issues who had refused to work with others to engage and work as part of a team. The majority of learners built respectful relationships with teaching staff and other prisoners.

Outcomes and achievements

- 3.30** The number of prisoners who started but did not complete their education and training courses had been too high in the closed site since the previous inspection and had further deteriorated in the current year. Leaders and managers had not fully analysed the reasons for the withdrawals across all activities. (See key concern and recommendation S57.)
- 3.31** Functional skills pass rates in English and mathematics had been low overall since the previous inspection, with a slow improvement last year. Leaders and managers had replaced these qualifications with small units of accreditation. Many more prisoners were now completing these short units, but they did not lead to a full qualification in English or mathematics that employers could recognise. Approximately a third of prisoners already had a level 1 in English and mathematics and could not progress to a higher level in these subjects. Similarly, prisoners in the open site were prevented from accessing English and mathematics qualifications, as there was no provision available for them. (See key concern and recommendation S57.)
- 3.32** Teaching staff did not recognise or record the achievements of prisoners doing industries and work activities where qualifications were not delivered. Training records were insufficiently detailed or complete to allow evaluation of the quality of achievement by these prisoners. (See key concern and recommendation S57.)
- 3.33** Leaders and managers had identified last year that prisoners with learning disabilities and difficulties did not achieve as well as their peers. However, this area for improvement had not been reflected in the prison's improvement plan. (See key concern and recommendation S57.)
- 3.34** The standards of most prisoners' work were as expected. However, learners' work in mathematics did not demonstrate that they were making strong progress.
- 3.35** The achievement rates across the vocational training courses required further improvement in the current year, according to the prison's data. In particular, achievement in painting and decorating was low. In contrast, achievement rates for the few speakers of other languages were very high.
- 3.36** The proportion of prisoners who intended to enter a positive employment, training or education activity on release had declined in the current year. Leaders and managers did not sufficiently track prisoners' employment destinations on release.

Section 4. Rehabilitation and release planning

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

Children and families and contact with the outside world

Expected outcomes:

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

- 4.1 In our survey, only 17% of prisoners in the closed site said that staff had encouraged them to keep in touch with family and friends. This figure was 26% at the open site, although this was well below the 49% at other open prisons we have inspected since 2017.
- 4.2 The prison had published a 'family and significant others' strategy, although this was more of a detailed information guide on visiting arrangements and the work of the children and families team. This team, which was a partnership between the prison, Barnardo's and YMCA, included family support and engagement workers. The team offered the 'Me 'n' my Dad' parenting course, which was a requirement for prisoners to be granted additional family time visits.
- 4.3 The children and families team also provided a meet-and-greet facility at the visitors' centre outside the gate of the closed site, and visitors we spoke with said they were treated well and provided with any information they needed when they arrived. The visits hall in the closed site was adequate and could accommodate 55 visits at a time. There were supervised children's play areas at the visitors' centre and the visits hall on the closed site. Visits at the open site could take place outside in good weather.
- 4.4 While visit sessions on the closed site were of reasonable duration, visitors and prisoners said that they often started late, and we observed several instances of this. The prison collected some data on visitor numbers but was not able to identify those prisoners who did not receive visits. The prison had arranged several extended family days during the previous year, although there had only been one for vulnerable prisoners. Prisoners at the open site also had the opportunity to use release on temporary licence (ROTL) to maintain family ties.
- 4.5 In our survey, 85% of prisoners in the closed site and 88% in the open site said they were able to use the telephone every day. However, many prisoners were frustrated at the lengthy delays in adding telephone numbers and credit to their account, and the prison did not have a system to track the number and length of time taken to fulfil such requests. We saw some requests with the public protection team that were four weeks old.
- 4.6 Prisoners also reported delays with sending and receiving mail; in our survey, 59% of prisoners at the closed site said they had experienced such problems, which was higher than the 40% at the previous inspection. In the open site, 34% of prisoners reported similar

problems, against the open prisons comparator of 20%. The prison needed to investigate this further.

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.

- 4.7** At the open site, nearly a quarter of the population were assessed as high risk of harm and 20% were members of organised crime groups. The closed site had a high turnover of prisoners with many staying for a very short time; at the time of our inspection, 44% were unsentenced and 42% of those who were sentenced had been at the prison for less than six months.
- 4.8** Strategic management of reducing reoffending work was weak. A recently revised strategy for reducing reoffending covering both sites was not based on analysis of prisoner need. It did not adequately address the needs of the two very different populations on the open and closed sites, and was not informed by prisoner consultation, demographic data or risk and offending information.
- 4.9** Two community rehabilitation companies (see footnote 7) - Warwickshire and West Mercia CRC (host) and Staffordshire and West Midlands CRC - worked across both the open and closed sites. There was a quarterly reducing reoffending meeting to consider both locations but, other than the two CRCs, it was not well attended. This meeting considered an action plan but it was too limited to drive and monitor performance adequately. Information sharing between the CRCs was good. There was also a weekly 'interface' meeting between the prison and CRC to resolve short-term operational issues and overcome any emerging themes.
- 4.10** Rehabilitation work on the open site was not functioning well and had until very recently lacked direction and management oversight, with little data analysis. The uniformed offender supervisors on the open site were routinely redeployed on average for 75% of their hours on duty, and on the closed site for 50% of their hours. The open site was not sufficiently focused on release on temporary licence (ROTL) due to high offender supervisor redeployment, low number of ROTL events, delays accessing ROTL and a poor range of ROTL opportunities. The number of prisoners accessing ROTL was lower than we normally see at open prisons but recent improvements in assessments meant that decision making was now more robust, although some were delayed. (See key concern and recommendation S59.)
- 4.11** At the closed site, case administration was under significant pressure due to staff shortages, which led to delays in the completion of some important processes. At the time of our inspection, new arrivals had not been allocated to offender supervisors for four weeks, and we observed delays for sentence calculations of up to three weeks. (See key concern and recommendation S58.)
- 4.12** At the time of our inspection, most prisoners on both sites had an up-to-date assessment of their risk to others and their offending-related needs. At the closed site, which received prisoners directly from court, 32 prisoners did not have any offender assessment system (OASys) report and 31 had not had their OASys reviewed in the last 12 months. At the open site, 19 prisoners had not had their OASys reviewed in the last 12 months. (See key concern and recommendation S59.)

- 4.13** We saw examples of good work in some cases we reviewed across both sites. Caseloads were manageable, if offender supervisors were not cross-deployed, and most cases had been managed adequately if not actively. High-risk cases were managed by probation offender supervisors. Staff shortages in the offender management unit (OMU) and frequent cross-deployment of uniformed offender supervisors led to a variable service for prisoners on both sites. While probation offender supervisors had good levels of contact with their prisoners, this was not routinely the case for uniformed prison offender supervisors, whose contact varied from good in some cases to others where they had had no contact with their prisoner within six months of their arrival. (See key concern and recommendation S59.)
- 4.14** On the closed site, the introduction of the keyworker system as part of the implementation of the Offender Management in Custody (OMIC)¹⁸ model offset the lack of planned contact for some.
- 4.15** Home detention curfew (HDC) processes were sound on both sites. Each site used a dedicated HDC clerk to ensure a consistent approach. Applications started 10 weeks before the prisoner's HDC eligibility to ensure prompt outcomes. In line with new guidelines, 99% of applicants at the open site had been approved for HDC in the previous six months, and 84% at the closed site. Where applications were not approved, decisions were appropriate and mostly due to applicants lacking suitable addresses and a shortage of bail accommodation and support services (BASS) beds. The CRC did not work towards the earliest possible HDC dates, which was a gap in improving accommodation outcomes for HDC applicants.
- 4.16** The open site did not have the adequate resources to increase the number of ROTL placements. Two members of staff (one of who was regularly redeployed) was responsible for building relationships with employers and education providers as well as completing health and safety checks on new placements and spot checks on existing placements. This resulted in delays getting new employment opportunities approved and a poor range of ROTL opportunities. (See key concern and recommendation S60 and paragraph 3.26.)
- 4.17** Many prisoners on the open site told us that they were frustrated and confused about the length of time it took to get a ROTL. This had worsened with the recent introduction of new national ROTL policy. The new policy removed the compulsory three-month waiting period, and many prisoners believed they could access ROTL straightaway on arrival at the prison. The prison said that under the new policy it took between 10 and 16 weeks for a prisoner to attend a risk board, but this had not been adequately communicated to prisoners. There was also a lack of clarity about whether maintaining family ties was an adequate reason on its own to have a ROTL. The prison needed to do more to provide consistent information about family-tie ROTLs and to give ROTL adequate weight as a key function of an open site. (See key concern and recommendation S60.)
- 4.18** In our survey, only 68% of prisoners on the open site said that they had accessed ROTL. There had been around 7,000 ROTL events in the previous six months, which was lower than we usually see. Offender supervisors completed risk assessments, sought information from community offender managers and made a recommendation to the ROTL risk board. However, there were delays in getting information from the community manager as well as in offender supervisors completing the OASys and risk board documents due to their frequent redeployment (see paragraph 4.10). The prison had little oversight of the delays and was unable to tell us how long it took for an applicant to get to a risk board. Progress relied on individual case administrators chasing the information, which was inadequate. We saw one case where a prisoner who had arrived in November 2018 had not yet accessed the risk

¹⁸ 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 (POMs) is being introduced gradually, from 2019.

board or had a ROTL seven months later because of delays in getting information from the community. (See key concern and recommendation S60.)

- 4.19** The prison had recently made improvements to the ROTL board to include more professionals, and the decisions we saw were robust and balanced. However, prisoners did not attend, which added to their frustration about a perceived lack of transparency in decision making.
- 4.20** An indeterminate sentence prisoner (ISP) policy covered both sites but it was not informed by a needs analysis and contained limited specific details about the support available. At the time of the inspection there were 69 ISPs on the closed site and 20 on the open site. ISPs we spoke to at both sites said staff failed to understand the complexity of their sentence and needed more training.
- 4.21** On the closed site, the prison had recently introduced well-attended monthly ISP forums and one lifer representative to provide support and disseminate information. However, there was no job description and the role was not embedded. The prison had started to use external agencies to support long-term prisoners, and we saw the Parole Board represented in a useful and well-valued question-and-answer session. There were no ISP family days. There were limited self-catering facilities to promote independence for ISPs.
- 4.22** ISPs at both sites had good support from the in-house psychology team, which completed case reviews, reports directed by the Parole Board and one-to-one interventions. Prisoners held on indeterminate sentence for public protection (IPP) beyond their sentence tariff also had additional psychological support through the Specialist IPP Progression Service (SIPPS). Two prisoners on the open site were being managed under the enhanced behaviour management (EBM) scheme, which included additional psychological intervention to help manage their risks in open conditions.
- 4.23** Although ISP prisoners on the open site had good support from the psychology team, the support overall was insufficient. There was no lifer forum, no lifer representative and no access to ISP family days or self-catering facilities. Some ISPs were not eligible to start ROTL for a long period, and they needed more support from staff to keep them motivated and engaged in the lead up to their first ROTL. (See key concern and recommendation S60.)

Public protection

- 4.24** A quarter of the population on the open site and 18% on the closed site were considered a high risk of harm to others. At the open site, 30 prisoners due for release in the next three months were considered high risk and 33 were subject to multi-agency public protection arrangements (MAPPAs). At the closed site, 38 prisoners due for release in the next three months were considered high risk and 60 were subject to MAPPAs.
- 4.25** Management oversight of the risk of harm before release was inadequate at both sites. The prison was not sending requests to community offender managers for confirmation of management levels for MAPPAs cases, and on the open site prisoners were granted ROTL without their MAPPAs management level being known. MAPPAs management levels were not always discussed by the offender supervisor and the community offender manager as part of the prisoners' risk management release plan. (See key concern and recommendation S62.)
- 4.26** On the closed site, the inter-departmental risk management team (IDRMT) meeting was not well-enough attended and did not fulfil its objective of feeding into the sentence planning process or assisting in developing risk management plans for release. The meeting did not routinely discuss all prisoners subject to MAPPAs or high risk of harm approaching release,

and instead was largely a forum to discuss contact restrictions. (See key concern and recommendation S61.)

- 4.27** On the open site, there was no oversight of release planning for public protection cases through an IDRMT; this was a concerning gap. A valuable enhanced reception assessment meeting had started since our previous inspection. This was a good initiative to help identify prisoner risks on their arrival. Although this meeting would have been useful to identify which cases could be discussed at an IDRMT, at the time of our inspection there was a backlog of cases to be discussed, and its remit was restricted to reviewing only prisoners potentially posing a risk to children and harassment. Following identification of such prisoners, there was little scope for the meeting to then review and have management oversight of cases. There was no data on how many prisoners potentially posed a risk to children. Procedures on the open site to identify prisoners' ongoing risks to others, including children, were weak overall. (See key concern and recommendation S62.)
- 4.28** On the closed site, 81 prisoners were currently subject to child contact restrictions. Information was shared across the prison to ensure appropriate safeguards were in place. On the closed site, 118 prisoners required telephone or mail monitoring; there were none on the open site. The application of mail and telephone monitoring was sound and prisoners subject to it were reviewed and any concerns escalated. However, the verification of prisoners' telephone numbers took too long in some cases due to staff shortages in the OMU case administration team. There was a backlog of up to six weeks for some prisoners on the closed site for whom there were public protection concerns to have their numbers approved and added to their telephone accounts, which was too long. (See key concern and recommendation S58.)

Categorisation and transfers

- 4.29** All categorisation decisions took place on the closed site and were defensible and up to date. Offender supervisors undertook assessments and made recommendations, which a manager countersigned. Prisoners were given the opportunity to be involved in their categorisation review, were told the outcome and given details of how to appeal.
- 4.30** There was still insufficient oversight of transfers to ensure prompt progression of prisoners. The administrative team was short-staffed and the prison was unable to tell us how long prisoners were waiting to be transferred. However, it reported difficulties in moving category B prisoners, especially sex offenders. The closed site transferred over 200 prisoners a month, but transfers depended on available spaces on prison transport vehicles rather than a sentence plan, and many prisoners were transferred without an OASys. There was also no oversight of prisoners on transfer holds. We found 124 prisoners on holds, all for appropriate reasons, but many were out of date and needed to be reviewed.
- 4.31** At the time of the inspection, there were 73 category B prisoners on the closed site; seven were convicted of sex offences and one had been waiting to move since October 2018. We found no evidence of delays in moving category D prisoners to open conditions. There were good links with the open site and there were only 12 category D prisoners - the majority were returns from closed conditions.

Recommendation

- 4.32** **Prisoners should be transferred to appropriate prisons within reasonable timescales.**

Interventions

Expected outcomes:

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

- 4.33** Since our last inspection, the closed site had introduced two accredited programmes, the Thinking Skills Programme (TSP) and Resolve (for violent offenders). Seventeen prisoners had completed TSP since it was introduced in October 2018, and during our inspection the prison was running its first Resolve group with eight prisoners. There was no significant waiting list for either programme but there had been no needs analysis to fully understand whether the programmes met the needs of the population. However, a needs analysis was being completed with the psychology team.
- 4.34** The CRC had recently introduced some promising non-accredited programmes, which explored thinking skills, abusive relationships and victim awareness. Only a few prisoners had completed these programmes because they were in their infancy, and the prison needed to promote them to increase referrals.
- 4.35** The open site was not resourced to run offending behaviour programmes. However, ROTL was not used to facilitate programme completions, where there was a need, and there was limited one-to-one work with prisoners to reinforce learning from previous programmes. Prisoners on the open site also had no access to the promising new CRC offending behaviour courses; the only intervention was a well-being course run by the chaplaincy.
- 4.36** The restorative justice team worked with prisoners across both sites but had not run the SORI (Supporting Offenders through Restoration Inside) victim awareness course in the past 12 months because of staffing issues.
- 4.37** In our survey, 53% of prisoners on the closed site said they needed help with their finances but only 11% that they were getting the help they needed. On the open site, 41% of prisoners said they needed help with their finances and only 14% said they were receiving it. Despite this, we found an adequate range of practical help for prisoners to manage their money and address their debts. Prisoners could also open bank accounts as part of their preparation for release, and a Citizens Advice worker was available five days a week to provide free, confidential and impartial one-to-one advice on finance, benefit and debt.
- 4.38** The housing advice and support were reasonable and both sites received the same service with each CRC providing dedicated housing officers. However, the CRCs did not sufficiently monitor accommodation outcomes for prisoners following release, which made it impossible to know how many had sustainable accommodation.
- 4.39** Support for prisoners who had experienced abuse or victimisation was limited. There was some new provision of individual support and groupwork, but it was too early to assess the impact.

Recommendation

- 4.40** **The prison should monitor accommodation outcomes after release to assess the effectiveness of the services provided and establish the extent of the homeless problem.**

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.

- 4.41** The demand for resettlement support was high with 240 releases a month across both sites. Warwickshire and West Mercia CRC as lead provider dealt with roughly 70% of releases, and Staffordshire and West Midlands the remaining 30%.
- 4.42** Joint working between the OMU and the CRCs was good. Warwickshire and West Mercia CRC met new arrivals on both sites alongside their offender supervisors to complete initial basic custody screening. This worked well and promoted coordinated working. Initial plans for both CRCs were completed on time.
- 4.43** Not all prisoners had a review of their resettlement plan 12 weeks before their release date, which resulted in a significant gap in service for some prisoners. On the closed site this was hindered by recalls and short sentences, coupled with staffing difficulties in the case administration team causing delays in sentence calculations.
- 4.44** Prisoners on the closed site in the last four weeks before their release were invited to a weekly pre-release session, which was a further opportunity to raise any issues. Attendance at this was low, however, at only 54% in the previous three months.
- 4.45** Feedback from the last resettlement fair held in December 2018 had been positive with another planned for September 2019. The CRCs ran these jointly but their regularity had decreased since the previous inspection, despite the high turnover of prisoners on the closed site. At the time of our inspection there was only one resettlement peer worker on the closed site and none on the open (compared with six and two in 2016); this was a gap in providing valuable peer support to prisoners being released.
- 4.46** Prisoners had good practical support on release. The 'departure lounge' outside the gate of the closed site was supported by the children and families team, and offered free telephone calls, mobile phone charging and assistance with travel planning, as well as clothing and holdalls. Mentors from the open site were available to offer support to all, and arrangements could be made for a drug and alcohol volunteer where required. There were limited facilities for prisoners discharged in the early evening; the reception at the closed site had hardly any clothing and no bags or footwear, and we saw one prisoner being released during the evening in heavy rain without a coat and wearing flip-flops.

