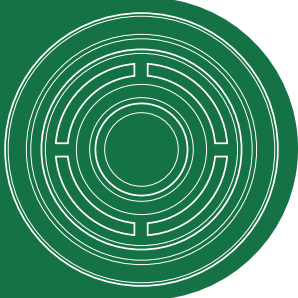


Report on an unannounced inspection of
MAGHABERRY PRISON

9-19 April 2018

November 2018





Report on an unannounced inspection of
MAGHABERRY PRISON
9-19 April 2018

by the Chief Inspector of Criminal Justice in Northern Ireland;
Her Majesty's Chief Inspector of Prisons; the Regulation and Quality
Improvement Authority; and the Education and Training Inspectorate.

Laid before the Northern Ireland Assembly under Section 49(2) of the
Justice (Northern Ireland) Act 2002 (as amended by paragraph 7(2) of
Schedule 13 to The Northern Ireland Act 1998 (Devolution of Policing
and Justice Functions) Order 2010) by the Department of Justice.

November 2018



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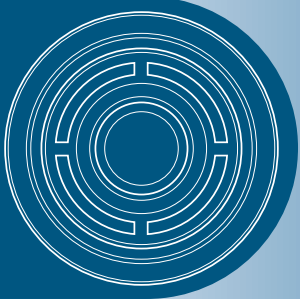
Available to view at www.cjini.org

Comparator data relating to this Inspection can also be found on the CJI website



List of abbreviations

AD:EPT	Alcohol and Drugs: Empowering People through Therapy
BMC	Belfast Metropolitan College
CJI	Criminal Justice Inspection Northern Ireland
CSU	Care and Supervision Unit
DoJ	Department of Justice
ECS	Extended Custodial Sentence
EMIS	Electronic Clinical Records System
ESOL	English for Speakers of Other Languages
ETI	Education and Training Inspectorate
FSA	Food Standards Agency
GP	General Practitioner
HMIP	Her Majesty's Inspectorate of Prisons in England and Wales
HSCB	Health and Social Care Board
ICS	Indeterminate Custodial Sentence
ICT	Information and Communications Technology
MDT	Mandatory Drug Test
MHT	Mental Health Team
NICE	National Institute for Health and Care Excellence
NIPS	Northern Ireland Prison Service
NPM	National Preventive Mechanism
OBPs	Offending Behaviour Programmes
OPCAT	Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
OST	Opiate Substitution Treatment
PCNI	Parole Commissioners for Northern Ireland
PDU	Prisoner Development Unit
PE	Physical Education
PECCS	Prisoner Escort and Court Custody Service
POST	Positive Outcomes for Short Term Prisoners
PPANI	Public Protection Arrangements Northern Ireland
PREPS	Progressive Regime and Earned Privileges Scheme
PRISM	Prison Record Information System Management (computer system used by NIPS)
PSST	Prisoner Safety and Support Team
RQIA	Regulation and Quality Improvement Authority
SEHSCT	South Eastern Health and Social Care Trust
SLA	Service Level Agreement
SPAR	Supporting Prisoners at Risk
Pre-TED	Pre-Tariff Expiry Date
UK	United Kingdom



Chief Inspectors' Foreword

This unannounced inspection was conducted by Criminal Justice Inspection Northern Ireland (CJI) and Her Majesty's Inspectorate of Prisons in England and Wales (HMIP) with the support of the Regulation and Quality Improvement Authority (RQIA) and the Education and Training Inspectorate (ETI).

Maghaberry is a large and complex prison which remains unique in the United Kingdom. At the time of this inspection, it held over 800 men, ranging from those serving just a few days through to life. Within this mix, there are men who are remanded by the courts, those serving short custodial sentences, long-term and indeterminate sentenced men and separated paramilitary prisoners. As a Category 'A' prison, it holds the highest risk prisoners in Northern Ireland, and many of these will spend many years at Maghaberry, in contrast to England and Wales where such men would typically be moved between several such prisons. Large numbers of men continue to arrive at the prison with problems related to substance misuse, physical and mental health and history of self-harm, a feature that has become more marked at each of our inspections in recent years.

Maghaberry has for many years been struggling to modernise and adapt to the 21st-Century vision of what a prison should be. At our inspection in 2012, we saw encouraging signs of improvement, but at our next visit in May

2015, we were deeply concerned about the deterioration we observed and judged the prison to be unsafe, unstable and disrespectful. To encourage the prison to focus clearly on the key areas that needed attention, we made just nine high-level recommendations, which we felt were fundamental to any progress. We also made the unprecedented decision to return to the prison in January 2016, announcing the inspection in advance to provide a focus and catalyst for positive change. While it was still early days, we were encouraged to see that the prison had been stabilised, although much work was still needed to address the priorities we had identified. To support the process of continuing change and progression, in September 2016 and April 2017 we carried out 'light touch' follow-up review inspections, again focused on the nine recommendations made in May 2015. It was pleasing to see that the progress first seen in January 2016 was being sustained.

At this unannounced inspection, we made the decision to move beyond the findings in 2015, and to take a fresh look at all areas of the prison.



We were immensely encouraged by what we saw, with progress being made in all four of our healthy prison tests.

The prison had settled considerably and the general atmosphere was now relaxed and calm. The prison felt safer and levels of violence and disorder were much reduced, and lower than we usually see in similar prisons in England and Wales. A zero-tolerance approach to the supply and use of illegal and illicit drugs was bearing fruit, and the evidence pointed to much reduced availability. Use of force was now well managed and we were reassured that the default position was for staff to de-escalate problem situations and only use force when absolutely necessary. The Care and Supervision Unit (CSU) environment had benefited from refurbishment and was decent, but it was the progress made in supporting and reintegrating long-stay men that impressed us most. Maghaberry does not have the option of transferring men from prison to prison when the behaviour or problems they present require their management in segregated conditions. It was, therefore, hugely encouraging to see the excellent work being done to reintegrate men to mainstream conditions.

Work to support men who were vulnerable to self-harm had moved on, but less so than in other aspects of safety. At the time of this inspection there had been five self-inflicted deaths in custody since the last full inspection in January 2016, and the Prisoner Ombudsman for Northern Ireland had raised some serious concerns. While the prison now had a single action plan covering all the recommendations, we considered that more needed to be done to respond to some of these and to ensure that action taken was fully embedded. The Prisoner Support and Safety Team (PSST) were doing good work to support the most vulnerable men, but the approach adopted by staff on the houses remained too risk averse, with far too much use of observation cells

and strip-clothing. We remain concerned that this often happened regardless of whether it was in the best interests of the prisoner. Observation cells and strip-clothing are inherently isolating and disrespectful, and as such should only be used as a last resort with men who are already exceptionally distressed. Nevertheless, the overall picture of safety had progressed hugely since our inspection in 2015, and in most respects Maghaberry was now a much safer prison.

We also considered Maghaberry to be a more respectful prison than previously. Staff-prisoner relationships were transformed, and we observed an enthusiastic and motivated staff group, doing excellent work with the men in their care. Staff knew the circumstances of many men, and seemed genuinely to care about their wellbeing. Use of first names was now the norm, and the previous 'no go' areas for staff, such as association areas, were being regularly patrolled. Living conditions were better than previously with real efforts being made to keep the environment clean, and to paint over graffiti as it appeared. The older square houses still offered poor and overcrowded accommodation but the new 360-bed block was nearing completion, following which these houses would be mothballed. Work on equality and diversity had improved and, while poorer outcomes for Catholic prisoners remained evident in some areas, a serious attempt was being made, by using independent experts, to help understand the reasons. Men with disabilities, mental health conditions and those aged under 25 responded more negatively in our survey in a range of key areas. Although the evidence that we gathered did not necessarily reflect these perceptions, the prison needed to do more to understand and address any poor outcomes evident. Health care provision was much improved and was now reasonably good. Overall, we now considered Maghaberry to be a respectful prison.

The leadership team at the prison had made great efforts to stabilise the daily regime and this had borne fruit. Nearly all men now had reasonable and consistent time out of cell each day. The core day was advertised well, and largely delivered as described. This was a big improvement on the chaotic and unpredictable regime offered in 2015. The provision of learning, skills and work had improved, although there remained some significant gaps. There was still not enough provision and not all available places were being used. The curriculum had not progressed: the range was still far too narrow and not enough was at Level Two and above. We were confident that prison leaders were aware of these issues, had already delivered some important improvements and, with time and support from the most senior managers, would continue to improve further. We considered that overall outcomes in purposeful activity were not sufficiently good.