Recommendation

- 4.47 All prisoners should have their resettlement plan reviewed at least 12 weeks before their release, and the prison should take all the action necessary to promote their successful rehabilitation.**

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 in the left-hand column refer to the paragraph location in the main report.

Key concerns and recommendations		Directed to:
S47	<p>Concern: First night risk assessments on both sites were not always completed, putting prisoners at risk during their early days in custody. The delivery of the induction programmes was often delayed and weak, and management oversight of the process was poor. Although most prisoners attended an induction, it was often delivered late and did not provide adequate or up-to-date information to new arrivals.</p> <p>Recommendation: Arrangements for the arrival of new prisoners should ensure they are kept safe and properly supported.</p>	The governor
S48	<p>Concern: Low-level rule breaking went unchallenged by staff and there was no consistency in how prisoners were challenged. Prisoners complained that most incidents went unpunished. The local incentives and earned privileges (IEP) scheme was not used systematically at either site. Record keeping was poor with no system to identify prisoners who received two IEP warnings within 28 days, which should have led to a downgrading of their IEP level.</p> <p>Recommendation: The prison should have a strategy and deliver practical arrangements that promote and ensure good behaviour and full engagement with the prison's regime.</p>	The governor
S49	<p>Concern: The use of drugs contributed to high levels of violence and bullying, and there were too few responses to security intelligence supplied, which allowed prisoners to take part in illegal activities without being detected. The prison lacked sophisticated drug-detection equipment, especially in key risk areas such as reception, which increased the risk of contraband entering the prison.</p> <p>Recommendation: The prison should introduce a robust strategy and action plan that reduces the availability and use of illegal drugs.</p>	The governor
S50	<p>Concern: Living conditions on the closed site, including house blocks, the segregation unit and the inpatient unit, were unnecessarily poor. Wing staff did not effectively monitor the condition of the cells: much of the furniture was damaged; prisoners had blocked observation panels and made unacceptable modifications; and there was considerable graffiti and some offensive images displayed. The standard of cleaning was inadequate, prisoners said they had insufficient access to cleaning equipment, and clean bedding was not issued weekly.</p>	The governor

	<p>Recommendation: Prison cells, showers and communal areas on the closed site should provide clean, hygienic and well-maintained conditions for prisoners, including those in the segregation and inpatient units.</p>	
S51	<p>Concern: The main building on the open site did not provide an acceptable residential environment. The dormitories had makeshift partitions in ill-adapted rooms, showed many signs of wear and tear, and were not fit for purpose. The toilets and washing facilities were even worse, with leaking and blocked sanitary fittings not uncommon. Some refurbishment had begun but no improvements had yet been completed.</p> <p>Recommendation: Sleeping accommodation, showers, toilets and communal areas on the open site should meet modern standards of decency, providing clean, hygienic and well-maintained living conditions for prisoners.</p>	The governor
S52	<p>Concern: There were several areas where the prison's inability to allow prisoners to access health provision directly affected patient care. There was a lack of clinical space for clinics to take place, in particular for secondary health screening of new arrivals. Prisoners had poor access to appointments, which in some cases created a health relapse. Officer presence in the inpatient unit remained inconsistent, which left nursing staff without keys monitoring patients identified at risk to themselves. Continuing late arrivals into reception created gaps in prescribing medicines, and the clinical rooms there were not confidential and not kept clean. The prison still did not provide secure lockable cabinets for in-possession medication.</p> <p>Recommendation: The prison's co-commissioning agreements with its health partners should jointly assess and monitor prisoner health needs and progress against agreed actions to ensure the best health outcomes for prisoners.</p>	The governor
S53	<p>Concern: Time out of cell at the closed site was very poor for any prisoner not engaged in off-wing work, with many spending almost 22 hours a day locked up. Only prisoners on the enhanced level of the IEP scheme had the opportunity for association on weekdays, and even this was often cut short. The regime was frequently curtailed, often due to problems reconciling the roll count, which limited the time available for out of cell activities. Prisoners had only a 45-minute exercise period in the morning, leaving little or no time to exercise and complete other regime activities, such as collecting medication.</p> <p>Recommendation: The prison should ensure a regular and predictable regime for all prisoners that maximises purposeful time out of cell, association and exercise each day.</p>	The governor

<p>S54</p>	<p>Concern: The prison's leadership and management of the education, skills and work provision was disjointed, stretched and insufficiently knowledgeable. Leaders and managers had failed to use information to plan provision to meet the needs of all groups of learners, and had no effective oversight of the performance of education, skills and work.</p> <p>Recommendation: Prison leaders should equip the education, skills and work management team with the appropriate resources and knowledge to support the effective management of the provision. Managers should use this data to inform their decisions, and evaluate the performance of the provision and their improvement priorities accurately.</p>	<p>The governor</p>
<p>S55</p>	<p>Concern: Prisoners were not supported well to develop their employability and personal skills, in particular in English and mathematics. The learning resources used did not help learners to progress as well as they could, and some prison staff were not sufficiently knowledgeable to deliver training and learning.</p> <p>Recommendation: Prison leaders and managers should ensure that all teachers, trainers and instructors are able to deliver teaching, training and assessment activities that enable prisoners to learn and develop essential employability and personal skills, including English and mathematics, and record prisoners' acquisition of new skills.</p>	<p>The governor</p>
<p>S56</p>	<p>Concern: Prisoner attendance at activities was poor and too many had missed their induction to activities and were not receiving careers information, advice and guidance. Prisoners overall were not developing a good work ethic.</p> <p>Recommendation: Leaders and managers should improve prisoner attendance at education, skills and work, and ensure they access an induction that provides them with the necessary careers information, advice and support to develop a good work ethic.</p>	<p>The governor</p>
<p>S57</p>	<p>Concern: Prisoner outcomes in education, skills and work were poor, and outcomes for the few following non-accredited courses were not recorded. There was a gap in achievement between learners with learning disabilities and their peers, and prisoners did not develop their English and mathematics skills well.</p> <p>Recommendation: Accredited and non-accredited outcomes for learners should be tracked and monitored to ensure that all achieve as well as they can, with a clear focus on improving the acquisition of English and mathematics skills.</p>	<p>The governor</p>
<p>S58</p>	<p>Concern: Shortages in the case administration team on the closed site meant that some rehabilitation and resettlement processes were not completed promptly. At the time of our inspection, new arrivals had not been allocated to offender supervisors for four weeks, there had been delays in providing sentence calculations, and there was a backlog in the verification of telephone numbers for prisoners subject to public</p>	<p>The governor</p>

	<p>protection measures. The team lacked skills for sentence calculations and its work was further distracted by the large number of recalls and short-sentenced prisoners and high prisoner turnover. These factors had a far-reaching impact, including for the CRC and pre-release service, for a significant group of prisoners.</p> <p>Recommendation: The case administration team should complete rehabilitation and resettlement processes for prisoners without delays.</p>	
S59	<p>Concern: Significant cross-deployment of uniformed offender supervisors at both sites led to a variable service for prisoners. Contact levels with prisoners varied from good in some cases to others that had no contact with their offender supervisor. Prison offender supervisors had been cross-deployed on average 75% of the time over the previous two months on the open site and 50% of the time on the closed site.</p> <p>Recommendation: Offender supervisors' contact with prisoners on their caseload should be regular and meaningful, particularly in high risk of harm cases.</p>	The governor
S60	<p>Concern: The open site was not achieving its full purpose of helping prisoners resettle into the community. Prisoners had too few opportunities for purposeful release on temporary licence (ROTL), and some assessments were delayed.</p> <p>Recommendation: Prisoners should have prompt access to good quality and purposeful ROTLs to aid their rehabilitation and resettlement.</p>	The governor
S61	<p>Concern: On the closed site, management oversight of prisoner risk of harm before release was inadequate. MAPPA management levels were not always discussed as part of the release plan. Attendance at the inter-departmental risk management team was not good enough.</p> <p>The inter-departmental risk management team on the closed site should ensure that the release plan for all high-risk prisoners and those subject to MAPPA meets and supports the protection of the public when individuals are released into the community.</p>	The governor
S62	<p>Concern: On the open site, management oversight of prisoners' risk of harm before release was inadequate. Prisoners were granted ROTL without their MAPPA management level being known, and MAPPA management levels were not always discussed as part of the final release plan. There was no oversight of release planning for public protection cases through an IDRMT, which was a concerning gap. There were no data on how many prisoners potentially posed a risk to children. Procedures on the open site to identify prisoners' ongoing risks to others, including children, were weak overall.</p> <p>Recommendation: An inter-departmental risk management team should be set up on the open site to provide management oversight of relevant public protection cases and ensure risk of harm is managed actively.</p>	The governor

General recommendations		Directed to:
1.10	All first night cells should be clean and adequately prepared for new arrivals.	The governor
1.22	All incidents of violence should be investigated, with support provided for victims when required.	The governor
1.31	The prison should ensure there is a comprehensive review and management oversight of use of force.	The governor
1.51	Assessment, care in custody and teamwork (ACCT) documentation should be completed with sufficient detail to provide appropriate and meaningful support to prisoners who are in crisis and most at risk.	The governor
2.12	Staff should respond to cell call bells within five minutes. (Repeated recommendation 2.10)	The governor
2.27	There should be effective tracking, monitoring and quality assurance of the applications process.	The governor
2.33	The strategic management of equality and diversity work should be prioritised and sufficient resources allocated across the prison to identify any discrimination, which should be tackled effectively if found.	The governor
2.40	The prison should identify the needs of prisoners from minority groups on both sites and ensure their basic needs are met.	The governor
2.52	There should be a joint local operating procedure to optimise emergency response, including automated external defibrillation accessible for each house block and working area.	The governor
2.53	Clinical supervision should be provided and recorded for all clinical staff, and mandatory training requirements should be fulfilled.	The governor
2.65	Social care arrangements should meet the needs of all prisoners and the requirements of the Health and Social Care Act 2014.	The governor
2.73	Transfers under the Mental Health Act should occur expeditiously and within the current Department of Health transfer time guidelines. (Repeated recommendation 2.94)	The governor
2.80	Prisoners with substance use needs should receive substitution treatment in line with national guidance, and monitoring should ensure that their care is safe.	The governor
2.87	New arrivals should receive their prescribed medicines promptly.	The governor
2.88	The governance of medicines optimisation should ensure the competency of staff, and the monitoring and auditing of the effectiveness of the use of medicines.	The governor

3.16	Leaders and managers should use the pay policy to incentivise prisoner attendance at education.	The governor
4.32	Prisoners should be transferred to appropriate prisons within reasonable timescales.	HMPPS
4.40	The prison should monitor accommodation outcomes after release to assess the effectiveness of the services provided and establish the extent of the homeless problem.	The governor
4.47	All prisoners should have their resettlement plan reviewed at least 12 weeks before their release, and the prison should take all the action necessary to promote their successful rehabilitation.	The governor
Example of good practice		
2.61	The management of the high numbers of patients with blood-borne viruses was commendable, given the high turnover of prisoners. The system for ensuring effective patient information flow to and from the local emergency unit was improving continuity of care and patient outcomes.	

Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief Inspector
Sandra Fieldhouse	Team leader
Fionnuala Gordon	Inspector
Martin Kettle	Inspector
Ian MacFadyen	Inspector
Alice Oddy	Inspector
David Owens	Inspector
Emma Sunley	Inspector
Caroline Wright	Inspector
Becky Duffield	Researcher
Rachel Duncan	Researcher
Amilcar Johnson	Researcher
Helen Ranns	Researcher
Joe Simmonds	Researcher
Patricia Taflan	Researcher
Shaun Thomson	Lead health and social care inspector
Tania Osborne	Health and social care inspector
Malcolm Irons	Pharmacist
Jo MacDonald	Care Quality Commission inspector
Mary Devane	Ofsted inspector
Maria Navarro	Ofsted inspector
Martin Ward	Ofsted inspector
Paddy Doyle	Offender management inspector

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2016, reception and induction were reasonable but the first night unit remained chaotic. There was more violence than at other local prisons. The number of self-harm incidents was high and ACCT processes were still underdeveloped. Security was well managed and generally proportionate, but the availability of drugs remained very high. The segregation environment lacked decency and some prisoners had been held in unsafe and unhygienic conditions. Too much use of force paperwork was incomplete, providing little assurance of proportionality. Substance use services had deteriorated. There were no significant safety concerns on the open site. Outcomes for prisoners were poor for the closed site and good for the open site against this healthy prison test.

Main recommendations

The first night unit should provide a clean, safe and adequately prepared environment for newly arrived prisoners. (S41)

Not achieved

Managers should take a rigorous approach to identifying, investigating and dealing with violence, including through better use of restorative justice. (S42)

Not achieved

Senior managers should ensure that the segregation unit provides a clean, decent and safe environment, with individual care planning in place for longer-stay prisoners and those with complex needs. (S43)

Not achieved

Recommendations

A formal process should be introduced to trace property lost during transfer. (1.3)

Achieved

Prisoners should not be routinely strip-searched on arrival. (1.9)

Achieved

Managers should ensure that the induction programme on the open site meets prisoners' needs effectively. (1.10)

Not achieved

Assessment, care in custody and teamwork (ACCT) documentation should demonstrate consistent staff care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and multidisciplinary reviews. (1.19)

Not achieved

The Listener suites should be in an appropriate condition and ready to accommodate a prisoner in crisis and a Listener. (1.20)

Achieved

Prisoners should not be placed in the segregation unit solely because they are at risk of self-harm. (1.21)

Achieved

Prisoners should be properly supervised on residential units and staff should challenge and report inappropriate or suspicious behaviour. (1.31)

Not achieved

The IEP scheme should be used to manage lower level poor behaviour and acknowledge achievements. (1.35)

Not achieved

All use of force incidents should be accurately and comprehensively recorded. There should be sufficient managerial oversight and incidents, videos and documentation should be effectively scrutinised. (1.43)

Not achieved

Prisoners on the open site should have access to ISMS services in the evening and at weekends. (1.55)

Achieved

The administration of all medication should be adequately supervised to ensure safety and confidentiality. (1.56)

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2016, cleanliness was not good enough on the closed site but reasonable on the open site. Many cells on the closed site had graffiti and both sites needed refurbishment and redecoration. Most staff were polite but did not always challenge prisoners when necessary. Despite recent improvements, equality work remained under-resourced and was generally weak. Faith provision was good. Many prisoners were negative about the food on the closed site but more positive on the open site. Complaints procedures were improving and generally good. There were significant weaknesses in health provision and the environment was very poor. Outcomes for prisoners were not sufficiently good for the closed site and reasonably good for the open site against this healthy prison test.

Main recommendations

Prison cells, showers and communal areas should provide clean, hygienic and well-maintained conditions for prisoners on both sites. (S44)

Not achieved

All areas in health care, including the inpatient unit, should be fit for purpose, in good condition and should meet NHS standards for cleanliness. The inpatient unit should provide sufficient therapeutic activity. (S45)

Not achieved

The management of medicines should be robust and ensure that prisoners receive their medication at appropriate times and that there are no gaps in continuity of treatment. (S46)

Not achieved

Recommendations

Single cells should not be used for double occupancy. (2.9, repeated recommendation 2.11)

Not achieved

Staff should respond to cell call bells within five minutes. (2.10, repeated recommendation 2.14)

Not achieved (recommendation repeated, 2.12)

Staff should confidently challenge low-level poor behaviour on wings. (2.15)

Not achieved

Resources allocated to the management of equality work should be sufficient to meet needs, support prisoners, understand and address negative perceptions, and investigate and act on adverse monitoring data. (2.21)

Partially achieved

Offensive and discriminatory behaviour should be challenged by staff. (2.31)

Not achieved

Foreign national prisoners should have access to independent immigration advice and to telephone interpreting where necessary and should be given at least one month's notice of a decision to detain them. (2.32)

Not achieved

Prisoners who need one should have a paid carer, an evacuation plan and a wing care plan, and plans should be reviewed regularly. (2.33)

Not achieved

Prisoners unfit to work because of a disability or who are retired should not be locked in their cells during the day. Provision should be developed for these prisoners and for younger prisoners. (2.34)

Not achieved

All complaints should be investigated rigorously and promptly, and responses should be polite and full. (2.43)

Not achieved

Prisoners should receive legal support according to their individual needs. (2.46)

Not achieved

The emergency resuscitation equipment, including emergency medication, should be in good order and should be monitored effectively. Discipline staff should be trained in basic life support and have access to and be trained in the use of automated external defibrillators. (2.61)

Partially achieved.

Prisoners should have timely access to see a GP and to external hospital appointments. (2.69)

Achieved

Medicines supply and storage should be reviewed and robust stock reconciliation procedures introduced. (2.77)

Achieved

The in-possession policy should be reviewed and, wherever possible, medicines should be supplied on a named patient basis for 28 days in possession. (2.78)

Achieved

Medicine administration should take place at clinically appropriate times and be appropriately supervised by prison officers. (2.79)

Achieved

The prescribing and administration of potentially tradable medication should reflect current best practice guidelines and measures should be put in place to reduce the quantity of tradable medicines prescribed. (2.80)

Achieved

Secure lockable medicines storage facilities should be provided for all prisoners who receive their medicines in possession. (2.81)

Not achieved

Prisoners should have timely access to a full range of mental health support from an appropriately trained multidisciplinary team, including clinical psychology and group therapies. (2.92)

Achieved

All prison officers should receive regular mental health awareness training to identify and take action when a prisoner has a mental health condition. (2.93)

Not achieved

Transfers under the Mental Health Act should occur expeditiously and within the current Department of Health transfer time guidelines. (2.94)

Not achieved (recommendation repeated, 2.73)

All prisoners should be able to eat communally, and more of those on the open site should be able to cook for themselves. (2.100)

Not achieved

All kitchen equipment should be in working order. (2.101)

Not achieved

Purposeful activity

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

At the last inspection, in 2016, too many prisoners on the closed site were locked behind their doors during the core day. Management of learning and skills had improved significantly. The quality of teaching and learning was good. The library and PE department provided generally good services. Outcomes for prisoners were reasonably good on both sites against this healthy prison test.

Recommendations

All prisoners should be unlocked during the core day, be able to engage in purposeful activity and have an hour's exercise outside each day in clean yards with seating areas. (3.5)

Not achieved

The pay policy should provide incentives for prisoners to improve their education and/or vocational skills and knowledge. (3.14)

Not achieved

English and mathematics courses should be provided on the open site for prisoners with identified needs. (3.22)

Not achieved

Prisoners working in double-glazing and cycle maintenance workshops should be able to achieve suitable qualifications. (3.23)

Not achieved

More opportunities should be available for progression to level 2 on the closed site and vulnerable prisoners should have better access to purposeful work and vocational training. (3.24)

Not achieved

Regular observations should be carried out of all prison staff delivering courses to improve teaching, learning and assessment. (3.34)

Not achieved

Individual learning plans should be used more effectively to plan and review learners' progress and the development of employability skills. (3.35)

Not achieved

All workshop places should be fully used and prisoners should be fully engaged in productive activities when they attend. (3.42)

Not achieved

Clear information and guidance should be provided about the standards of competence expected to achieve the employment passport. (3.48)

No longer relevant

Prisoners should be supported to achieve good success rates on all courses. (3.49)

Partially achieved

Library attendance data should be analysed to determine how to engage prisoners not using the facility. (3.53)

Achieved

PE equipment should be repaired promptly or replaced to maximise use and availability of all facilities. (3.60)

Achieved

Resettlement

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

At the last inspection, in 2016, Strategic management of resettlement had improved and there was very good joint working between the community rehabilitation companies (CRCs) and prison. Some aspects of offender management were very good. However, cross-deployment of offender supervisors was a serious problem affecting the quality of work with many prisoners. Public protection work was sound. Reintegration assessment, planning and support were generally good. There were a number of creative and promising initiatives to support rehabilitation, but many had yet to become embedded. The use of restorative justice approaches was especially promising. Excellent work was done to support family contact. Outcomes for prisoners were reasonably good on both sites against this healthy prison test.

Recommendations

Experienced probation staff should share good practice with prison service colleagues systematically through training and quality checking of OASys. (4.8)

Partially achieved

All offender supervisors should have the time needed to complete OASys assessments of sufficient quality, and to maintain contact with prisoners on their case load. (4.9)

Not achieved

Prisoners should be transferred to appropriate prisons within reasonable timescales when their sentence plan requires specific interventions unavailable at Hewell, or when they are to be released shortly to a different area. (4.15)

Not achieved

The virtual campus should be used effectively at the closed site for preparation for work and job search activities. (4.24)

Not achieved

A systematic method of collecting and collating all data about education, training and employment outcomes should be introduced to enable evaluations of the effectiveness of interventions to be carried out. (4.25)

Not achieved

Visits should start on time on the closed site and the visits booking system should be able to manage the number and diverse requirements of visitors. (4.35)

Not achieved

The restorative justice work should be developed further, if possible across all wings, and used as a model for similar work in other local prisons. (4.41)

Not achieved

Appendix III: Photographs



Cell on closed site



Cell window



Segregation exercise yard



Wing flooring



Landing windows



Segregation cell

Appendix IV: Care Quality Commission Requirement Notice



Requirement Notice

Provider: Care UK Health and Rehabilitation Services Limited

Location: HMP Hewell

Location ID: 1-4084040327

Regulated activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures;

Action we have told the provider to take

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

Regulation 12 Safe Care and Treatment	12(1) Care and treatment must be provided in a safe way for service users
--	---

How the regulation was not being met:

The provider had not ensured that all risks to patients were assessed and appropriate action taken to reduce these risks.

The registered person did not have arrangements in place to fully assess and monitor the risks of patients requiring alcohol detoxification.

- Patients receiving alcohol detoxification treatment were not monitored by health care staff overnight for withdrawal symptoms or seizures.
- In April and May 2019, 62 patients were prescribed medicine for alcohol detoxification and withdrawal support. No overnight monitoring of these patients took place.
- The 62 patients who were prescribed alcohol detoxification medicine during April and May did not receive regular or consistent monitoring by suitably trained staff.

Patients who arrived at HMP Hewell with substance dependency were not monitored regularly or consistently, or in line with clinical guidance, including those who were prescribed opiate substitution therapy.

The non-attendance rate for daily clinical substance misuse monitoring was 44% and patients who failed to attend were not followed up. This meant some patients were seen only once or twice during their first five days on opiate substitute therapy.

The provider had not ensured that patients who arrived at HMP Hewell received a medicines reconciliation check to support appropriate prescribing and continuation of existing treatment. Medicines reconciliation checks had taken place for only 33.7% of patients who arrived between 1 April and June 2019. This meant that arrangements did not ensure patients received continuity of care and safe medicines prescribing.

Regulation 17 Good Governance

17 (1) Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2009 (Regulated Activities) Regulations 2014

How the regulation was not being met:

The registered person did not establish and operate effective systems and processes to assess and monitor the quality and safety of the service. The provider's systems and oversight of the service had not identified all risks to patients:

- The provider had not identified the risks associated with the absence of appropriate monitoring of patients with substance misuse needs who were prescribed medicines for stabilisation and withdrawal.
- At the time of the inspection, monitoring of the contents of the emergency bags did not ensure that the expiry date of glucagon was amended when removed from refrigerated storage.
- Records were not maintained of staff trained and authorised to administer medicines without prescriptions.

Learning from patient deaths had not led to sufficient action to prevent future deaths. The provider's investigation into a patient death had identified actions to improve medicines reconciliation for prisoners who were received into the prison. There were no appropriate systems in place to identify and prioritise patients with high risk conditions for medicines reconciliation.

Regulation 18 Staffing

Requirements in relation to staffing

How the regulation was not being met:

Staff had not been supported by regular supervision in line with the provider's own policy.

- Out of 48 staff, 16 had not received any supervision in 2019.
- One member of staff who was employed for three months in 2019 had left having not received supervision.
- A new member of staff had not received their first supervision for four months.

Requirement Notice

Provider: Midlands Partnership NHS Foundation Trust

Location: St Georges Hospital – Specialist

Location ID: RRE13

Regulated activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures;

Action we have told the provider to take

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

Regulation 18 Staffing

18 (2) Persons employed by the service provider in the provision of a regulated activity must –
Receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform

How the regulation was not being met:

The provider had not ensured that staff had received appropriate training and supervision.

- Mental health and psychosocial staff who worked at HMP Hewell had not had access to the electronic staff record system to complete their mandatory training.
- The overall mandatory training compliance on 14 June 2019 was 54.74%.

Until March 2019, staff supervision had not been taking place monthly in line with the trust policy. Supervision arrangements at the time of the joint inspection for the psychosocial team did not meet the requirements of the new supervision policy.

- The 12 psychosocial staff had received one supervision session between January and 10 June 2019.
- Mental health staff had not received regular supervision in 2018. There were only five occasions when supervision sessions had been recorded. Mental health nurses had not received supervision between January and March 2019.

Appendix V: Prison population profile

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

House blocks 1-6, closed site

Population breakdown by:

Status	21 and over	%
Sentenced	327	37.0
Recall	153	17.3
Convicted unsentenced	148	16.7
Remand	216	24.4
Indeterminate sentence	32	3.6
Detainees	7	0.8
Unknown	1	0.1
Total	884	100

Sentence	21 and over	%
Unsentenced	392	44.3
Less than 6 months	125	14.1
6 months to less than 12 months	39	4.4
12 months to less than 2 years	57	6.4
2 years to less than 3 years	45	5.1
3 years to 4 years	36	4.1
4 years to 10 years	82	9.3
10 years or more and less than life	35	4.0
ISPP (indeterminate sentence for public protection)	45	8.3
Life	28	5.1
Total	884	100

Age	Number of prisoners	%
21 years to 29 years	281	31.8
30 years to 39 years	363	41.1
40 years to 49 years	165	18.7
50 years to 59 years	53	6.0
60 years to 69 years	15	1.7
70 plus years: maximum age=86	7	0.8
Total	884	100

Nationality	21 and over	%
British	792	89.6
Foreign nationals	85	9.6
Not stated	7	0.8
Total	884	100

Ethnicity	21 and over	%
White		
British	600	67.9
Irish	7	0.8
Gypsy/Irish Traveller	7	0.8
Other white	40	4.5
Mixed		
White and black Caribbean	37	4.2
White and black African	3	0.3
White and Asian	2	0.2
Other mixed	14	1.6
Asian or Asian British	20	2.3
Indian	28	3.2
Pakistani	18	2.0
Bangladeshi	2	0.2
Chinese	1	0.1
Black or black British		
Caribbean	61	6.9
African	11	1.2
Other black	17	1.9
Other ethnic group		
Arab	1	0.1
Other ethnic group	10	1.1
Total	884	100

Religion	21 and over	%
Church of England	88	10
Roman Catholic	108	12.2
Other Christian denominations	125	14.1
Muslim	85	9.6
Sikh	15	1.7
Buddhist	13	1.5
Jewish	3	0.3
Other	13	1.5
No religion	428	48.4
Not stated	6	0.7
Total	884	100

Other demographics	21 and over	%
Veteran (ex-armed services)	34	
Total		

Sentenced prisoners only

Length of stay	21 and over	
	Number	%
Less than 1 month	162	18.3
1 month to 3 months	137	15.5
3 months to 6 months	77	6.7
6 months to 1 year	76	8.6
1 year to 2 years	36	4.1
2 years to 4 years	3	0.3
4 years or more	1	0.1
Total	492	55.7

Unsentenced prisoners only

Length of stay	21 and over	
	Number	%
Less than 1 month	149	16.9
1 month to 3 months	117	13.2
3 months to 6 months	92	10.4
6 months to 1 year	32	3.6
1 year to 2 years	2	0.2
Total	392	44.3

The Grange, open site**Population breakdown by:**

Status	21 and over	%
Sentenced	196	93.8%
Recall	2	1.0%
Indeterminate sentence	11	5.3%
Total	209	100

Sentence	21 and over	%
12 months to less than 2 years	4	1.9%
2 years to less than 3 years	9	4.3%
3 years to less than 4 years	18	8.6%
4 years to 10 years and over (not life)	127	60.8%
10 years or more, less than life	38	18.2%
Life ISPP (indeterminate sentence for public protection)	4	1.9%
Life – non-ISPP	9	6.2%
Total	209	100

Age	Number of prisoners	%
21 years to 29 years	58	27.8%
30 years to 39 years	90	43.1%
40 years to 49 years	33	15.8%
50 years to 59 years	22	10.5%
60 years to 69 years	3	1.4%
70 plus years: <i>maximum age=73</i>	3	1.4%
Total	209	100

Nationality	21 and over	%
British	204	97.6%
Foreign nationals	5	2.4%
Total	209	100

Security category	21 and over	%
Category D	209	100%
Other		
Total	209	100

Ethnicity	21 and over	%
White		
British	93	44.5
Irish	2	1.0
Other white	2	1.0
Mixed		
White and black Caribbean	12	5.7
White and black African	1	0.5
White and Asian	1	0.5
Asian or Asian British	11	5.3
Indian	15	7.2
Pakistani	32	15.3
Black or black British	8	3.8
Caribbean	17	8.1
Other ethnic group	2	1.0
Total	209	100

Religion	21 and over	%
Church of England	22	10.5
Roman Catholic	18	8.6
Other Christian denominations	27	12.9
Muslim	67	32.1
Sikh	11	5.3
Hindu	1	0.5
Buddhist	4	1.9
No religion	54	25.8
Total	209	100

Appendix VI: Prisoner survey methodology and results

Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁹

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²⁰ In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²¹ Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 3 June 2019 the prisoner population at HMP Hewell was 859 at the closed site and 208 at the open site. Using the sampling method described above, questionnaires were distributed to 214 prisoners on the closed site and 203 prisoners on the open site.²²

¹⁹ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²⁰ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²¹ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

²² Questionnaires were not distributed to five prisoners who were on release on temporary licence (ROTL) at the time of the survey.

On the closed site we received a total of 170 completed questionnaires, a response rate of 79%. This included one questionnaire completed via face-to-face interview. Twenty prisoners declined to participate in the survey and 24 questionnaires were either not returned at all or returned blank.

On the open site we received a total of 73 completed questionnaires, a response rate of 36%. This included one questionnaire completed via face-to-face interview. Thirteen prisoners declined to participate in the survey and 117 questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Hewell. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²³ Missing responses have been excluded from all analyses.

Full survey results

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

Responses from HMP Hewell (closed) 2019 compared with those from other HMIP surveys²⁴

- Survey responses from HMP Hewell (closed) in 2019 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Hewell (closed) in 2019 compared with survey responses from HMP Hewell in 2016.

Comparisons between different residential locations within HMP Hewell (closed) 2019

- Responses of prisoners on house block 6 (enhanced, compliant and general population prisoners) compared with those from the rest of the establishment.

Comparisons between sub-populations of prisoners within HMP Hewell (closed) 2019²⁵

- 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 Muslim prisoners compared with those of non-Muslim prisoners.
- 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 25 and under compared with those over 25.

Responses from HMP Hewell (open) 2019 compared with those from other HMIP surveys²⁶

- Survey responses from HMP Hewell (open) in 2019 compared with survey responses from the most recent inspection at all other open prisons.

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

²⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

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

²⁶ 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.

- Survey responses from HMP Hewell (open) in 2019 compared with survey responses from other open prisons inspected since September 2017.
- Survey responses from HMP Hewell (open) in 2019 compared with survey responses from HMP Hewell in 2016.

Comparisons between self-reported sub-populations of prisoners within HMP Hewell (open) 2019²⁷

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Responses of Muslim prisoners compared with those of non-Muslim prisoners.
- Responses of prisoners who reported that they had 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.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁸

In the comparator analyses, statistically significant differences are indicated by shading.²⁹ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

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

²⁷ These analyses are carried out on summary data from selected survey questions only.

²⁸ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁹ 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.

Survey summary

House blocks 1-6, closed site

Background information

I.1	What wing or house block are you currently living on?	
	House block 1	29 (17%)
	House block 2	9 (5%)
	House block 3	29 (17%)
	House block 4	40 (24%)
	House block 5	15 (9%)
	House block 6	42 (25%)
	Segregation unit	4 (2%)
	Health care unit	2 (1%)
I.2	How old are you?	
	Under 21	2 (1%)
	21 - 25	29 (17%)
	26 - 29	20 (12%)
	30 - 39	67 (40%)
	40 - 49	37 (22%)
	50 - 59	10 (6%)
	60 - 69	3 (2%)
	70 or over	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	112 (67%)
	White - Irish	1 (1%)
	White - Gypsy or Irish Traveller	5 (3%)
	White - any other White background	7 (4%)
	Mixed - White and Black Caribbean	7 (4%)
	Mixed - White and Black African	1 (1%)
	Mixed - White and Asian	3 (2%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian	2 (1%)
	Asian/ Asian British - Pakistani	5 (3%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	8 (5%)
	Black/ Black British - African	1 (1%)
	Black - any other Black/ African/ Caribbean background	3 (2%)
	Arab	3 (2%)
	Any other ethnic group	7 (4%)
I.4	How long have you been in this prison?	
	Less than 6 months	125 (74%)
	6 months or more	43 (26%)
I.5	Are you currently serving a sentence?	
	Yes	67 (40%)
	Yes - on recall	30 (18%)
	No - on remand or awaiting sentence	70 (42%)
	No - immigration detainee	1 (1%)

1.6	How long is your sentence?	
	Less than 6 months	28 (17%)
	6 months to less than 1 year	16 (10%)
	1 year to less than 4 years	20 (12%)
	4 years to less than 10 years	15 (9%)
	10 years or more	4 (2%)
	IPP (indeterminate sentence for public protection)	7 (4%)
	Life	4 (2%)
	Not currently serving a sentence	71 (43%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	15 (9%)
	No	140 (84%)
	Don't remember	11 (7%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	53 (32%)
	2 hours or more	103 (62%)
	Don't remember	11 (7%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	127 (77%)
	No	32 (19%)
	Don't remember	7 (4%)
2.4	Overall, how were you treated in reception?	
	Very well	24 (14%)
	Quite well	99 (59%)
	Quite badly	29 (17%)
	Very badly	10 (6%)
	Don't remember	6 (4%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	85 (51%)
	Contacting family	82 (49%)
	Arranging care for children or other dependants	4 (2%)
	Contacting employers	11 (7%)
	Money worries	45 (27%)
	Housing worries	52 (31%)
	Feeling depressed	73 (44%)
	Feeling suicidal	31 (19%)
	Other mental health problems	47 (28%)
	Physical health problems	24 (14%)
	Drug or alcohol problems (e.g. withdrawal)	49 (29%)
	Problems getting medication	61 (37%)
	Needing protection from other prisoners	16 (10%)
	Lost or delayed property	37 (22%)
	Other problems	30 (18%)
	Did not have any problems	18 (11%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	36 (22%)
	No	108 (67%)
	Did not have any problems when I first arrived	18 (11%)

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	131 (78%)
Toiletries / other basic items	78 (47%)
A shower	21 (13%)
A free phone call	127 (76%)
Something to eat	129 (77%)
The chance to see someone from health care	115 (69%)
The chance to talk to a Listener or Samaritans	55 (33%)
Support from another prisoner (e.g. Insider or buddy)	52 (31%)
Wasn't offered any of these things	9 (5%)

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

Very clean	5 (3%)
Quite clean	26 (16%)
Quite dirty	38 (23%)
Very dirty	95 (57%)
Don't remember	2 (1%)

3.3 Did you feel safe on your first night here?

Yes	80 (48%)
No	73 (44%)
Don't remember	12 (7%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	25 (16%)	131 (82%)	4 (3%)
Free PIN phone credit?	102 (65%)	53 (34%)	2 (1%)
Numbers put on your PIN phone?	42 (27%)	109 (71%)	3 (2%)

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

Yes	44 (27%)
No	69 (42%)
Have not had an induction	51 (31%)

On the wing

4.1 Are you in a cell on your own?

Yes	54 (32%)
No, I'm in a shared cell or dormitory	113 (68%)

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

Yes	14 (8%)
No	138 (82%)
Don't know	13 (8%)
Don't have a cell call bell	3 (2%)

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?	71 (43%)	90 (55%)	3 (2%)
	Can you shower every day?	140 (86%)	20 (12%)	3 (2%)
	Do you have clean sheets every week?	82 (51%)	72 (45%)	6 (4%)
	Do you get cell cleaning materials every week?	52 (32%)	102 (63%)	7 (4%)
	Is it normally quiet enough for you to relax or sleep at night?	85 (53%)	72 (45%)	3 (2%)
	Can you get your stored property if you need it?	26 (16%)	92 (58%)	40 (25%)
4.4	Normally, how clean or dirty are the communal / shared areas of your wing or house block (landings, stairs, wing showers etc.)?			
	Very clean			11 (7%)
	Quite clean			50 (31%)
	Quite dirty			54 (34%)
	Very dirty			46 (29%)