The strongest area of work by far in 2015 was resettlement, which we considered to be reasonably good overall. At this inspection, we found that this strength in the now renamed rehabilitation and release planning healthy prison test had not only been consolidated but had improved further, achieving our highest healthy prison score of good. Children and families provision remained a real strength and the complex mix of prisoners received



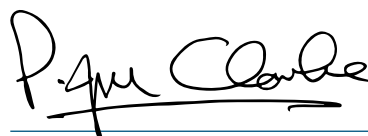
Brendan McGuigan CBE
Chief Inspector of Criminal Justice
in Northern Ireland

November 2018

excellent support to reduce their risk of harm and reintegrate into the community. Nevertheless, we ask the prison, the Northern Ireland Prison Service (NIPS) and its partner agencies to do more to evaluate this work, particularly to establish what helps or does not help men to live free of offending after release.

In summary, this was an immensely encouraging inspection of a prison that had previously struggled to provide a safe, respectful and purposeful environment for the men held. The reduced numbers of prisoners at Maghaberry had assisted this process, but we would not want to minimise the impact of excellent leadership at all levels from staff on the houses and the senior management team to the NIPS in achieving some excellent outcomes.

All four of our healthy prison assessments had improved since 2015, and two were now at least reasonably good. In the remaining areas, safety had made significant progress and the prison was much safer than in 2015, and purposeful activity, had made real progress, and we are confident that further progression will bring this to the level required. We rarely see a prison make the sort of progress evident at Maghaberry, and it is to the credit of all those involved that many of the outcomes for the men held at the prison are now among the best we have seen in this type of prison in recent years.



Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons
in England and Wales

November 2018





Fact page

Task of the establishment

Maghaberry is a modern high security prison housing adult male long-term sentenced and remand prisoners, in both separated and integrated conditions.

Maghaberry has two principal objectives: to service the courts and to provide programmes and opportunities that allow prisoners to develop skills and assist in their preparation for release into the community.

Certified normal accommodation and operational capacity

Prisoners held at the time of inspection: 830.
Certified normal capacity: 944.
Operational capacity: 1,424.

Notable features from this inspection

- Levels of violence and disorder had reduced significantly, and the prison was much more stable and calm than previously.
- Observation cells and strip clothing were still being overused for men on SPARs.
- Staff-prisoner relationships had been transformed.
- The regime was much better than previously and it was being delivered reliably.
- Learning, skills and work provision had improved but much still needed to be done to provide men with the opportunities they needed to progress.
- Rehabilitation and release planning work was amongst the best we have seen.

Prison status (public or private) and key providers

- Public - Department of Justice Northern Ireland (DoJ).
- Physical health provider: South Eastern Health and Social Care Trust (SEHSCT).
- Mental health provider: SEHSCT.

- Substance misuse provider: South Eastern Health and Social Care Trust (AD:EPT).
- Learning and skills provider: Belfast Metropolitan College (BMC).
- Escort contractor: Prisoner Escorting and Court Custody Service (PECCS - NI Prison Service).

Region/Department

Department of Justice Northern Ireland.

Date of last inspection

See page 10.

Brief history

Maghaberry Prison is the largest and most complex of the three prisons operated by the NIPS. It is the only Category 'A' prison in Northern Ireland and also operates as the remand prison for all adult male prisoners in the country. It accommodates a range of sentenced prisoners such as life sentence, indeterminate and extended custody prisoners, separated prisoners, fine defaulters and civil prisoners.

Maghaberry was built on the site of a World War II airfield that was used as a transit base for the United States Army Air Forces. At the end of the war, the base was run down and various government agencies used parts of the old airfield until the Northern Ireland Office began work on the prison in 1976.

The Maghaberry site originally included two distinct prisons for men and women with the female prison, Mourne House, adjacent to the main male prison. Mourne House, which held all female prisoners, young offenders and remands, was the first part of the new prison to be opened in March 1986. This followed the closure of the existing female establishment at Armagh Prison.

However, in 2004 women were transferred to Ash House at Hydebank Wood Young Offenders' Centre. Since then, the Mourne House complex has been developed primarily into a life-sentence prisoner centre for those moving into pre-tariff expiry range. Braid House within the Mourne complex opened in 2008 and provides additional 130-room capacity.

The male prison became operational on 2 November 1987. Following the closure of Belfast [Crumlin Road] Prison on 31 March 1996, Maghaberry became the adult committal prison

in Northern Ireland and non-paramilitary remand prisoners and short-term sentenced prisoners began to be held at Maghaberry. Since 2003, it has held separated paramilitary prisoners from Loyalist and Republican backgrounds.

Burren House in the centre of Belfast offers working-out opportunities to up to 22 men coming towards the end of long prison sentences. It was re-opened in May 2014 after being refurbished. The unit is staffed by prison officers and probation staff acting as case managers.