Food and canteen

5.1	What is the quality of food like in this prison?		
	Very good		2 (1%)
	Quite good		25 (15%)
	Quite bad		47 (28%)
	Very bad		91 (55%)
5.2	Do you get enough to eat at mealtimes?		
	Always		6 (4%)
	Most of the time		17 (10%)
	Some of the time		59 (35%)
	Never		86 (51%)
5.3	Does the shop / canteen sell the things that you need?		
	Yes		105 (65%)
	No		45 (28%)
	Don't know		11 (7%)

Relationships with staff

6.1	Do most staff here treat you with respect?		
	Yes		104 (64%)
	No		58 (36%)
6.2	Are there any staff here you could turn to if you had a problem?		
	Yes		110 (67%)
	No		53 (33%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?		
	Yes		46 (28%)
	No		119 (72%)

6.4	How helpful is your personal or named officer?	
	Very helpful	18 (11%)
	Quite helpful	37 (23%)
	Not very helpful	18 (11%)
	Not at all helpful	13 (8%)
	Don't know	18 (11%)
	Don't have a personal / named officer	59 (36%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	5 (3%)
	Sometimes	16 (10%)
	Hardly ever	128 (77%)
	Don't know	17 (10%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	45 (28%)
	No	113 (72%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	12 (7%)
	Yes, but things don't change	45 (27%)
	No	84 (51%)
	Don't know	25 (15%)

Faith

7.1	What is your religion?	
	No religion	56 (34%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	75 (46%)
	Buddhist	4 (2%)
	Hindu	0 (0%)
	Jewish	1 (1%)
	Muslim	17 (10%)
	Sikh	2 (1%)
	Other	8 (5%)
7.2	Are your religious beliefs respected here?	
	Yes	59 (36%)
	No	22 (13%)
	Don't know	26 (16%)
	Not applicable (no religion)	56 (34%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	62 (38%)
	No	12 (7%)
	Don't know	35 (21%)
	Not applicable (no religion)	56 (34%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	83 (51%)
	No	7 (4%)
	Don't know	17 (10%)
	Not applicable (no religion)	56 (34%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	28 (17%)
	No	133 (83%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	95 (59%)
	No	65 (41%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	140 (85%)
	No	25 (15%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	12 (7%)
	Quite easy	36 (22%)
	Quite difficult	50 (30%)
	Very difficult	47 (29%)
	Don't know	19 (12%)
8.5	How often do you have visits from family or friends?	
	More than once a week	3 (2%)
	About once a week	26 (16%)
	Less than once a week	63 (38%)
	Not applicable (don't get visits)	73 (44%)
8.6	Do visits usually start and finish on time?	
	Yes	31 (35%)
	No	57 (65%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	67 (76%)
	No	21 (24%)

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	59 (36%)
	Yes, but these times are not usually kept to	84 (51%)
	No	21 (13%)
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	41 (26%)
	2 to 6 hours	69 (44%)
	6 to 10 hours	30 (19%)
	10 hours or more	8 (5%)
	Don't know	10 (6%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	20 (12%)
	2 to 6 hours	102 (63%)
	6 to 10 hours	23 (14%)
	10 hours or more	5 (3%)
	Don't know	12 (7%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	7 (4%)
	1 or 2	35 (21%)
	3 to 5	34 (21%)
	More than 5	69 (42%)
	Don't know	18 (11%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	10 (6%)
	1 or 2	38 (24%)
	3 to 5	32 (20%)
	More than 5	57 (35%)
	Don't know	24 (15%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	8 (5%)
	1 or 2	41 (25%)
	3 to 5	46 (28%)
	More than 5	54 (33%)
	Don't know	15 (9%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	57 (35%)
	About once a week	27 (17%)
	Less than once a week	16 (10%)
	Never	62 (38%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	18 (11%)
	About once a week	45 (28%)
	Less than once a week	44 (27%)
	Never	54 (34%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	50 (32%)
	No	52 (33%)
	Don't use the library	54 (35%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	100 (63%)
	No	54 (34%)
	Don't know	6 (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?	44 (31%)	91 (63%)	9 (6%)	
	Are applications usually dealt with within 7 days?	34 (23%)	106 (71%)	9 (6%)	
10.3	Is it easy for you to make a complaint?				
	Yes			91 (55%)	
	No			42 (26%)	
	Don't know			31 (19%)	
10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	26 (18%)	72 (50%)	47 (32%)	
	Are complaints usually dealt with within 7 days?	19 (13%)	76 (54%)	47 (33%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes			34 (22%)	
	No			95 (61%)	
	Not wanted to make a complaint			26 (17%)	
10.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	40 (25%)	83 (51%)	28 (17%)	11 (7%)
	Attend legal visits?	61 (40%)	37 (24%)	44 (29%)	10 (7%)
	Get bail information?	12 (8%)	60 (40%)	50 (34%)	27 (18%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes				86 (54%)
	No				48 (30%)
	Not had any legal letters				26 (16%)

Health care

11.1	How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	5 (3%)	29 (18%)	50 (30%)	68 (41%)	12 (7%)
	Nurse	14 (9%)	49 (31%)	48 (30%)	37 (23%)	12 (8%)
	Dentist	4 (2%)	12 (7%)	36 (22%)	84 (52%)	25 (16%)
	Mental health workers	4 (3%)	14 (9%)	33 (21%)	68 (43%)	39 (25%)
11.2	What do you think of the quality of the health service from the following people?	Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	14 (9%)	43 (27%)	33 (21%)	36 (23%)	33 (21%)
	Nurse	15 (10%)	59 (38%)	33 (21%)	22 (14%)	28 (18%)
	Dentist	12 (8%)	21 (14%)	16 (10%)	33 (22%)	71 (46%)
	Mental health workers	11 (7%)	20 (13%)	23 (15%)	34 (22%)	65 (42%)

11.3	Do you have any mental health problems?	
	Yes	99 (61%)
	No	62 (39%)
11.4	Have you been helped with your mental health problems in this prison?	
	Yes	31 (19%)
	No	69 (43%)
	Don't have any mental health problems	62 (38%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	4 (2%)
	Quite good	44 (27%)
	Quite bad	45 (28%)
	Very bad	48 (30%)
	Don't know	21 (13%)

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	70 (43%)
	No	94 (57%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	8 (5%)
	No	56 (35%)
	Don't have a disability	94 (59%)
12.3	Have you been on an ACCT in this prison?	
	Yes	38 (24%)
	No	122 (76%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	12 (8%)
	No	26 (16%)
	Have not been on an ACCT in this prison	122 (76%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	23 (15%)
	Quite easy	34 (22%)
	Quite difficult	16 (10%)
	Very difficult	21 (13%)
	Don't know	60 (38%)
	No Listeners at this prison	4 (3%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	51 (31%)
	No	113 (69%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	27 (16%)
	No	24 (15%)
	Did not / do not have an alcohol problem	113 (69%)

13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	79 (48%)
	No	86 (52%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	40 (24%)
	No	126 (76%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	29 (18%)
	No	136 (82%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	44 (28%)
	No	45 (28%)
	Did not / do not have a drug problem	69 (44%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	82 (51%)
	Quite easy	27 (17%)
	Quite difficult	5 (3%)
	Very difficult	2 (1%)
	Don't know	46 (28%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	37 (23%)
	Quite easy	34 (21%)
	Quite difficult	15 (9%)
	Very difficult	13 (8%)
	Don't know	62 (39%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	115 (70%)
	No	50 (30%)
14.2	Do you feel unsafe now?	
	Yes	60 (37%)
	No	102 (63%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	72 (46%)
	Threats or intimidation	69 (44%)
	Physical assault	37 (24%)
	Sexual assault	5 (3%)
	Theft of canteen or property	66 (42%)
	Other bullying / victimisation	38 (24%)
	Not experienced any of these from prisoners here	62 (39%)

14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	47 (31%)
	No	104 (69%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	54 (36%)
	Threats or intimidation	39 (26%)
	Physical assault	25 (16%)
	Sexual assault	2 (1%)
	Theft of canteen or property	28 (18%)
	Other bullying / victimisation	30 (20%)
	Not experienced any of these from staff here	77 (51%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	71 (48%)
	No	78 (52%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		
	Yes	35 (22%)	
	No	78 (49%)	
	Don't know what the incentives / rewards are	46 (29%)	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		
	Yes	45 (28%)	
	No	64 (41%)	
	Don't know	23 (15%)	
	Don't know what this is	26 (16%)	
15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	27 (17%)	
	No	136 (83%)	
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	5 (3%)	
	No	21 (13%)	
	Don't remember	1 (1%)	
	Not been restrained here in last 6 months	136 (83%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	20 (13%)	
	No	139 (87%)	
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?	5 (25%)	15 (75%)
	Could you shower every day?	7 (35%)	13 (65%)
	Could you go outside for exercise every day?	9 (47%)	10 (53%)
	Could you use the phone every day (if you had credit)?	7 (35%)	13 (65%)

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	72 (46%)	34 (22%)	48 (31%)	1 (1%)
Vocational or skills training	48 (32%)	39 (26%)	59 (39%)	4 (3%)
Prison job	64 (41%)	57 (37%)	34 (22%)	1 (1%)
Voluntary work outside of the prison	6 (4%)	31 (21%)	63 (43%)	47 (32%)
Paid work outside of the prison	9 (6%)	28 (19%)	64 (43%)	47 (32%)

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	55 (38%)	39 (27%)	51 (35%)
Vocational or skills training	43 (31%)	34 (24%)	62 (45%)
Prison job	48 (32%)	61 (41%)	39 (26%)
Voluntary work outside of the prison	25 (18%)	19 (14%)	92 (68%)
Paid work outside of the prison	28 (20%)	17 (12%)	92 (67%)

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

Yes	49 (32%)
No	89 (59%)
Not applicable (e.g. if you are retired, sick or on remand)	14 (9%)

Planning and progression

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

Yes	25 (16%)
No	130 (84%)

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

Yes	20 (87%)
No	0 (0%)
Don't know what my objectives or targets are	3 (13%)

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

Yes	9 (38%)
No	12 (50%)
Don't know what my objectives or targets are	3 (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	9 (36%)	4 (16%)	12 (48%)
Other programmes	9 (36%)	4 (16%)	12 (48%)
One to one work	7 (28%)	6 (24%)	12 (48%)
Being on a specialist unit	2 (8%)	3 (13%)	19 (79%)
ROTL - day or overnight release	2 (8%)	4 (17%)	18 (75%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			56 (36%)
	No			64 (41%)
	Don't know			37 (24%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			4 (7%)
	Quite near			25 (45%)
	Quite far			14 (25%)
	Very far			12 (22%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?			
	Yes			21 (39%)
	No			33 (61%)
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	5 (9%)	32 (59%)	17 (31%)
	Getting employment	2 (4%)	27 (51%)	24 (45%)
	Setting up education or training	2 (4%)	26 (51%)	23 (45%)
	Arranging benefits	9 (17%)	29 (56%)	14 (27%)
	Sorting out finances	3 (6%)	24 (47%)	24 (47%)
	Support for drug or alcohol problems	9 (17%)	24 (46%)	19 (37%)
	Health / mental health support	4 (8%)	34 (69%)	11 (22%)
	Social care support	1 (2%)	23 (46%)	26 (52%)
	Getting back in touch with family or friends	5 (10%)	23 (44%)	24 (46%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		94 (59%)
	No		65 (41%)
19.2	Are you a UK / British citizen?		
	Yes		142 (90%)
	No		16 (10%)
19.3	Are you from a Traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		12 (8%)
	No		144 (92%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		10 (6%)
	No		148 (94%)
19.5	What is your gender?		
	Male		155 (99%)
	Female		0 (0%)
	Non-binary		1 (1%)
	Other		1 (1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	149 (98%)
	Gay / lesbian / homosexual	0 (0%)
	Bisexual	2 (1%)
	Other	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	5 (3%)
	No	145 (97%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	25 (16%)
	Less likely to offend	62 (41%)
	Made no difference	65 (43%)

The Grange, open site

Background information

I.1	What wing or house block are you currently living on?	
	House block 8	73 (100%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	2 (3%)
	26 - 29	7 (10%)
	30 - 39	38 (52%)
	40 - 49	11 (15%)
	50 - 59	13 (18%)
	60 - 69	1 (1%)
	70 or over	1 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	41 (56%)
	White - Irish	2 (3%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background	0 (0%)
	Mixed - White and Black Caribbean	4 (5%)
	Mixed - White and Black African	1 (1%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	0 (0%)
	Asian/ Asian British - Indian	7 (10%)
	Asian/ Asian British - Pakistani	10 (14%)
	Asian/ Asian British - Bangladeshi	3 (4%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	4 (5%)
	Black/ Black British - African	0 (0%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	0 (0%)
I.4	How long have you been in this prison?	
	Less than 6 months	25 (36%)
	6 months or more	45 (64%)
I.5	Are you currently serving a sentence?	
	Yes	72 (99%)
	Yes - on recall	1 (1%)
	No - on remand or awaiting sentence	0 (0%)
	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	19 (26%)
	4 years to less than 10 years	33 (45%)
	10 years or more	12 (16%)
	IPP (indeterminate sentence for public protection)	3 (4%)
	Life	6 (8%)
	Not currently serving a sentence	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	11 (15%)
	No	56 (78%)
	Don't remember	5 (7%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	52 (72%)
	2 hours or more	18 (25%)
	Don't remember	2 (3%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	58 (84%)
	No	9 (13%)
	Don't remember	2 (3%)
2.4	Overall, how were you treated in reception?	
	Very well	31 (43%)
	Quite well	32 (44%)
	Quite badly	6 (8%)
	Very badly	2 (3%)
	Don't remember	1 (1%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	17 (24%)
	Contacting family	15 (21%)
	Arranging care for children or other dependants	2 (3%)
	Contacting employers	6 (9%)
	Money worries	11 (16%)
	Housing worries	3 (4%)
	Feeling depressed	12 (17%)
	Feeling suicidal	1 (1%)
	Other mental health problems	6 (9%)
	Physical health problems	4 (6%)
	Drug or alcohol problems (e.g. withdrawal)	0 (0%)
	Problems getting medication	17 (24%)
	Needing protection from other prisoners	1 (1%)
	Lost or delayed property	10 (14%)
	Other problems	8 (11%)
	Did not have any problems	29 (41%)

2.6 Did staff help you to deal with these problems when you first arrived?

Yes	10 (14%)
No	30 (43%)
Did not have any problems when I first arrived	29 (42%)

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	20 (31%)
Toiletries / other basic items	14 (22%)
A shower	20 (31%)
A free phone call	19 (30%)
Something to eat	27 (42%)
The chance to see someone from health care	25 (39%)
The chance to talk to a Listener or Samaritans	6 (9%)
Support from another prisoner (e.g. Insider or buddy)	16 (25%)
Wasn't offered any of these things	18 (28%)

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

Very clean	1 (1%)
Quite clean	17 (24%)
Quite dirty	29 (40%)
Very dirty	24 (33%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	49 (68%)
No	19 (26%)
Don't remember	4 (6%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	18 (26%)	48 (71%)	2 (3%)
Free PIN phone credit?	14 (21%)	52 (76%)	2 (3%)
Numbers put on your PIN phone?	36 (53%)	28 (41%)	4 (6%)

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

Yes	23 (32%)
No	46 (65%)
Have not had an induction	2 (3%)

On the wing**4.1 Are you in a cell on your own?**

Yes	4 (5%)
No, I'm in a shared cell or dormitory	69 (95%)

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

Yes	0 (0%)
No	8 (11%)
Don't know	3 (4%)
Don't have a cell call bell	61 (85%)

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?	53 (75%)	17 (24%)	1 (1%)
	Can you shower every day?	57 (79%)	15 (21%)	0 (0%)
	Do you have clean sheets every week?	53 (77%)	12 (17%)	4 (6%)
	Do you get cell cleaning materials every week?	31 (45%)	36 (52%)	2 (3%)
	Is it normally quiet enough for you to relax or sleep at night?	33 (49%)	34 (51%)	0 (0%)
	Can you get your stored property if you need it?	45 (64%)	14 (20%)	11 (16%)
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			0 (0%)
	Quite clean			13 (18%)
	Quite dirty			14 (19%)
	Very dirty			45 (63%)

Food and canteen

5.1	What is the quality of food like in this prison?		
	Very good		1 (1%)
	Quite good		22 (31%)
	Quite bad		31 (44%)
	Very bad		17 (24%)
5.2	Do you get enough to eat at mealtimes?		
	Always		9 (13%)
	Most of the time		18 (25%)
	Some of the time		28 (39%)
	Never		17 (24%)
5.3	Does the shop / canteen sell the things that you need?		
	Yes		38 (53%)
	No		30 (42%)
	Don't know		4 (6%)

Relationships with staff

6.1	Do most staff here treat you with respect?		
	Yes		55 (77%)
	No		16 (23%)
6.2	Are there any staff here you could turn to if you had a problem?		
	Yes		47 (68%)
	No		22 (32%)
6.3	In the last week, has any member of staff talked to you about how you are getting on?		
	Yes		21 (30%)
	No		49 (70%)

6.4	How helpful is your personal or named officer?	
	Very helpful	20 (29%)
	Quite helpful	13 (19%)
	Not very helpful	5 (7%)
	Not at all helpful	10 (14%)
	Don't know	16 (23%)
	Don't have a personal / named officer	6 (9%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	11 (16%)
	Sometimes	16 (23%)
	Hardly ever	41 (59%)
	Don't know	2 (3%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	22 (32%)
	No	47 (68%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	7 (10%)
	Yes, but things don't change	22 (31%)
	No	32 (46%)
	Don't know	9 (13%)

Faith

7.1	What is your religion?	
	No religion	18 (26%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	27 (40%)
	Buddhist	2 (3%)
	Hindu	1 (1%)
	Jewish	0 (0%)
	Muslim	16 (24%)
	Sikh	2 (3%)
	Other	2 (3%)
7.2	Are your religious beliefs respected here?	
	Yes	30 (43%)
	No	16 (23%)
	Don't know	6 (9%)
	Not applicable (no religion)	18 (26%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	33 (48%)
	No	14 (20%)
	Don't know	4 (6%)
	Not applicable (no religion)	18 (26%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	43 (61%)
	No	7 (10%)
	Don't know	2 (3%)
	Not applicable (no religion)	18 (26%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	18 (26%)
	No	51 (74%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	24 (34%)
	No	47 (66%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	61 (88%)
	No	8 (12%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	11 (15%)
	Quite easy	29 (41%)
	Quite difficult	11 (15%)
	Very difficult	15 (21%)
	Don't know	5 (7%)
8.5	How often do you have visits from family or friends?	
	More than once a week	3 (4%)
	About once a week	17 (24%)
	Less than once a week	27 (38%)
	Not applicable (don't get visits)	24 (34%)
8.6	Do visits usually start and finish on time?	
	Yes	33 (72%)
	No	13 (28%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	39 (85%)
	No	7 (15%)

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	60 (87%)
	Yes, but these times are not usually kept to	5 (7%)
	No	4 (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	2 (3%)
	2 to 6 hours	7 (11%)
	6 to 10 hours	17 (26%)
	10 hours or more	33 (51%)
	Don't know	6 (9%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	4 (6%)
	2 to 6 hours	18 (28%)
	6 to 10 hours	9 (14%)
	10 hours or more	30 (47%)
	Don't know	3 (5%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	2 (3%)
	1 or 2	5 (8%)
	3 to 5	8 (13%)
	More than 5	46 (72%)
	Don't know	3 (5%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	2 (3%)
	1 or 2	1 (2%)
	3 to 5	4 (6%)
	More than 5	55 (85%)
	Don't know	3 (5%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	2 (3%)
	1 or 2	2 (3%)
	3 to 5	2 (3%)
	More than 5	60 (90%)
	Don't know	1 (1%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	38 (57%)
	About once a week	2 (3%)
	Less than once a week	6 (9%)
	Never	21 (31%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	37 (54%)
	About once a week	9 (13%)
	Less than once a week	15 (22%)
	Never	7 (10%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	35 (52%)
	No	25 (37%)
	Don't use the library	7 (10%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	44 (63%)
	No	22 (31%)
	Don't know	4 (6%)

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?	32 (48%)	26 (39%)	9 (13%)
	Are applications usually dealt with within 7 days?	25 (38%)	32 (48%)	9 (14%)
10.3	Is it easy for you to make a complaint?			
	Yes			23 (35%)
	No			29 (44%)
	Don't know			14 (21%)
10.4	If you have made any complaints here, please answer the questions below:			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	7 (11%)	21 (32%)	37 (57%)
	Are complaints usually dealt with within 7 days?	3 (5%)	24 (38%)	37 (58%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			16 (24%)
	No			29 (43%)
	Not wanted to make a complaint			23 (34%)
10.6	In this prison, is it easy or difficult for you to...			
		Easy	Difficult	Don't know
				Don't need this
	Communicate with your solicitor or legal representative?	31 (47%)	9 (14%)	14 (21%)
	Attend legal visits?	24 (38%)	9 (14%)	17 (27%)
	Get bail information?	10 (16%)	6 (10%)	20 (32%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			17 (25%)
	No			24 (35%)
	Not had any legal letters			28 (41%)

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	2 (3%)	7 (10%)	25 (36%)	29 (42%)	6 (9%)
	Nurse	6 (9%)	23 (34%)	18 (27%)	15 (22%)	5 (7%)
	Dentist	0 (0%)	1 (1%)	7 (10%)	50 (74%)	10 (15%)
	Mental health workers	1 (2%)	4 (6%)	9 (14%)	19 (30%)	31 (48%)

11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	9 (13%)	21 (31%)	14 (21%)	15 (22%)	9 (13%)
	Nurse	12 (17%)	29 (41%)	9 (13%)	11 (16%)	9 (13%)
	Dentist	1 (1%)	7 (10%)	10 (15%)	26 (38%)	24 (35%)
	Mental health workers	2 (3%)	5 (8%)	3 (5%)	16 (24%)	40 (61%)
11.3	Do you have any mental health problems?					
	Yes					11 (16%)
	No					57 (84%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					6 (9%)
	No					7 (10%)
	Don't have any mental health problems					57 (81%)
11.5	What do you think of the overall quality of the health services here?					
	Very good					3 (4%)
	Quite good					13 (19%)
	Quite bad					19 (27%)
	Very bad					28 (40%)
	Don't know					7 (10%)
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					11 (16%)
	No					59 (84%)
12.2	If you have a disability, are you getting the support you need?					
	Yes					2 (3%)
	No					8 (12%)
	Don't have a disability					59 (86%)
12.3	Have you been on an ACCT in this prison?					
	Yes					1 (1%)
	No					67 (99%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?					
	Yes					0 (0%)
	No					0 (0%)
	Have not been on an ACCT in this prison					67 (100%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?					
	Very easy					7 (10%)
	Quite easy					13 (19%)
	Quite difficult					4 (6%)
	Very difficult					8 (12%)
	Don't know					24 (35%)
	No Listeners at this prison					13 (19%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	3 (4%)
	No	67 (96%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	2 (3%)
	No	1 (1%)
	Did not / do not have an alcohol problem	67 (96%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	5 (7%)
	No	64 (93%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	3 (4%)
	No	67 (96%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	1 (1%)
	No	69 (99%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	2 (3%)
	No	4 (6%)
	Did not / do not have a drug problem	61 (91%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	26 (37%)
	Quite easy	6 (9%)
	Quite difficult	1 (1%)
	Very difficult	2 (3%)
	Don't know	35 (50%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	23 (34%)
	Quite easy	4 (6%)
	Quite difficult	3 (4%)
	Very difficult	2 (3%)
	Don't know	36 (53%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	20 (28%)
	No	51 (72%)
14.2	Do you feel unsafe now?	
	Yes	5 (7%)
	No	65 (93%)

14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	12 (17%)
	Threats or intimidation	13 (19%)
	Physical assault	2 (3%)
	Sexual assault	3 (4%)
	Theft of canteen or property	6 (9%)
	Other bullying / victimisation	11 (16%)
	Not experienced any of these from prisoners here	53 (77%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	22 (33%)
	No	45 (67%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	14 (20%)
	Threats or intimidation	17 (24%)
	Physical assault	2 (3%)
	Sexual assault	3 (4%)
	Theft of canteen or property	3 (4%)
	Other bullying / victimisation	10 (14%)
	Not experienced any of these from staff here	47 (67%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	28 (41%)
	No	41 (59%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	31 (46%)
	No	22 (32%)
	Don't know what the incentives / rewards are	15 (22%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	25 (36%)
	No	23 (33%)
	Don't know	11 (16%)
	Don't know what this is	10 (14%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	0 (0%)
	No	70 (100%)
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	0 (0%)
	No	0 (0%)
	Don't remember	0 (0%)
	Not been restrained here in last 6 months	70 (100%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	0 (0%)
	No	69 (100%)

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?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

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	32 (48%)	22 (33%)	8 (12%)	5 (7%)
Vocational or skills training	20 (31%)	24 (38%)	10 (16%)	10 (16%)
Prison job	46 (67%)	17 (25%)	5 (7%)	1 (1%)
Voluntary work outside of the prison	12 (17%)	36 (52%)	19 (28%)	2 (3%)
Paid work outside of the prison	4 (6%)	43 (63%)	19 (28%)	2 (3%)

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 help
Education	32 (53%)	20 (33%)	8 (13%)
Vocational or skills training	35 (56%)	13 (21%)	14 (23%)
Prison job	21 (33%)	39 (62%)	3 (5%)
Voluntary work outside of the prison	21 (34%)	16 (26%)	25 (40%)
Paid work outside of the prison	23 (37%)	7 (11%)	33 (52%)

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

Yes	34 (51%)
No	32 (48%)
Not applicable (e.g. if you are retired, sick or on remand)	1 (1%)

Planning and progression

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

Yes	40 (58%)
No	29 (42%)

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

Yes	37 (93%)
No	0 (0%)
Don't know what my objectives or targets are	3 (8%)

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

Yes	23 (59%)
No	13 (33%)
Don't know what my objectives or targets are	3 (8%)

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	14 (39%)	5 (14%)	17 (47%)
Other programmes	12 (35%)	5 (15%)	17 (50%)
One to one work	8 (24%)	6 (18%)	20 (59%)
Being on a specialist unit	1 (3%)	5 (17%)	24 (80%)
ROTL - day or overnight release	23 (62%)	2 (5%)	12 (32%)

Preparation for release

18.1 Do you expect to be released in the next 3 months?

Yes	18 (26%)
No	48 (70%)
Don't know	3 (4%)

18.2 How close is this prison to your home area or intended release address?

Very near	4 (27%)
Quite near	8 (53%)
Quite far	2 (13%)
Very far	1 (7%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes	8 (47%)
No	9 (53%)

18.4 Are you getting help to sort out the following things for when you are released?

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	3 (17%)	5 (28%)	10 (56%)
Getting employment	2 (11%)	6 (33%)	10 (56%)
Setting up education or training	1 (6%)	6 (35%)	10 (59%)
Arranging benefits	1 (6%)	7 (41%)	9 (53%)
Sorting out finances	1 (6%)	6 (35%)	10 (59%)
Support for drug or alcohol problems	2 (12%)	1 (6%)	14 (82%)
Health / mental health support	2 (12%)	3 (18%)	12 (71%)
Social care support	1 (6%)	2 (12%)	14 (82%)
Getting back in touch with family or friends	2 (12%)	3 (18%)	12 (71%)

More about you

19.1 Do you have children under the age of 18?

Yes	41 (59%)
No	28 (41%)

19.2 Are you a UK / British citizen?

Yes	69 (99%)
No	1 (1%)

19.3 Are you from a Traveller community (e.g. Gypsy, Roma, Irish Traveller)?

Yes	0 (0%)
No	69 (100%)

19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	4 (6%)
	No	65 (94%)
19.5	What is your gender?	
	Male	68 (99%)
	Female	1 (1%)
	Non-binary	0 (0%)
	Other	0 (0%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	68 (100%)
	Gay / lesbian / homosexual	0 (0%)
	Bisexual	0 (0%)
	Other	0 (0%)
19.7	Do you identify as transgender or transsexual?	
	Yes	0 (0%)
	No	67 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	8 (12%)
	Less likely to offend	44 (64%)
	Made no difference	17 (25%)

HMP Hewell (Closed) 2019

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

In this table summary statistics from HMP Hewell (Closed) 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (22 prisons). Please note that this does not include all local prisons.
- Summary statistics from HMP Hewell (Closed) in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION							
1.2	Are you under 21 years of age?	<i>n=168</i>	1%	5%	1%	1%	
	Are you 25 years of age or younger?	<i>n=168</i>	19%	22%	19%		
	Are you 50 years of age or older?	<i>n=168</i>	8%	13%	8%	12%	
	Are you 70 years of age or older?	<i>n=168</i>	0%	2%	0%	2%	
1.3	Are you from a minority ethnic group?	<i>n=166</i>	25%	27%	25%	20%	
1.4	Have you been in this prison for less than 6 months?	<i>n=168</i>	74%	59%	74%		
1.5	Are you currently serving a sentence?	<i>n=168</i>	58%	70%	58%	66%	
	Are you on recall?	<i>n=168</i>	18%	13%	18%	10%	
1.6	Is your sentence less than 12 months?	<i>n=165</i>	27%	20%	27%	31%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=165</i>	4%	3%	4%	4%	
7.1	Are you Muslim?	<i>n=163</i>	10%	14%	10%	8%	
11.3	Do you have any mental health problems?	<i>n=161</i>	62%	51%	62%		
12.1	Do you consider yourself to have a disability?	<i>n=164</i>	43%	41%	43%	33%	
19.1	Do you have any children under the age of 18?	<i>n=159</i>	59%	53%	59%	56%	
19.2	Are you a foreign national?	<i>n=158</i>	10%	10%	10%	11%	
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=156</i>	8%	6%	8%	7%	
19.4	Have you ever been in the armed services?	<i>n=158</i>	6%	7%	6%	8%	
19.5	Is your gender female or non-binary?	<i>n=157</i>	1%	1%	1%		
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=152</i>	2%	4%	2%	1%	
19.7	Do you identify as transgender or transsexual?	<i>n=150</i>	3%	2%	3%		
ARRIVAL AND RECEPTION							
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=166</i>	9%	16%	9%		
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=167</i>	32%	35%	32%	39%	
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=166</i>	77%	77%	77%	78%	
2.4	Overall, were you treated very / quite well in reception?	<i>n=168</i>	73%	75%	73%		

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2.5	When you first arrived, did you have any problems?	<i>n=167</i>	89%	88%	89%	76%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=167</i>	51%	46%	51%	34%
	- Contacting family?	<i>n=167</i>	49%	49%	49%	33%
	- Arranging care for children or other dependents?	<i>n=167</i>	2%	4%	2%	
	- Contacting employers?	<i>n=167</i>	7%	7%	7%	8%
	- Money worries?	<i>n=167</i>	27%	29%	27%	25%
	- Housing worries?	<i>n=167</i>	31%	24%	31%	15%
	- Feeling depressed?	<i>n=167</i>	44%	49%	44%	
	- Feeling suicidal?	<i>n=167</i>	19%	19%	19%	
	- Other mental health problems?	<i>n=167</i>	28%	29%	28%	
	- Physical health problems?	<i>n=167</i>	14%	21%	14%	17%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=167</i>	29%	24%	29%	
	- Getting medication?	<i>n=167</i>	37%	31%	37%	
	- Needing protection from other prisoners?	<i>n=167</i>	10%	11%	10%	4%
	- Lost or delayed property?	<i>n=167</i>	22%	21%	22%	15%
	<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=144</i>	25%	30%	25%	24%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=167</i>	78%	71%	78%	85%
	- Toiletries / other basic items?	<i>n=167</i>	47%	51%	47%	55%
	- A shower?	<i>n=167</i>	13%	26%	13%	15%
	- A free phone call?	<i>n=167</i>	76%	47%	76%	76%
	- Something to eat?	<i>n=167</i>	77%	75%	77%	73%
	- The chance to see someone from health care?	<i>n=167</i>	69%	61%	69%	62%
	- The chance to talk to a Listener or Samaritans?	<i>n=167</i>	33%	24%	33%	46%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=167</i>	31%	20%	31%	
	- None of these?	<i>n=167</i>	5%	6%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=166</i>	19%	28%	19%	
3.3	Did you feel safe on your first night here?	<i>n=165</i>	49%	61%	49%	65%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=160</i>	16%	31%	16%	14%
	- Free PIN phone credit?	<i>n=157</i>	65%	53%	65%	
	- Numbers put on your PIN phone?	<i>n=154</i>	27%	33%	27%	
3.5	Have you had an induction at this prison?	<i>n=164</i>	69%	81%	69%	76%
	<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=113</i>	39%	48%	39%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=167	32%	34%	32%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=168	8%	20%	8%	15%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=164	43%	54%	43%	49%
	- Can you shower every day?	n=163	86%	78%	86%	90%
	- Do you have clean sheets every week?	n=160	51%	61%	51%	80%
	- Do you get cell cleaning materials every week?	n=161	32%	49%	32%	29%
	- Is it normally quiet enough for you to relax or sleep at night?	n=160	53%	54%	53%	54%
	- Can you get your stored property if you need it?	n=158	17%	22%	17%	18%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=161	38%	55%	38%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=165	16%	33%	16%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=168	14%	28%	14%	
5.3	Does the shop / canteen sell the things that you need?	n=161	65%	58%	65%	45%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=162	64%	67%	64%	77%
6.2	Are there any staff here you could turn to if you had a problem?	n=163	68%	69%	68%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=165	28%	30%	28%	30%
6.4	Do you have a personal officer?	n=163	64%	57%	64%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=104	53%	47%	53%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=166	3%	6%	3%	
6.6	Do you feel that you are treated as an individual in this prison?	n=158	29%	38%	29%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=166	34%	40%	34%	
	If so, do things sometimes change?	n=57	21%	33%	21%	
FAITH						
7.1	Do you have a religion?	n=163	66%	68%	66%	65%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=107	55%	67%	55%	
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	n=109	57%	64%	57%	
7.4	Are you able to attend religious services, if you want to?	n=107	78%	84%	78%	

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CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=161	17%	24%	17%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=160	59%	56%	59%	40%
8.3	Are you able to use a phone every day (if you have credit)?	n=165	85%	82%	85%	
8.4	Is it very / quite easy for your family and friends to get here?	n=164	29%	45%	29%	
8.5	Do you get visits from family/friends once a week or more?	n=165	18%	23%	18%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=88	35%	43%	35%	
8.7	Are your visitors usually treated respectfully by staff?	n=88	76%	71%	76%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=164	87%	82%	87%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	n=143	41%	47%	41%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=158	26%	35%	26%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=158	5%	4%	5%	8%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=162	12%	46%	12%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=162	3%	1%	3%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=163	42%	42%	42%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=161	35%	42%	35%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=164	33%	46%	33%	
9.7	Do you typically go to the gym twice a week or more?	n=162	35%	38%	35%	
9.8	Do you typically go to the library once a week or more?	n=161	39%	37%	39%	33%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=102	49%	55%	49%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=160	63%	66%	63%	74%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=135	33%	47%	33%	45%
	Are applications usually dealt with within 7 days?	n=140	24%	33%	24%	29%
10.3	Is it easy for you to make a complaint?	n=164	56%	54%	56%	42%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	n=98	27%	27%	27%	14%
	Are complaints usually dealt with within 7 days?	n=95	20%	22%	20%	12%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=129	26%	30%	26%	

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=151	27%	41%	27%
	Attend legal visits?	n=142	43%	59%	43%
	Get bail information?	n=122	10%	16%	10%
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=134	64%	52%	64%
HEALTH CARE					
<i>11.1 Is it very / quite easy to see:</i>					
	- Doctor?	n=164	21%	23%	21%
	- Nurse?	n=160	39%	45%	39%
	- Dentist?	n=161	10%	11%	10%
	- Mental health workers?	n=158	11%	20%	11%
<i>11.2 Do you think the quality of the health service is very / quite good from:</i>					
	- Doctor?	n=159	36%	38%	36%
	- Nurse?	n=157	47%	50%	47%
	- Dentist?	n=153	22%	24%	22%
	- Mental health workers?	n=153	20%	24%	20%
11.3	Do you have any mental health problems?	n=161	62%	51%	62%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=100	31%	34%	31%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=162	30%	33%	30%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	n=164	43%	41%	43%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=64	13%	26%	13%
12.3	Have you been on an ACCT in this prison?	n=160	24%	23%	24%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=38	32%	48%	32%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=158	36%	45%	36%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	n=164	31%	23%	31%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=51	53%	56%	53%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=165	48%	35%	48%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=166	24%	17%	24%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=165	18%	12%	18%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=89	49%	48%	49%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=162	67%	51%	67%
13.8	Is it very / quite easy to get alcohol in this prison?	n=161	44%	26%	44%