Short description of residential units

Main Site:

Bann House*	committal, induction and dispersal unit for prisoners who have completed committal and induction;
Erne House*	determinate sentenced and life sentenced prisoners (small number of remands);
Lagan House*	remand prisoners;
Foyle House*	currently not occupied, undergoing refurbishment;
Glen House	not occupied;
Bush House	used mostly for vulnerable prisoners and Loyalist separated prisoners;
Roe House	predominantly remand prisoners and Republican separated prisoners;
Quoile	one specialist landing for vulnerable prisoners - the Donard landing. Three landings accommodate prisoners who are actively engaged in training, employment and education;
Shimna	key workers; and
Moyola	predominantly older and disabled prisoners and prisoners involved in high profile cases.

Mourne Complex:

Braid House	life-sentenced prisoners and a few extended custody prisoners. Families Matter landing on Braid 2;
Wilson House	life-sentenced prisoners; and
Martin House	Closed.

Belfast City Centre:

Burren House	used for testing life-sentenced prisoners in the community pre and post tariff.
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* Denotes the 'square' houses, the oldest parts of the prison.



Name of governor and date in post

David Kennedy has been in post temporarily from April 2017 and substantively since 12 February 2018.

Independent Monitoring Board chair

Ian Hackney.

Date of last inspection

Maghaberry Prison was subject to an unannounced inspection in May 2015 and a full announced inspection in January 2016.

In addition, 'light touch' reviews to monitor progress in implementing recommendations made by Inspectors in 2015 were carried out during September 2016 and April 2017. Copies of all previous inspection reports and 'light touch' reviews can be found on the CJI website – **www.cjini.org**.



About this inspection and report

Her Majesty’s Inspectorate of Prisons (HMIP) 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. Criminal Justice Inspection Northern Ireland (CJI) is an independent statutory Inspectorate, established under the Justice (Northern Ireland) Act 2002, constituted as a non-departmental public body in the person of the Chief Inspector. CJI was established in accordance with Recommendation 263 of the Review of the Criminal Justice System in Northern Ireland of March 2000.

The Regulation and Quality Improvement Authority (RQIA) is a non-departmental public body responsible for monitoring and inspecting the quality, safety and availability of health and social care services across Northern Ireland. It also has the responsibility of encouraging improvements in those services. The functions of the RQIA are derived from The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

All inspections carried out by HMIP and those prison inspections jointly carried out with CJI in Northern Ireland with support from

RQIA contribute to the United Kingdom’s (UK) 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.

HMIP, CJI and RQIA are three of several bodies making up the NPM in the UK.

The Education and Training Inspectorate (ETI) is a unitary Inspectorate, and provides independent inspection services and information about the quality of education, youth provision and training in Northern Ireland. It also provides inspection services for CJI, of the learning and skills provision within prisons, in line with an agreed annual Memorandum of Understanding and an associated Service Level Agreement.

All HMIP and CJI 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 HMIP’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; and
Rehabilitation and release planning <i>(formerly Resettlement)</i>	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.



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 the NIPS.

- **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.

Our assessments might result in one of the following:

- **Recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections; or
- **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.

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.

Other than in exceptional circumstances, all our inspections are unannounced and include a follow-up of recommendations from the previous inspection.

All inspections of prisons in Northern Ireland are conducted jointly with ETI and RQIA. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.



This report

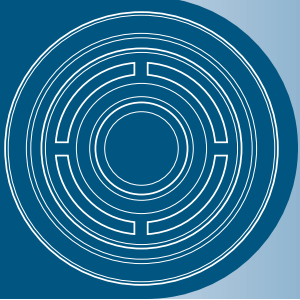
This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four chapters each containing a detailed account of our findings against our *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons (version 5, 2017)*¹. Chapter 5 collates all recommendations and examples of good practice arising from the inspection.

Details of the inspection team can be found in Appendix 1. Findings from the prison population profile and the survey of prisoners including a description of the survey methodology can be found in Appendices 2 and 3 respectively. In previous reports we have included within our appendices a list of recommendations from the previous inspection, and our assessment of whether they have been achieved. This information has not been included in the inspection report due to the ongoing monitoring work to progress the 2015 inspection recommendations undertaken and published since 2016 in relation to Maghaberry Prison.

Comparator data relating to this inspection can be found in Appendix 4 of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.² This material can be obtained directly from the CJI website – www.cjini.org.

1 www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/

2 The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.



Executive summary

Safety

Prisoners received good support on arrival and the prison seemed safer. Levels of violence had reduced and were now relatively low but, in our survey, many men still said they felt unsafe. Adjudications were well managed. Use of full control and restraint was low and de-escalation was the norm. Security arrangements were appropriate. Robust and effective action had been taken to reduce the supply of illegal drugs. Segregation had improved. Some men spent long periods in the Care and Supervision Unit, but more was being done to reintegrate them. Levels of self-harm had fallen but management arrangements were too risk averse and the underlying issues were not addressed adequately. The response to recommendations following enquiry into deaths in custody was insufficient. **On the basis of this inspection we considered that outcomes for prisoners were not sufficiently good against this healthy prison test.**

New arrivals had a high level of need. In our survey, about half the respondents said they felt depressed on arrival at Maghaberry and nearly one in five said they had felt suicidal. Reception interviews were respectful and detailed but still not completely confidential. Peer support in reception was available, but underused. Reception processes to manage property and money were efficient. First night staff were helpful but there was no formal peer support for new arrivals. Access to essential kit was good and all men were offered committal phone calls. First night cells were clean and freshly painted but too much furniture was marked with graffiti. Men were monitored on their first night but there was no interview on the following day to check welfare concerns. Induction was clear and focused on key areas but the printed information was out of date. Men spent too long locked up in the first night unit, Bann House.

Levels of violence had reduced considerably but in our survey, 29% of prisoners still said they felt unsafe. The prison felt more ordered than previously and we saw better supervision by staff and a predictable regime which contributed to a safer environment. A concerted effort was made to keep prisoners safe by identifying and managing perpetrators of antisocial and violent behaviour. Victims received good support and restorative justice practices had been introduced to promote better relationships between prisoners in conflict. Staff now patrolled through association areas routinely, and there were no longer any 'no-go' areas. The Progressive Regime and Earned Privileges Scheme (PREPS) was used to manage less serious incidents of poor behaviour. Prisoners on basic level were encouraged to work and their regime was not unnecessarily restricted.

Use of force was high but only 20% of incidents resulted in full restraint. Oversight was good and all incidents were reviewed. Written records and video recordings showed that force was used as a last resort and de-escalation was evident. The use of special accommodation was high for prisoners suspected of bringing drugs into the prison but proportionate to the challenges the prison faced.

The number of adjudications had reduced and was now in line with similar prisons. Oversight and quality assurance were very good and identified trends were investigated. Some charges could have been better dealt with through PREPS.

The refurbished Care and Supervision Unit (CSU) provided an improved, clean environment with little graffiti. Prisoners were segregated more often than in similar prisons but fewer than at the previous inspection remained in the unit for prolonged periods. Exit planning for the longer stayers was good and we saw excellent support given to prisoners with very complex needs. Multidisciplinary working with AD:EPT (Alcohol and Drugs: Empowering People through Therapy) and the mental health team was good; reviews were carried out in a timely manner with an emphasis on returning men to the general population. The oversight meeting was a positive initiative. Staff managed prisoners confidently and prisoners we spoke to were complimentary about the care they received.

Physical and procedural security was tight but appropriate to the nature of the population. The ability for men to walk unescorted to appointments and learning and skills was now embedded and monitored appropriately. The number of intelligence reports had increased. They were prioritised and actioned appropriately. Effective action had been taken to reduce the supply of drugs and the benefits of this were evident across the prison. The random mandatory drug testing positive rate, for example, had fallen to 9.34%, which was very positive. The search strategy afforded an appropriate response to deter and detect drugs and other prohibited items. Corruption prevention arrangements were appropriate. There had been a recent notable success in relation to an officer smuggling drugs into the prison.

At the time of this inspection there had been five self-inflicted deaths since the inspection in January 2016. Recommendations from death in custody investigation reports were consolidated into an action plan. While there had been some improvement in implementing recommendations, some had not been completed and more robust monitoring was needed to ensure that they were embedded in operational practice. A number of incidents had occurred where the prompt actions of staff had saved the lives of prisoners who had attempted suicide or serious self-harm. Rates of self-harm had reduced, but observation cells were still used frequently and the use of anti-ligature clothing had increased to 86% of cases. This was far higher than expected. Completion of the SPAR (Supporting Prisoners at Risk) documentation had improved, but despite the efforts of the PSST, the quality was still too variable. Care planning required improvement, not just to keep prisoners safe but to focus on helping them solve their problems. Families needed more involvement in this process. There were too few Listeners³ to provide cover for all the men who needed support. A number of Listeners were in training for the role. A new strategy and guidance on safeguarding adults had yet to be implemented. The NIPS had no formal adult safeguarding procedures.