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

Number of completed questionnaires returned

HMP Hewell (Closed) 2019	All other local prisons surveyed since September 2017	HMP Hewell (Closed) 2019	HMP Hewell (Closed) 2016
170	3,806	170	171

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

SAFETY						
14.1	Have you ever felt unsafe here?	n=165	70%	61%	70%	56%
14.2	Do you feel unsafe now?	n=162	37%	29%	37%	24%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=157	46%	39%	46%	
	- Threats or intimidation?	n=157	44%	36%	44%	
	- Physical assault?	n=157	24%	21%	24%	
	- Sexual assault?	n=157	3%	3%	3%	
	- Theft of canteen or property?	n=157	42%	32%	42%	
	- Other bullying / victimisation?	n=157	24%	21%	24%	
	- Not experienced any of these from prisoners here	n=157	40%	47%	40%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=151	31%	35%	31%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=152	36%	34%	36%	
	- Threats or intimidation?	n=152	26%	26%	26%	
	- Physical assault?	n=152	16%	13%	16%	
	- Sexual assault?	n=152	1%	2%	1%	
	- Theft of canteen or property?	n=152	18%	11%	18%	
	- Other bullying / victimisation?	n=152	20%	18%	20%	
	- Not experienced any of these from staff here	n=152	51%	55%	51%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=149	48%	46%	48%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=159	22%	38%	22%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=158	29%	34%	29%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=163	17%	15%	17%	9%
<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=27	19%	18%	19%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=159	13%	10%	13%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	n=20	25%	53%	25%	
	Could you shower every day?	n=20	35%	49%	35%	
	Could you go outside for exercise every day?	n=19	47%	59%	47%	
	Could you use the phone every day (if you had credit)?	n=20	35%	47%	35%	

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

Number of completed questionnaires returned

HMP Hewell (Closed) 2019	All other local prisons surveyed since September 2017	HMP Hewell (Closed) 2019	HMP Hewell (Closed) 2016
170	3,806	170	171

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

EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=155	47%	52%	47%
	- Vocational or skills training?	n=150	32%	26%	32%
	- Prison job?	n=156	41%	33%	41%
	- Voluntary work outside of the prison?	n=147	4%	4%	4%
	- Paid work outside of the prison?	n=148	6%	3%	6%
16.2	In this prison, have you done the following activities:				
	- Education?	n=145	65%	72%	65%
	- Vocational or skills training?	n=139	55%	55%	55%
	- Prison job?	n=148	74%	71%	74%
	- Voluntary work outside of the prison?	n=136	32%	33%	32%
	- Paid work outside of the prison?	n=137	33%	33%	33%
	<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=94	59%	58%	59%
	- Vocational or skills training?	n=77	56%	57%	56%
	- Prison job?	n=109	44%	42%	44%
	- Voluntary work outside of the prison?	n=44	57%	50%	57%
	- Paid work outside of the prison?	n=45	62%	55%	62%
16.3	Do staff encourage you to attend education, training or work?	n=138	36%	44%	36%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=155	16%	27%	16%
	<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=23	87%	77%	87%
17.3	Are staff helping you to achieve your objectives or targets?	n=24	38%	45%	38%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=25	52%	44%	52%
	- Other programmes?	n=25	52%	44%	52%
	- One to one work?	n=25	52%	39%	52%
	- Been on a specialist unit?	n=24	21%	22%	21%
	- ROTL - day or overnight release?	n=24	25%	18%	25%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=13	69%	69%	69%
	- Other programmes?	n=13	69%	65%	69%
	- One to one work?	n=13	54%	67%	54%
	- Being on a specialist unit?	n=5	40%	47%	40%
	- ROTL - day or overnight release?	n=6	33%	49%	33%

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Number of completed questionnaires returned

HMP Hewell (Closed) 2019	All other local prisons surveyed since September 2017	HMP Hewell (Closed) 2019	HMP Hewell (Closed) 2016
170	3,806	170	171

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

PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	n=157	36%	31%	36%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	n=55	53%	58%	53%	
18.3	Is anybody helping you to prepare for your release?	n=54	39%	45%	39%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	n=54	69%	67%	69%	
	- Getting employment?	n=53	55%	63%	55%	
	- Setting up education or training?	n=51	55%	50%	55%	
	- Arranging benefits?	n=52	73%	69%	73%	
	- Sorting out finances?	n=51	53%	59%	53%	
	- Support for drug or alcohol problems?	n=52	64%	51%	64%	
	- Health / mental Health support?	n=49	78%	59%	78%	
	- Social care support?	n=50	48%	43%	48%	
- Getting back in touch with family or friends?	n=52	54%	42%	54%		
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	n=37	14%	30%	14%	
	- Getting employment?	n=29	7%	19%	7%	
	- Setting up education or training?	n=28	7%	16%	7%	
	- Arranging benefits?	n=38	24%	22%	24%	
	- Sorting out finances?	n=27	11%	15%	11%	
	- Support for drug or alcohol problems?	n=33	27%	42%	27%	
	- Health / mental Health support?	n=38	11%	24%	11%	
- Social care support?	n=24	4%	17%	4%		
- Getting back in touch with family or friends?	n=28	18%	27%	18%		
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=152	41%	48%	41%	

HMP Hewell (Closed) 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
41	125	17	146

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	18%	19%	18%	19%
	Are you 50 years of age or older?	8%	7%	6%	8%
1.3	Are you from a minority ethnic group?			94%	16%
7.1	Are you Muslim?	39%	1%		
11.3	Do you have any mental health problems?	42%	69%	47%	64%
12.1	Do you consider yourself to have a disability?	49%	41%	50%	41%
19.2	Are you a foreign national?	14%	9%	19%	8%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	9%	0%	9%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	70%	80%	69%	79%
2.4	Overall, were you treated very / quite well in reception?	61%	77%	65%	75%
2.5	When you first arrived, did you have any problems?	88%	90%	88%	90%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	14%	29%	7%	27%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	36%	52%	41%	50%
3.5	Have you had an induction at this prison?	77%	66%	88%	67%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	37%	41%	29%	42%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	5%	10%	0%	8%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	46%	42%	41%	44%
	- Can you shower every day?	82%	88%	81%	87%
	- Do you have clean sheets every week?	49%	52%	47%	52%
	- Do you get cell cleaning materials every week?	32%	33%	44%	31%
	- Is it normally quiet enough for you to relax or sleep at night?	53%	53%	56%	54%
	- Can you get your stored property if you need it?	14%	18%	13%	17%

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Number of completed questionnaires returned

Black and minority ethnic	White
41	125

Muslim	Non-Muslim
17	146

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	12%	14%
5.3	Does the shop / canteen sell the things that you need?	47%	72%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	63%	65%
6.2	Are there any staff here you could turn to if you had a problem?	60%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	32%	27%
6.6	Do you feel that you are treated as an individual in this prison?	26%	30%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	43%	60%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	36%	66%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	15%	17%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	47%	63%
8.3	Are you able to use a phone every day (if you have credit)?	80%	88%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	82%	75%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	29%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	4%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	42%	51%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	51%	66%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	22%	37%
10.3	Is it easy for you to make a complaint?	56%	55%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	22%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	26%	26%

6%	15%
41%	70%
50%	66%
41%	70%
25%	29%
29%	29%
73%	54%
47%	61%
29%	16%
56%	60%
77%	87%
67%	77%
33%	25%
7%	4%
20%	53%
29%	66%
20%	34%
56%	54%
20%	28%
33%	25%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	41	125	17	146

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	15%	23%	13%	22%
	- Nurse?	38%	41%	27%	41%
	- Dentist?	13%	9%	6%	11%
	- Mental health workers?	14%	11%	14%	12%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	35%	30%	25%	33%
11.5	Do you think the overall quality of the health services here is very / quite good?	31%	30%	25%	31%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	19%	9%	14%	11%
SAFETY					
14.1	Have you ever felt unsafe here?	68%	70%	65%	70%
14.2	Do you feel unsafe now?	50%	33%	47%	36%
14.3	Not experienced bullying / victimisation by other prisoners	41%	40%	31%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	42%	28%	50%	29%
14.5	Not experienced bullying / victimisation by members of staff	50%	52%	50%	50%
14.6	If you were being bullied / victimised by staff here, would you report it?	62%	44%	63%	46%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	11%	26%	18%	23%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	21%	32%	18%	30%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	17%	12%	18%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	11%	25%	11%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	31%	36%	43%	35%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	23%	14%	31%	13%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	29%	41%	0%	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?	36%	40%	17%	44%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	49%	39%	53%	40%

HMP Hewell (Closed) 2019

Comparison of survey responses between sub-populations of prisoners

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

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Number of completed questionnaires returned

Foreign national	UK / British national
16	142

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	25%	17%
	Are you 50 years of age or older?	0%	8%
1.3	Are you from a minority ethnic group?	33%	23%
7.1	Are you Muslim?	21%	9%
11.3	Do you have any mental health problems?	36%	66%
12.1	Do you consider yourself to have a disability?	47%	42%
19.2	Are you a foreign national?		
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	25%	6%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	69%	78%
2.4	Overall, were you treated very / quite well in reception?	81%	74%
2.5	When you first arrived, did you have any problems?	69%	92%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	18%	26%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	38%	50%
3.5	Have you had an induction at this prison?	80%	69%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	42%	37%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	19%	8%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	38%	44%
	- Can you shower every day?	75%	88%
	- Do you have clean sheets every week?	38%	52%
	- Do you get cell cleaning materials every week?	38%	32%
	- Is it normally quiet enough for you to relax or sleep at night?	50%	54%
	- Can you get your stored property if you need it?	13%	17%

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	Foreign national	UK / British national
Number of completed questionnaires returned	16	142

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	25%	13%
5.3	Does the shop / canteen sell the things that you need?	53%	69%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	67%	66%
6.2	Are there any staff here you could turn to if you had a problem?	67%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	27%	28%
6.6	Do you feel that you are treated as an individual in this prison?	36%	28%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	42%	59%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	46%	60%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	46%	15%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	62%	59%
8.3	Are you able to use a phone every day (if you have credit)?	71%	86%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	74%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	21%	27%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	14%	4%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	67%	48%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	67%	63%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	42%	32%
10.3	Is it easy for you to make a complaint?	63%	55%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	50%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	9%	27%

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Foreign national	UK / British national
16	142

Number of completed questionnaires returned

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	31%	18%
	- Nurse?	36%	39%
	- Dentist?	7%	8%
	- Mental health workers?	0%	10%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	33%	32%
11.5	Do you think the overall quality of the health services here is very / quite good?	27%	30%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	13%
SAFETY			
14.1	Have you ever felt unsafe here?	67%	70%
14.2	Do you feel unsafe now?	40%	36%
14.3	Not experienced bullying / victimisation by other prisoners	40%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	36%	32%
14.5	Not experienced bullying / victimisation by members of staff	69%	49%
14.6	If you were being bullied / victimised by staff here, would you report it?	71%	46%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	21%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	29%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	20%	16%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13%	12%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	46%	35%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	21%	15%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	33%	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?	0%	42%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	36%	41%

HMP Hewell (Closed) 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 mental health problems compared with those who did not.
- Responses of prisoners who reported that they had a disability compared with those who did not.

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

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
99	62
Have a disability	Do not have a disability
70	94

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	18%	19%	19%	18%
	Are you 50 years of age or older?	6%	11%	9%	7%
1.3	Are you from a minority ethnic group?	16%	37%	28%	22%
7.1	Are you Muslim?	7%	14%	12%	9%
11.3	Do you have any mental health problems?			88%	42%
12.1	Do you consider yourself to have a disability?	62%	13%		
19.2	Are you a foreign national?	5%	16%	11%	9%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	11%	11%	6%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	72%	80%	76%
2.4	Overall, were you treated very / quite well in reception?	73%	75%	70%	77%
2.5	When you first arrived, did you have any problems?	92%	85%	90%	90%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	24%	25%	25%	26%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	44%	56%	46%	51%
3.5	Have you had an induction at this prison?	66%	77%	69%	70%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	32%	51%	36%	42%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	6%	11%	6%	11%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	40%	50%	41%	45%
	- Can you shower every day?	90%	82%	85%	89%
	- Do you have clean sheets every week?	48%	53%	42%	56%
	- Do you get cell cleaning materials every week?	31%	35%	25%	38%
	- Is it normally quiet enough for you to relax or sleep at night?	49%	60%	42%	61%
	- Can you get your stored property if you need it?	19%	12%	18%	17%

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

Number of completed questionnaires returned

	Mental health problems	No mental health problems
	99	62

	Have a disability	Do not have a disability
	70	94

FOOD AND CANTEEN				
5.2	Do you get enough to eat at meal-times always / most of the time?		9%	21%
5.3	Does the shop / canteen sell the things that you need?		63%	69%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?		63%	67%
6.2	Are there any staff here you could turn to if you had a problem?		67%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?		25%	32%
6.6	Do you feel that you are treated as an individual in this prison?		26%	35%
FAITH				
<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?		59%	53%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?		62%	49%
CONTACT WITH FAMILY AND FRIENDS				
8.1	Have staff here encouraged you to keep in touch with your family / friends?		19%	16%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?		64%	51%
8.3	Are you able to use a phone every day (if you have credit)?		88%	82%
<i>For those who get visits:</i>				
8.7	Are your visitors usually treated respectfully by staff?		72%	82%
TIME OUT OF CELL				
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?		31%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?		2%	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?		48%	53%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?		69%	53%
<i>For those who have made an application:</i>				
10.2	Are applications usually dealt with fairly?		28%	40%
10.3	Is it easy for you to make a complaint?		60%	50%
<i>For those who have made a complaint:</i>				
10.4	Are complaints usually dealt with fairly?		25%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?		32%	16%

9%	18%
51%	77%
61%	68%
60%	73%
24%	31%
23%	33%
52%	59%
55%	59%
18%	18%
67%	53%
82%	88%
67%	82%
35%	20%
4%	6%
44%	52%
56%	67%
20%	42%
51%	59%
17%	35%
30%	24%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	99	62	Have a disability	Do not have a disability
			70	94

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	20%	20%	15%	25%
	- Nurse?	45%	29%	40%	39%
	- Dentist?	10%	9%	13%	7%
	- Mental health workers?	12%	9%	13%	9%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	32%		23%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	28%	33%	25%	33%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	12%	17%	13%	
SAFETY					
14.1	Have you ever felt unsafe here?	73%	62%	73%	67%
14.2	Do you feel unsafe now?	42%	29%	52%	25%
14.3	Not experienced bullying / victimisation by other prisoners	29%	54%	27%	49%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	31%	34%	33%	30%
14.5	Not experienced bullying / victimisation by members of staff	39%	66%	37%	61%
14.6	If you were being bullied / victimised by staff here, would you report it?	49%	48%	51%	45%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	24%	20%	19%	24%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	26%	35%	23%	33%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	17%	17%	24%	12%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	16%	16%	10%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	33%	39%	26%	43%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	17%	16%	19%	14%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	33%	44%	36%	39%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	38%	43%	28%	52%
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?	38%	44%	35%	44%

HMP Hewell (Closed) 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - Responses of prisoners aged 25 and under are compared with those of prisoners over 25.
 Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

25 and under	Over 25
31	137

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	7%	
	Are you 50 years of age or older?		10%
1.3	Are you from a minority ethnic group?	23%	25%
7.1	Are you Muslim?	10%	11%
11.3	Do you have any mental health problems?	60%	62%
12.1	Do you consider yourself to have a disability?	43%	42%
19.2	Are you a foreign national?	14%	9%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	14%	6%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	74%	77%
2.4	Overall, were you treated very / quite well in reception?	58%	77%
2.5	When you first arrived, did you have any problems?	81%	91%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	8%	29%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	43%	50%
3.5	Have you had an induction at this prison?	60%	71%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	44%	38%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	7%	8%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	43%	44%
	- Can you shower every day?	77%	88%
	- Do you have clean sheets every week?	43%	53%
	- Do you get cell cleaning materials every week?	19%	36%
	- Is it normally quiet enough for you to relax or sleep at night?	48%	54%
	- Can you get your stored property if you need it?	13%	17%

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

	25 and under	Over 25
Number of completed questionnaires returned	31	137

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	13%	14%
5.3	Does the shop / canteen sell the things that you need?	71%	64%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	40%	70%
6.2	Are there any staff here you could turn to if you had a problem?	52%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	17%	30%
6.6	Do you feel that you are treated as an individual in this prison?	37%	27%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	42%	58%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	45%	60%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	20%	17%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	70%	57%
8.3	Are you able to use a phone every day (if you have credit)?	74%	87%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	67%	79%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	30%	25%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	6%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	59%	47%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	45%	66%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	29%	33%
10.3	Is it easy for you to make a complaint?	47%	57%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	29%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	27%

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

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

	25 and under	Over 25
Number of completed questionnaires returned	31	137

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	26%	20%
	- Nurse?	40%	39%
	- Dentist?	17%	9%
	- Mental health workers?	17%	10%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	17%	35%
11.5	Do you think the overall quality of the health services here is very / quite good?	17%	33%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	17%	12%
SAFETY			
14.1	Have you ever felt unsafe here?	80%	67%
14.2	Do you feel unsafe now?	45%	35%
14.3	Not experienced bullying / victimisation by other prisoners	41%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	19%	34%
14.5	Not experienced bullying / victimisation by members of staff	45%	53%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	50%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	21%	23%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	17%	31%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	31%	14%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	11%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	32%	36%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	15%	17%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	50%	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?	11%	46%
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?	35%	42%

HMP Hewell (Closed) 2019

Comparison of survey responses from different residential locations

In this table responses from house block six (enhanced, compliant and general population) are compared with those from house blocks one to five.