3 Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.



Respect

Staff-prisoner relationships had improved and were now good. Living conditions were reasonable although the square houses offered poor cellular accommodation. The impending replacement of these houses was welcome. Consultation arrangements were developing and the management of complaints was good. Food and tuck shop provision were reasonably good. Equality and diversity had been re-focused and good support was given to the section 75 groups⁴, particularly the most vulnerable men. Health care provision was reasonably good. **On the basis of this inspection, we considered that outcomes for prisoners were reasonably good against this healthy prison test.**

Staff-prisoner relationships had improved. We observed friendly, respectful interactions and some very good support in Moyola and Donard. Many staff knew the circumstances of the men in their care. The introduction of passes for risk assessed men to move around the site and the use of first names supported positive engagement. However, in our survey of men on the main site, perceptions of staff had not improved and the reasons for this needed investigation. Men on the Mourne site were more positive and significantly more than at comparator prisons said someone had checked on them in the last week.

Living conditions remained mixed. Men living in the newer houses had good accommodation, cells were decent and equipped with basic items. The cells in the square houses (referring to the shape of the building) remained claustrophobic, unhygienic and extremely uncomfortable, and many were overcrowded. Despite this, every effort was made to keep the accommodation decent. Showers were clean, but worn and shabby. Showers in other residential houses were undergoing repairs. The new 360-bed houseblock was nearing completion, which we were told would result in the square houses being mothballed. A painting programme was in progress and communal areas were clean and tidy. Graffiti was not widespread, although it was present in some cells and ground in to the furniture.

Living conditions for separated prisoners were good and their management and the resources required were no longer adversely affecting the regime in the rest of the prison.

A limited tuck shop was available to prisoners following induction. The full tuck shop was valued by prisoners. Survey responses about food were poor, but comments from prisoners during the inspection did not reflect this finding. The catering manager engaged regularly with prisoners to address concerns and effect improvements. Serving times had improved but a few residential units still served meals too early.

Consultation was developing but not yet effective on all units. The applications process was effective. The backlog of complaints had reduced and the number of complaints had halved, which was positive. The complaints system was accessible and timely and most responses indicated that actions were taken to resolve the issue. Prisoners' legal needs were well supported.

4 Section 75 of the Northern Ireland Act 198 (the Act) requires that public authorities promote equality of opportunity and good relations.

Equality and diversity were well managed. Prisoner representatives were actively involved in committee meetings and felt that their views were taken seriously. Relevant data were monitored thoroughly each month. There was a focus on religious discrimination and it was encouraging to find that independent expert advice had been obtained to help understand the poorer outcomes in key areas for Catholic prisoners. This needed to be built on and action taken when problems were evident. A wide range of focus groups supported prisoners from minority groups. Help for foreign national prisoners was particularly evident, despite the diminished contribution from external immigration officials. A high proportion of men said they had mental health conditions and physical disabilities and survey results for these men were poor. However, care for men with more serious problems, who were located on specialist units, was very good. Creative initiatives, such as the 'Walking Club' and the 'Man Shed', had been introduced for older and disabled prisoners. Survey results for prisoners under the age of 25 were poor. Little specialist provision was available for these prisoners and this was an area which needed further work.

The chaplains played an active and useful role in supporting men across the prison and pastoral care was good. The spiritual needs of prisoners were well met. At least 11 different religious services were conducted each week and access was good.

In our survey, prisoners responded more negatively than the comparator to questions about access to and the quality of health services. Overall, health services had improved since the last inspection and were reasonably good. Staff shortages had persisted, but were managed well and staff morale and leadership had improved. Resuscitation equipment and emergency drugs were regularly checked and easily accessible to staff. Prisoners could complain through a confidential medical in confidence system, but responses were not consistently timely or addressed all the issues raised. The range of primary care services was appropriate, but waiting times for some routine appointments, including the GP and dentist, required improvement. Chronic disease management and medication was improving. Medication management had improved but our concerns about some aspects of tradeable medication being held in-possession remained. Mental health provision was reasonably good, but some men waited too long to transfer to inpatient mental health facilities due to issues with the wider Health and Social Care (HSC) including bed availability. Although prisoners with substance misuse issues had access to some good psychosocial provision, overall the clinical and psychosocial support remained too limited. Prisoners with social care needs were identified and supported.



Purposeful activity

The regime was far more predictable than previously, and allowed a decent period out of cell for most men. The library was good but underused. Gym provision was very good. Learning, skills and work had improved since the last inspection. There remained important areas for further improvement. The revised core day had created a more conducive environment for training and learning, and leadership and management of the provision was good. However, there were not enough activity places and the curriculum was too narrow. Not all available places were being used and attendance needed improvement. There were very long waiting lists for the more popular courses. Most teaching was good and outcomes were reasonable for prisoners who attended. **On the basis of this inspection, we considered that outcomes for prisoners were not sufficiently good against this healthy prison test.**

The core day was displayed throughout the prison and most men were aware of it. The time that prisoners were unlocked had increased and the number of lockdowns had reduced significantly. Almost half the population now received more than nine hours unlocked and most other men had around six hours unlocked. Our roll checks showed that about 15% of men were locked up during the day, half the percentage in 2015. Responses to survey questions on exercise and association were reasonable. The library provision was good, although underused. The PE facilities were very good and access arrangements were flexible. There was an appropriate range of recreational programmes and expert advice and support from gym staff on maintenance of a healthy lifestyle.

An environment conducive to effective training and learning had been established, underpinned by a more consistent regime and an appropriate core day. Senior prison managers embraced the strategy of enhancing the quality, relevance and availability of constructive activity. A cohesive, effective management team had been established for education, learning and skills. There was good partnership working and a clear ambition for further improvement of the provision. The self-evaluation process was reasonably accurate, but it did not encompass the whole education, training and skills provision across the prison, nor was it well enough informed by data analysis and associated trends. Coordinated prisoner-centred work was evident between the Prisoner Development Unit (PDU) and education, learning and skills and there was an appropriate focus on identifying the needs, interests and aspirations of prisoners to support them more fully.

The collection, collation and evaluation of data to monitor the impact of the provision were underdeveloped. There was an occasional reliance on manual data retrieval and collation, and decision-making and planning were not conducted in a timely manner.

The work allocation board had been established recently to improve work allocation. There was a greater focus on prisoners' interests and capabilities, and incentives were provided for them to attend education as part of their core day.

There were not enough substantive constructive activity places for the number of prisoners, nor did the available places meet all their needs. There were significant waiting lists and an underuse of the existing resources. Too many places in education were of short duration. The lack of cover for staff absence affected capacity adversely.

The quality of the teaching, training and learning was good or better than the previous inspection in most of the sessions that we observed. Most of the prisoners engaged well and benefited from effective support from tutors and peer mentors. The curriculum was narrow and did not meet prisoners' needs adequately, nor was it well enough aligned to the labour market or employer requirements. There was too little provision at Level Two or above to provide progression pathways or to meet the needs of the more able prisoners. The level of support for prisoners taking higher education courses required significant improvement. Provision for men who did not attend the learning and skills centre was too limited and the quality of individual learning plans varied. Plans were well advanced to develop the peer mentoring programme. The range of work activities had increased and a few offered accredited qualifications. More prisoners were participating but a significant number were still unemployed.

Most prisoners made good progress and those who completed courses achieved qualifications, largely at entry level or Level One. Most prisoners in workshops and practical classes produced a good standard of work, often above the targeted level. However, the pace of work and progress was too slow and almost all achievements were below the level required by employers.

Attendance at education classes was low on too many occasions, especially in the essential skills classes, and punctuality was variable. Attendance was better in the workshops. The achievement rate for prisoners who had completed the essential skills courses during the previous year was good at 71%. The quality of work activities varied. In most activities, prisoners operated at an appropriate industry pace and standard, but a few activities were not planned well enough to exploit the opportunities for social enterprise and realistic work.

An ethos of care and welfare had a positive impact on learning, teaching and outcomes. Relationships between staff, prisoners and their peers were positive and respectful. The induction and initial assessment process was timely, although it did not screen for and identify barriers to learning thoroughly enough.



Rehabilitation and release planning

Children and families work was strong. There was a clear understanding of the population and the very complex rehabilitation needs. Work with men with short sentences had improved and a very good range of support was offered. Case management work and support for longer-term men was also very good, as were public protection arrangements. A comprehensive range of offending behaviour and other interventions were offered. Release planning was good and some excellent through-the-gate support was offered. **On the basis of this inspection, we considered that outcomes for prisoners were good against this healthy prison test.**

An impressive range of family support included two motivated family officers, parenting courses and support for families in the community. Most men received visits but procedures for booking and accessing visits were complex. The visits halls were attractive, refreshments were available and the play area was professionally staffed. However, in our surveys, more men responded negatively about visits staff than in comparator prisons. The Families Matter landing and programme provided excellent support and was a model of good practice. Use of skype for security cleared men was a positive development.