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

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

House block six	42	House blocks one - five	122
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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	5%	0%
	Are you 25 years of age or younger?	22%	16%
	Are you 50 years of age or older?	12%	6%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	28%	25%
1.4	Have you been in this prison for less than 6 months?	70%	75%
1.5	Are you currently serving a sentence?	63%	55%
	Are you on recall?	12%	19%
1.6	Is your sentence less than 12 months?	25%	29%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	5%	4%
7.1	Are you Muslim?	13%	10%
11.3	Do you have any mental health problems?	54%	63%
12.1	Do you consider yourself to have a disability?	29%	46%
19.1	Do you have any children under the age of 18?	58%	60%
19.2	Are you a foreign national?	13%	9%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	7%
19.4	Have you ever been in the armed services?	10%	5%
19.5	Is your gender female non-binary?	0%	2%
19.6	Are you homosexual, bisexual or other sexual orientation?	0%	3%
19.7	Do you identify as transgender or transsexual?	0%	5%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	5%	11%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	37%	30%
2.3	When you were searched in reception, was this done in a respectful way?	80%	75%
2.4	Overall, were you treated very / quite well in reception?	81%	71%

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

Number of completed questionnaires returned

House block six	House blocks one - five
42	122

2.5	When you first arrived, did you have any problems?	80%	92%
2.5	Did you have problems with:		
	- Getting phone numbers?	65%	47%
	- Contacting family?	43%	51%
	- Arranging care for children or other dependents?	5%	2%
	- Contacting employers?	5%	7%
	- Money worries?	20%	29%
	- Housing worries?	20%	35%
	- Feeling depressed?	40%	45%
	- Feeling suicidal?	10%	21%
	- Other mental health problems?	20%	29%
	- Physical health problems?	15%	14%
	- Drugs or alcohol (e.g. withdrawal)?	15%	34%
	- Getting medication?	25%	41%
	- Needing protection from other prisoners?	13%	8%
	- Lost or delayed property?	28%	20%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	24%	26%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	61%	84%
	- Toiletries / other basic items?	37%	52%
	- A shower?	7%	15%
	- A free phone call?	68%	79%
	- Something to eat?	81%	77%
	- The chance to see someone from health care?	71%	68%
	- The chance to talk to a Listener or Samaritans?	37%	33%
	- Support from another prisoner (e.g. Insider or buddy)?	34%	30%
	- None of these?	10%	3%
3.2	On your first night in this prison, was your cell very / quite clean?	34%	14%
3.3	Did you feel safe on your first night here?	56%	45%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	13%	17%
	- Free PIN phone credit?	56%	68%
	- Numbers put on your PIN phone?	25%	27%
3.5	Have you had an induction at this prison?	78%	65%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	34%	41%

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

Number of completed questionnaires returned

	House block six	House blocks one - five
	42	122

ON THE WING			
4.1	Are you in a cell on your own?	39%	28%
4.2	Is your cell call bell normally answered within 5 minutes?	12%	7%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	42%	44%
	- Can you shower every day?	78%	91%
	- Do you have clean sheets every week?	63%	47%
	- Do you get cell cleaning materials every week?	42%	30%
	- Is it normally quiet enough for you to relax or sleep at night?	68%	51%
	- Can you get your stored property if you need it?	23%	14%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	55%	34%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	15%	18%
5.2	Do you get enough to eat at meal-times always / most of the time?	20%	12%
5.3	Does the shop / canteen sell the things that you need?	61%	67%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	78%	60%
6.2	Are there any staff here you could turn to if you had a problem?	78%	64%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	37%	26%
6.4	Do you have a personal officer?	83%	57%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	68%	46%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	5%	3%
6.6	Do you feel that you are treated as an individual in this prison?	41%	25%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	46%	29%
	If so, do things sometimes change?	32%	17%
FAITH			
7.1	Do you have a religion?	50%	69%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	53%	56%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	67%	54%
7.4	Are you able to attend religious services, if you want to?	78%	80%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	20%	15%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	59%	57%
8.3	Are you able to use a phone every day (if you have credit)?	80%	89%
8.4	Is it very / quite easy for your family and friends to get here?	41%	24%
8.5	Do you get visits from family/friends once a week or more?	18%	18%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	33%	36%
8.7	Are your visitors usually treated respectfully by staff?	86%	71%

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Number of completed questionnaires returned

House block six	House blocks one - five
42	122

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	92%	85%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	33%	45%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	13%	28%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	8%	4%
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?	5%	3%
9.4	Do you have time to do domestics more than 5 days in a typical week?	34%	45%
9.5	Do you get association more than 5 days in a typical week, if you want it?	10%	43%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	18%	37%
9.7	Do you typically go to the gym twice a week or more?	51%	32%
9.8	Do you typically go to the library once a week or more?	44%	38%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	39%	53%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	70%	60%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	38%	33%
	Are applications usually dealt with within 7 days?	28%	24%
10.3	Is it easy for you to make a complaint?	59%	54%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	19%	30%
	Are complaints usually dealt with within 7 days?	25%	17%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	22%	26%

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Number of completed questionnaires returned

House block six	42	House blocks one - five	122
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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	29%	25%
	Attend legal visits?	41%	43%
	Get bail information?	6%	11%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	53%	66%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	18%	22%
	- Nurse?	33%	40%
	- Dentist?	10%	10%
	- Mental health workers?	8%	13%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	45%	34%
	- Nurse?	45%	47%
	- Dentist?	32%	17%
	- Mental health workers?	21%	19%
11.3	Do you have any mental health problems?	54%	63%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	30%	32%
11.5	Do you think the overall quality of the health services here is very / quite good?	29%	31%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	29%	46%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	16%
12.3	Have you been on an ACCT in this prison?	17%	25%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	67%	27%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	46%	34%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	26%	34%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	40%	55%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	33%	53%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	10%	27%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	13%	18%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	31%	54%
13.7	Is it very / quite easy to get illicit drugs in this prison?	63%	69%
13.8	Is it very / quite easy to get alcohol in this prison?	50%	41%

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House block six	42	House blocks one - five	122
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SAFETY			
14.1	Have you ever felt unsafe here?	62%	71%
14.2	Do you feel unsafe now?	28%	37%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	42%	46%
	- Threats or intimidation?	32%	47%
	- Physical assault?	16%	25%
	- Sexual assault?	3%	4%
	- Theft of canteen or property?	34%	43%
	- Other bullying / victimisation?	21%	24%
	- Not experienced any of these from prisoners here	45%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	36%	30%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	24%	39%
	- Threats or intimidation?	24%	24%
	- Physical assault?	13%	15%
	- Sexual assault?	0%	2%
	- Theft of canteen or property?	16%	19%
	- Other bullying / victimisation?	16%	19%
	- Not experienced any of these from staff here	63%	48%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	47%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	24%	22%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	45%	25%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	10%	16%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	0%	20%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	11%
	<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?	33%	23%
	Could you shower every day?	67%	31%
	Could you go outside for exercise every day?	67%	50%
	Could you use the phone every day (if you had credit)?	67%	39%

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42	122

EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	69%	40%
	- Vocational or skills training?	41%	30%
	- Prison job?	61%	35%
	- Voluntary work outside of the prison?	9%	3%
	- Paid work outside of the prison?	12%	5%
16.2	In this prison, have you done the following activities:		
	- Education?	88%	59%
	- Vocational or skills training?	72%	51%
	- Prison job?	94%	67%
	- Voluntary work outside of the prison?	33%	32%
	- Paid work outside of the prison?	33%	32%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	62%	60%
	- Vocational or skills training?	57%	57%
	- Prison job?	55%	41%
	- Voluntary work outside of the prison?	67%	55%
	- Paid work outside of the prison?	67%	62%
16.3	Do staff encourage you to attend education, training or work?	50%	31%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	14%	15%
<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?	50%	94%
17.3	Are staff helping you to achieve your objectives or targets?	0%	53%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	20%	71%
	- Other programmes?	20%	71%
	- One to one work?	20%	71%
	- Been on a specialist unit?	0%	29%
	- ROTL - day or overnight release?	20%	31%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	0%	75%
	- Other programmes?	0%	75%
	- One to one work?	0%	58%
	- Being on a specialist unit?		40%
	- ROTL - day or overnight release?	100%	20%

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House block six	42	House blocks one - five	122
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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	32%	38%
<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?	55%	51%
18.3	Is anybody helping you to prepare for your release?	55%	33%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	64%	69%
	- Getting employment?	64%	54%
	- Setting up education or training?	50%	58%
	- Arranging benefits?	80%	73%
	- Sorting out finances?	46%	56%
	- Support for drug or alcohol problems?	50%	68%
	- Health / mental Health support?	70%	82%
	- Social care support?	40%	51%
	- Getting back in touch with family or friends?	70%	51%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	29%	10%
	- Getting employment?	0%	9%
	- Setting up education or training?	0%	9%
	- Arranging benefits?	25%	23%
	- Sorting out finances?	0%	14%
	- Support for drug or alcohol problems?	40%	25%
	- Health / mental Health support?	14%	10%
	- Social care support?	0%	5%
	- Getting back in touch with family or friends?	14%	19%
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%	36%

HMP Hewell (Open) 2019

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

In this table summary statistics from HMP Hewell (Open) 2019 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other open prisons (13 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from surveys of open prisons conducted since the introduction of the new questionnaire in September 2017 (4 prisons). Please note that this does not include all open prisons.
- Summary statistics from HMP Hewell (Open) in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

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

HMP Hewell (Open) 2019		HMP Hewell (Open) 2019		HMP Hewell (Open) 2019	
	All other open prisons		Open prisons surveyed since September 2017		HMP Hewell (Open) 2016
73	1,992	73	618	73	103

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	<i>n=73</i>	0%	0%	0%	0%	0%	0%	
	Are you 25 years of age or younger?	<i>n=73</i>	3%		3%	8%	3%		
	Are you 50 years of age or older?	<i>n=73</i>	21%	25%	21%	24%	21%	16%	
	Are you 70 years of age or older?	<i>n=73</i>	1%	2%	1%	1%	1%	2%	
1.3	Are you from a minority ethnic group?	<i>n=73</i>	41%	25%	41%	25%	41%	43%	
1.4	Have you been in this prison for less than 6 months?	<i>n=70</i>	36%		36%	39%	36%		
1.5	Are you currently serving a sentence?	<i>n=73</i>	100%		100%	100%	100%		
	Are you on recall?	<i>n=73</i>	1%	3%	1%	2%	1%	0%	
1.6	Is your sentence less than 12 months?	<i>n=73</i>	0%	2%	0%	2%	0%	6%	
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=73</i>	4%	11%	4%	6%	4%	6%	
7.1	Are you Muslim?	<i>n=68</i>	24%	13%	24%	15%	24%	23%	
11.3	Do you have any mental health problems?	<i>n=68</i>	16%		16%	22%	16%		
12.1	Do you consider yourself to have a disability?	<i>n=70</i>	16%	16%	16%	20%	16%	5%	
19.1	Do you have any children under the age of 18?	<i>n=69</i>	59%	50%	59%	53%	59%	58%	
19.2	Are you a foreign national?	<i>n=70</i>	1%	2%	1%	1%	1%	0%	
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=69</i>	0%	2%	0%	3%	0%	1%	
19.4	Have you ever been in the armed services?	<i>n=69</i>	6%	7%	6%	7%	6%	6%	
19.5	Is your gender female or non-binary?	<i>n=69</i>	1%		1%	1%	1%		
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=68</i>	0%	3%	0%	2%	0%	2%	
19.7	Do you identify as transgender or transsexual?	<i>n=67</i>	0%		0%	2%	0%		
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=72</i>	15%	28%	15%	28%	15%	25%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=72</i>	72%	77%	72%	72%	72%	62%	
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=69</i>	84%	87%	84%	89%	84%	77%	
2.4	Overall, were you treated very / quite well in reception?	<i>n=72</i>	88%		88%	91%	88%		

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			HMP Hewell (Open) 2019	All other open prisons	HMP Hewell (Open) 2019	Open prisons surveyed since September 2017	HMP Hewell (Open) 2019	HMP Hewell (Open) 2016
		Number of completed questionnaires returned	73	1,992	73	618	73	103
2.5	When you first arrived, did you have any problems?	n=70	59%	42%	59%	43%	59%	52%
2.5	Did you have problems with:							
	- Getting phone numbers?	n=70	24%	11%	24%	12%	24%	21%
	- Contacting family?	n=70	21%	10%	21%	12%	21%	25%
	- Arranging care for children or other dependents?	n=70	3%		3%	1%	3%	
	- Contacting employers?	n=70	9%	2%	9%	3%	9%	3%
	- Money worries?	n=70	16%	9%	16%	10%	16%	18%
	- Housing worries?	n=70	4%	7%	4%	7%	4%	8%
	- Feeling depressed?	n=70	17%		17%	12%	17%	
	- Feeling suicidal?	n=70	1%		1%	1%	1%	
	- Other mental health problems?	n=70	9%		9%	7%	9%	
	- Physical health problems?	n=70	6%	9%	6%	8%	6%	10%
	- Drugs or alcohol (e.g. withdrawal)?	n=70	0%		0%	2%	0%	
	- Getting medication?	n=70	24%		24%	6%	24%	
	- Needing protection from other prisoners?	n=70	1%	1%	1%	1%	1%	4%
	- Lost or delayed property?	n=70	14%	11%	14%	12%	14%	21%
<i>For those who had any problems when they first arrived:</i>								
2.6	Did staff help you to deal with these problems?	n=40	25%	46%	25%	42%	25%	45%
FIRST NIGHT AND INDUCTION								
3.1	Before you were locked up on your first night, were you offered:							
	- Tobacco or nicotine replacement?	n=64	31%	61%	31%	71%	31%	17%
	- Toiletries / other basic items?	n=64	22%	47%	22%	48%	22%	33%
	- A shower?	n=64	31%	47%	31%	65%	31%	27%
	- A free phone call?	n=64	30%	38%	30%	52%	30%	42%
	- Something to eat?	n=64	42%	57%	42%	75%	42%	48%
	- The chance to see someone from health care?	n=64	39%	70%	39%	59%	39%	46%
	- The chance to talk to a Listener or Samaritans?	n=64	9%	39%	9%	30%	9%	32%
	- Support from another prisoner (e.g. Insider or buddy)?	n=64	25%		25%	28%	25%	
	- None of these?	n=64	28%		28%	6%	28%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=72	25%		25%	67%	25%	
3.3	Did you feel safe on your first night here?	n=72	68%	93%	68%	95%	68%	78%
3.4	In your first few days here, did you get:							
	- Access to the prison shop / canteen?	n=68	27%	36%	27%	47%	27%	14%
	- Free PIN phone credit?	n=68	21%		21%	52%	21%	
	- Numbers put on your PIN phone?	n=68	53%		53%	64%	53%	
3.5	Have you had an induction at this prison?	n=71	97%	96%	97%	100%	97%	98%
<i>For those who have had an induction:</i>								
3.5	Did your induction cover everything you needed to know about this prison?	n=69	33%		33%	70%	33%	

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		73	1,992	73	618	73	618	73	103
ON THE WING									
4.1	Are you in a cell on your own?	n=73	6%	6%	70%	6%		6%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=11	0%	0%	28%	0%		0%	
4.3	On the wing or houseblock you currently live on:								
	- Do you normally have enough clean, suitable clothes for the week?	n=71	75%	75%	88%	75%		75%	
	- Can you shower every day?	n=72	79%	79%	97%	79%	96%	79%	96%
	- Do you have clean sheets every week?	n=69	77%	77%	75%	77%	87%	77%	51%
	- Do you get cell cleaning materials every week?	n=69	45%	45%	66%	45%	76%	45%	35%
	- Is it normally quiet enough for you to relax or sleep at night?	n=67	49%	49%	80%	49%	81%	49%	60%
	- Can you get your stored property if you need it?	n=70	64%	64%	46%	64%	44%	64%	57%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=72	18%	18%	63%	18%		18%	
FOOD AND CANTEEN									
5.1	Is the quality of the food in this prison very / quite good?	n=71	32%	32%	49%	32%		32%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=72	38%	38%	52%	38%		38%	
5.3	Does the shop / canteen sell the things that you need?	n=72	53%	53%	67%	53%	49%	53%	49%
RELATIONSHIPS WITH STAFF									
6.1	Do most staff here treat you with respect?	n=71	78%	78%	78%	78%	68%	78%	85%
6.2	Are there any staff here you could turn to if you had a problem?	n=69	68%	68%	79%	68%	73%	68%	85%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=70	30%	30%	36%	30%	38%	30%	25%
6.4	Do you have a personal officer?	n=70	91%	91%	94%	91%		91%	
<i>For those who have a personal officer:</i>									
6.4	Is your personal or named officer very / quite helpful?	n=64	52%	52%	62%	52%	62%	52%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=70	16%	16%	19%	16%	19%	16%	
6.6	Do you feel that you are treated as an individual in this prison?	n=69	32%	32%	54%	32%	54%	32%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=70	41%	41%	51%	41%	51%	41%	
	If so, do things sometimes change?	n=29	24%	24%	40%	24%	40%	24%	
FAITH									
7.1	Do you have a religion?	n=68	74%	74%	69%	74%	65%	74%	75%
<i>For those who have a religion:</i>									
7.2	Are your religious beliefs respected here?	n=52	58%	58%	78%	58%	78%	58%	
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	n=51	65%	65%	81%	65%	81%	65%	
7.4	Are you able to attend religious services, if you want to?	n=52	83%	83%	94%	83%	94%	83%	
CONTACT WITH FAMILY AND FRIENDS									
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=69	26%	26%	49%	26%	49%	26%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=71	34%	34%	20%	34%	21%	34%	32%
8.3	Are you able to use a phone every day (if you have credit)?	n=69	88%	88%	97%	88%	97%	88%	
8.4	Is it very / quite easy for your family and friends to get here?	n=71	56%	56%	46%	56%	46%	56%	
8.5	Do you get visits from family/friends once a week or more?	n=71	28%	28%	27%	28%	27%	28%	
<i>For those who get visits:</i>									
8.6	Do visits usually start and finish on time?	n=46	72%	72%	80%	72%	80%	72%	
8.7	Are your visitors usually treated respectfully by staff?	n=46	85%	85%	88%	85%	88%	85%	

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		Number of completed questionnaires returned		HMP Hewell (Open) 2019	All other open prisons	HMP Hewell (Open) 2019	Open prisons surveyed since September 2017	HMP Hewell (Open) 2019	HMP Hewell (Open) 2016
				73	1,992	73	618	73	103
TIME OUT OF CELL									
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=69	94%			94%	99%	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?	n=65	92%			92%	91%	92%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=65	3%	2%		3%	3%	3%	3%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=65	51%	56%		51%	56%	51%	51%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=64	6%			6%	7%	6%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=64	47%			47%	43%	47%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=64	72%			72%	81%	72%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=65	85%			85%	93%	85%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=67	90%			90%	92%	90%	
9.7	Do you typically go to the gym twice a week or more?	n=67	57%			57%	63%	57%	
9.8	Do you typically go to the library once a week or more?	n=68	68%	58%		68%	63%	68%	66%
<i>For those who use the library:</i>									
9.9	Does the library have a wide enough range of materials to meet your needs?	n=60	58%	73%		58%	70%	58%	62%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS									
10.1	Is it easy for you to make an application?	n=70	63%	86%		63%	83%	63%	87%
<i>For those who have made an application:</i>									
10.2	Are applications usually dealt with fairly?	n=58	55%	72%		55%	73%	55%	69%
	Are applications usually dealt with within 7 days?	n=57	44%	61%		44%	65%	44%	53%
10.3	Is it easy for you to make a complaint?	n=66	35%	55%		35%	55%	35%	38%
<i>For those who have made a complaint:</i>									
10.4	Are complaints usually dealt with fairly?	n=28	25%	39%		25%	37%	25%	25%
	Are complaints usually dealt with within 7 days?	n=27	11%	39%		11%	37%	11%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=45	36%			36%	26%	36%	
<i>For those who need it, is it easy to:</i>									
10.6	Communicate with your solicitor or legal representative?	n=54	57%			57%	63%	57%	
	Attend legal visits?	n=50	48%			48%	54%	48%	
	Get bail information?	n=36	28%			28%	30%	28%	
<i>For those who have had legal letters:</i>									
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=41	42%	34%		42%	34%	42%	40%

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Number of completed questionnaires returned

		HMP Hewell (Open) 2019	All other open prisons	HMP Hewell (Open) 2019	Open prisons surveyed since September 2017	HMP Hewell (Open) 2019	HMP Hewell (Open) 2016
		73	1,992	73	618	73	103
HEALTH CARE							
11.1	Is it very / quite easy to see:						
	- Doctor?	n=69	13%	13%	63%	13%	
	- Nurse?	n=67	43%	43%	83%	43%	
	- Dentist?	n=68	2%	2%	23%	2%	
	- Mental health workers?	n=64	8%	8%	29%	8%	
11.2	Do you think the quality of the health service is very / quite good from:						
	- Doctor?	n=68	44%	44%	68%	44%	
	- Nurse?	n=70	59%	59%	82%	59%	
	- Dentist?	n=68	12%	12%	37%	12%	
	- Mental health workers?	n=66	11%	11%	24%	11%	
11.3	Do you have any mental health problems?	n=68	16%	16%	22%	16%	
<i>For those who have mental health problems:</i>							
11.4	Have you been helped with your mental health problems in this prison?	n=13	46%	46%	54%	46%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=70	23%	23%	71%	23%	
OTHER SUPPORT NEEDS							
12.1	Do you consider yourself to have a disability?	n=70	16%	16%	20%	16%	5%
<i>For those who have a disability:</i>							
12.2	Are you getting the support you need?	n=10	20%	20%	51%	20%	
12.3	Have you been on an ACCT in this prison?	n=68	2%	2%	3%	2%	
<i>For those who have been on an ACCT:</i>							
12.4	Did you feel cared for by staff?	n=0			58%		
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=69	29%	29%	44%	29%	
ALCOHOL AND DRUGS							
13.1	Did you have an alcohol problem when you came into this prison?	n=70	4%	4%	8%	4%	6%
<i>For those who had / have an alcohol problem:</i>							
13.2	Have you been helped with your alcohol problem in this prison?	n=3	67%	67%	73%	67%	80%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=69	7%	7%	9%	7%	5%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=70	4%	4%	3%	4%	3%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=70	1%	1%	2%	1%	
<i>For those who had / have a drug problem:</i>							
13.6	Have you been helped with your drug problem in this prison?	n=6	33%	33%	74%	33%	67%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=70	46%	46%	35%	46%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=68	40%	40%	29%	40%	

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		73	1,992	73	618	73	618	73	103
SAFETY									
14.1	Have you ever felt unsafe here?	n=71	28%	18%	28%	15%	28%	26%	
14.2	Do you feel unsafe now?	n=70	7%	6%	7%	7%	7%	12%	
14.3	Have you experienced any of the following from other prisoners here:								
	- Verbal abuse?	n=69	17%		17%	14%	17%		
	- Threats or intimidation?	n=69	19%		19%	11%	19%		
	- Physical assault?	n=69	3%		3%	3%	3%		
	- Sexual assault?	n=69	4%		4%	1%	4%		
	- Theft of canteen or property?	n=69	9%		9%	7%	9%		
	- Other bullying / victimisation?	n=69	16%		16%	7%	16%		
	- Not experienced any of these from prisoners here	n=69	77%		77%	79%	77%		
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=67	33%		33%	37%	33%		
14.5	Have you experienced any of the following from staff here:								
	- Verbal abuse?	n=70	20%		20%	21%	20%		
	- Threats or intimidation?	n=70	24%		24%	19%	24%		
	- Physical assault?	n=70	3%		3%	1%	3%		
	- Sexual assault?	n=70	4%		4%	1%	4%		
	- Theft of canteen or property?	n=70	4%		4%	2%	4%		
	- Other bullying / victimisation?	n=70	14%		14%	14%	14%		
	- Not experienced any of these from staff here	n=70	67%		67%	68%	67%		
14.6	If you were being bullied / victimised by staff here, would you report it?	n=69	41%		41%	49%	41%		
BEHAVIOUR MANAGEMENT									
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=68	46%		46%	52%	46%		
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=69	36%		36%	55%	36%		
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=70	0%	2%	0%	2%	0%	0%	
<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=0				50%			
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=69	0%		0%	1%	0%		
<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=0				50%			
	Could you shower every day?	n=0				0%			
	Could you go outside for exercise every day?	n=0				0%			
	Could you use the phone every day (if you had credit)?	n=0				0%			

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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=67	48%		48%	83%
	- Vocational or skills training?	n=64	31%		31%	59%
	- Prison job?	n=69	67%		67%	83%
	- Voluntary work outside of the prison?	n=69	17%		17%	25%
	- Paid work outside of the prison?	n=68	6%		6%	12%
16.2	In this prison, have you done the following activities:					
	- Education?	n=60	87%	85%	87%	85%
	- Vocational or skills training?	n=62	77%	80%	77%	75%
	- Prison job?	n=63	95%	94%	95%	93%
	- Voluntary work outside of the prison?	n=62	60%		60%	53%
	- Paid work outside of the prison?	n=63	48%		48%	43%
	<i>For those who have done the following activities, do you think they will help you on release:</i>					
	- Education?	n=52	62%	61%	62%	62%
	- Vocational or skills training?	n=48	73%	66%	73%	74%
	- Prison job?	n=60	35%	44%	35%	41%
	- Voluntary work outside of the prison?	n=37	57%		57%	64%
	- Paid work outside of the prison?	n=30	77%		77%	83%
16.3	Do staff encourage you to attend education, training or work?	n=66	52%		52%	75%
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	n=69	58%		58%	82%
	<i>For those who have a custody plan:</i>					
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=40	93%		93%	93%
17.3	Are staff helping you to achieve your objectives or targets?	n=39	59%		59%	67%
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	n=36	53%		53%	55%
	- Other programmes?	n=34	50%		50%	45%
	- One to one work?	n=34	41%		41%	38%
	- Been on a specialist unit?	n=30	20%		20%	18%
	- ROTL - day or overnight release?	n=37	68%		68%	63%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>					
	- Offending behaviour programmes?	n=19	74%		74%	75%
	- Other programmes?	n=17	71%		71%	71%
	- One to one work?	n=14	57%		57%	74%
	- Being on a specialist unit?	n=6	17%		17%	47%
	- ROTL - day or overnight release?	n=25	92%		92%	93%

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				73	1,992	73	618	73	103
PREPARATION FOR RELEASE									
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =69	26%			26%	24%	26%	
<i>For those who expect to be released in the next 3 months:</i>									
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =15	80%			80%	45%	80%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =17	47%			47%	69%	47%	
18.4	Do you need help to sort out the following for when you are released:								
	- Finding accommodation?	<i>n</i> =18	44%			44%	35%	44%	
	- Getting employment?	<i>n</i> =18	44%			44%	47%	44%	
	- Setting up education or training?	<i>n</i> =17	41%			41%	31%	41%	
	- Arranging benefits?	<i>n</i> =17	47%			47%	42%	47%	
	- Sorting out finances?	<i>n</i> =17	41%			41%	34%	41%	
	- Support for drug or alcohol problems?	<i>n</i> =17	18%			18%	14%	18%	
	- Health / mental Health support?	<i>n</i> =17	29%			29%	16%	29%	
	- Social care support?	<i>n</i> =17	18%			18%	15%	18%	
	- Getting back in touch with family or friends?	<i>n</i> =17	29%			29%	15%	29%	
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> =8	38%			38%	36%	38%	
	- Getting employment?	<i>n</i> =8	25%			25%	39%	25%	
	- Setting up education or training?	<i>n</i> =7	14%			14%	33%	14%	
	- Arranging benefits?	<i>n</i> =8	13%			13%	39%	13%	
	- Sorting out finances?	<i>n</i> =7	14%			14%	32%	14%	
	- Support for drug or alcohol problems?	<i>n</i> =3	67%			67%	79%	67%	
	- Health / mental Health support?	<i>n</i> =5	40%			40%	41%	40%	
	- Social care support?	<i>n</i> =3	33%			33%	24%	33%	
	- Getting back in touch with family or friends?	<i>n</i> =5	40%			40%	48%	40%	
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> =69	64%			64%	66%	64%	

HMP Hewell (Open) 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
30	43	16	52

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	7%	0%	0%	0%
	Are you 50 years of age or older?	13%	26%	6%	27%
1.3	Are you from a minority ethnic group?			100%	23%
7.1	Are you Muslim?	57%	0%		
11.3	Do you have any mental health problems?	10%	21%	6%	18%
12.1	Do you consider yourself to have a disability?	17%	15%	25%	12%
19.2	Are you a foreign national?	0%	2%	0%	0%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	0%	0%	0%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	93%	77%	88%	82%
2.4	Overall, were you treated very / quite well in reception?	87%	88%	81%	89%
2.5	When you first arrived, did you have any problems?	57%	60%	69%	56%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	13%	32%	0%	31%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	63%	71%	38%	77%
3.5	Have you had an induction at this prison?	97%	98%	94%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	36%	32%	27%	36%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%	0%	0%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	79%	71%	88%	73%
	- Can you shower every day?	79%	79%	75%	81%
	- Do you have clean sheets every week?	79%	75%	81%	75%
	- Do you get cell cleaning materials every week?	46%	44%	33%	48%
	- Is it normally quiet enough for you to relax or sleep at night?	46%	51%	20%	60%
	- Can you get your stored property if you need it?	69%	61%	56%	67%

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Number of completed questionnaires returned

Black and minority ethnic	White
30	43

Muslim	Non-Muslim
16	52

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	48%	30%
5.3	Does the shop / canteen sell the things that you need?	59%	49%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	69%	83%
6.2	Are there any staff here you could turn to if you had a problem?	66%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	28%	32%
6.6	Do you feel that you are treated as an individual in this prison?	28%	35%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	56%	59%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	63%	67%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	21%	29%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	28%	38%
8.3	Are you able to use a phone every day (if you have credit)?	97%	83%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	94%	79%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	7%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	48%	53%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	46%	66%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	62%	63%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	46%	63%
10.3	Is it easy for you to make a complaint?	25%	42%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	25%	25%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	42%	31%

44%	37%
50%	54%
50%	87%
50%	73%
6%	39%
13%	39%
50%	59%
53%	68%
7%	31%
31%	35%
100%	86%
90%	82%
6%	2%
44%	53%
43%	67%
44%	70%
14%	67%
25%	37%
0%	33%
57%	28%

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Number of completed questionnaires returned

	Black and minority ethnic	White	Muslim	Non-Muslim
	30	43	16	52

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	14%	13%	19%	12%
	- Nurse?	39%	46%	44%	42%
	- Dentist?	4%	0%	6%	0%
	- Mental health workers?	4%	11%	7%	9%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	33%	50%	0%	55%
11.5	Do you think the overall quality of the health services here is very / quite good?	28%	20%	25%	22%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	20%	20%	0%	40%
SAFETY					
14.1	Have you ever felt unsafe here?	31%	26%	50%	24%
14.2	Do you feel unsafe now?	11%	5%	20%	4%
14.3	Not experienced bullying / victimisation by other prisoners	71%	81%	53%	82%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	24%	40%	31%	34%
14.5	Not experienced bullying / victimisation by members of staff	52%	78%	31%	78%
14.6	If you were being bullied / victimised by staff here, would you report it?	24%	53%	13%	49%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	46%	45%	33%	50%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	32%	39%	7%	43%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%	0%	0%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	44%	56%	21%	57%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	59%	57%	36%	65%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	50%	65%	20%	63%
17.4	Have you done ROTL - day or overnight release in this prison?	33%	63%	33%	46%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	56%	76%	60%	67%
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?	89%	94%	67%	95%
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?	72%	58%	56%	66%

HMP Hewell (Open) 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 mental health problems compared with those who did not.
- Responses of prisoners who reported that they had a disability compared with those who did not.

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

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

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
11	57
Have a disability	Do not have a disability
11	59

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	0%	2%	0%	2%
	Are you 50 years of age or older?	9%	25%	18%	22%
1.3	Are you from a minority ethnic group?	27%	46%	46%	41%
7.1	Are you Muslim?	10%	27%	40%	21%
11.3	Do you have any mental health problems?			50%	10%
12.1	Do you consider yourself to have a disability?	46%	9%		
19.2	Are you a foreign national?	0%	0%	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	0%	0%	0%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	70%	87%	60%	88%
2.4	Overall, were you treated very / quite well in reception?	82%	88%	82%	88%
2.5	When you first arrived, did you have any problems?	82%	56%	82%	56%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	44%	20%	38%	22%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	64%	68%	46%	71%
3.5	Have you had an induction at this prison?	100%	96%	100%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	36%	33%	27%	34%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?		0%	0%	0%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	64%	79%	73%	74%
	- Can you shower every day?	64%	86%	73%	81%
	- Do you have clean sheets every week?	82%	78%	73%	77%
	- Do you get cell cleaning materials every week?	46%	46%	46%	44%
	- Is it normally quiet enough for you to relax or sleep at night?	36%	52%	27%	53%
	- Can you get your stored property if you need it?	55%	68%	64%	64%

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

Number of completed questionnaires returned

Mental health problems	No mental health problems
11	57

Have a disability	Do not have a disability
11	59

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	55%	37%
5.3	Does the shop / canteen sell the things that you need?	73%	53%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	82%	79%
6.2	Are there any staff here you could turn to if you had a problem?	90%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	9%	34%
6.6	Do you feel that you are treated as an individual in this prison?	50%	29%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	57%	58%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	64%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	27%	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	36%	35%
8.3	Are you able to use a phone every day (if you have credit)?	80%	93%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	56%	51%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	73%	55%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	64%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	63%	56%
10.3	Is it easy for you to make a complaint?	36%	36%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	25%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	40%	35%

36%	39%
55%	54%
64%	79%
50%	70%
9%	33%
30%	31%
78%	52%
56%	66%
9%	28%
55%	31%
90%	90%
100%	83%
11%	2%
44%	52%
60%	58%
64%	64%
43%	57%
36%	35%
0%	29%
71%	30%

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

Number of completed questionnaires returned

	Mental health problems	No mental health problems	Have a disability	Do not have a disability
	11	57	11	59

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	0%	16%	20%	12%
	- Nurse?	9%	50%	40%	43%
	- Dentist?	0%	2%	0%	2%
	- Mental health workers?	9%	6%	18%	6%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	46%		50%	43%
11.5	Do you think the overall quality of the health services here is very / quite good?	9%	25%	46%	19%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	0%	20%	20%	
SAFETY					
14.1	Have you ever felt unsafe here?	36%	26%	36%	27%
14.2	Do you feel unsafe now?	0%	7%	0%	9%
14.3	Not experienced bullying / victimisation by other prisoners	60%	80%	64%	79%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	40%	30%	55%	27%
14.5	Not experienced bullying / victimisation by members of staff	70%	67%	55%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	60%	36%	36%	40%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	55%	44%	27%	49%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	36%	38%	27%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%	0%	0%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	60%	52%	64%	49%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	82%	56%	64%	58%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	63%	58%	50%	61%
17.4	Have you done ROTL - day or overnight release in this prison?	100%	43%	50%	47%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	60%	60%	69%
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%	89%	100%	91%
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?	73%	64%	73%	62%

HMP Hewell (Open) 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.

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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
	15	58

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		3%
	Are you 70 years of age or older?	7%	
1.3	Are you from a minority ethnic group?	27%	45%
7.1	Are you Muslim?	7%	28%
11.3	Do you have any mental health problems?	7%	19%
12.1	Do you consider yourself to have a disability?	13%	16%
19.2	Are you a foreign national?	0%	2%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	0%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	73%	87%
2.4	Overall, were you treated very / quite well in reception?	87%	88%
2.5	When you first arrived, did you have any problems?	69%	56%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	30%	23%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	53%	72%
3.5	Have you had an induction at this prison?	100%	97%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	29%	35%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	86%	72%
	- Can you shower every day?	93%	75%
	- Do you have clean sheets every week?	71%	78%
	- Do you get cell cleaning materials every week?	50%	44%
	- Is it normally quiet enough for you to relax or sleep at night?	39%	52%
	- Can you get your stored property if you need it?	53%	67%

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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

	50 and over	Under 50
	15	58

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	37%
5.3	Does the shop / canteen sell the things that you need?	60%	51%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	93%	73%
6.2	Are there any staff here you could turn to if you had a problem?	67%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	40%	27%
6.6	Do you feel that you are treated as an individual in this prison?	40%	30%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	86%	47%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	86%	57%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	27%	26%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	32%
8.3	Are you able to use a phone every day (if you have credit)?	93%	87%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	89%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	4%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	50%	51%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	55%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	60%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	92%	46%
10.3	Is it easy for you to make a complaint?	29%	37%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	33%	23%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	11%	42%

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

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

Number of completed questionnaires returned

50 and over	Under 50
15	58

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	40%	6%
	- Nurse?	79%	34%
	- Dentist?	7%	0%
	- Mental health workers?	0%	10%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	100%	42%
11.5	Do you think the overall quality of the health services here is very / quite good?	53%	15%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	50%	13%
SAFETY			
14.1	Have you ever felt unsafe here?	40%	25%
14.2	Do you feel unsafe now?	13%	6%
14.3	Not experienced bullying / victimisation by other prisoners	73%	78%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	46%	30%
14.5	Not experienced bullying / victimisation by members of staff	73%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	57%	36%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	40%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	43%	35%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	57%	50%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	40%	63%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	50%	61%
17.4	Have you done ROTL - day or overnight release in this prison?	20%	58%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	60%	69%
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?	60%	65%