The strategic approach to managing rehabilitation and release planning was good. Managers were familiar with development plans and delivery staff were clear about their roles. Documentation included clear policies and practice guides for staff. All prisoners now had a custody plan, including men on remand. The collaborative approach between NIACRO (Northern Ireland Association for the Care and Resettlement of Offenders) and the PDU towards working with prisoners serving sentences of less than 12 months was excellent. An extensive range of initiatives was delivered by the prison and community partners. PDU procedures and prisoner management were good. In our survey, the vast majority of prisoners who said they had a sentence plan knew what their targets were. Prisoner development plans were good. All the cases we reviewed had an appropriate plan and were reviewed regularly. Levels of contact between PDU coordinators and prisoners were high and prisoners we spoke to felt supported. Most prisoners in our survey said that staff were supporting them in meeting their targets. The use of case conferences to support and encourage prisoners following initial review by the Parole Commissioners for Northern Ireland (PCNI) was very positive. Public protection arrangements were well managed and Public Protection Arrangements Northern Ireland (PPANI) reviews were comprehensive. The number of prisoners released on home leave or to work in the community had increased substantially since the 2015 inspection and these prisoners were managed and reviewed appropriately. The Burren House working-out unit in Belfast remained a positive initiative.

A good range of accredited and non-accredited programmes were available which were appropriate to the needs of the population. In our survey, more than half the prisoners on the main site and 60% on the Mourne site said they had completed offending behaviour courses which the majority said would help them meet their PDU targets. Some individual work was undertaken by the psychology department. Housing support for prisoners due for release was appropriate and it was rare for any prisoner to leave the prison with no address or an appointment in the community to access emergency housing support. A good range of support with finance, benefit and debt, including specialist debt management advice, extended beyond release from the prison. More work was required to evaluate effectiveness by following up outcomes.

Release planning was reasonably good. Pre-release plans were appropriate and, in many cases, comprehensive. Pre-release case conferences were constructive with clearly identified objectives and licence conditions.

Main concerns and resulting recommendations

Concern: There had been five self-inflicted deaths since our last inspection. Some of the Prisoner Ombudsman for Northern Ireland recommendations had not been achieved or embedded. Levels of vulnerability were high. Recorded self-harm had reduced to a level similar to comparator prisons but more than 500 SPARs had been opened in the previous six months, which was very high. Observation cells had been used 200 times and strip-clothing in 80% of these situations, which risked adding to isolation and distress. These numbers are unprecedentedly high in our experience and did not demonstrate a caring approach to understanding or alleviating vulnerability or self-harm. Identification of need on arrival had improved but reception interviews were not sufficiently private and there was no interview on the following day to identify welfare concerns.

Recommendation 1:

Men who are vulnerable to self-harm should be kept safe but should also receive individual recorded care which involves peer and family support as appropriate and seeks to address the underlying causes of the vulnerability.

Recommendation 2:

The monitoring of the death in custody action plan should be more robust to ensure that recommendations are embedded in operational practice.

Concern: There was a continuing problem of poorer outcomes for Catholic prisoners in key areas such as PREPS, adjudications, use of force and segregation. Some good initial work had been done to understand this, but the issues persisted.

Recommendation 3:

The poorer outcomes experienced by Catholic prisoners in key areas should be investigated thoroughly, prisoner groups should be consulted about the findings and, where necessary, appropriate remedial actions should be taken.

Concern: In the surveys that prisoners completed during the inspection, findings were, in large part, very similar to those at the inspection in 2015. This was true for prisoners in general, and also specific groups such as those with disabilities, mental health conditions, and those aged under 25 years responded more negatively than their peers in a range of key areas. Despite this, our own findings from this inspection did not consistently correspond with these survey results.

Recommendation 4:

The poor perceptions of men with disabilities, mental health conditions and those aged under 25 should be investigated and, where necessary, remedial action taken.



Recommendation 5:

The prison should explore the continuing negative perceptions of Maghaberry held by many prisoners and groups there, and in particular, work to increase prisoner confidence in staff and important processes like the complaints system.

Concern: Many medical incidents were reviewed at too high a level which contributed to long delays in completing investigations and learning lessons to inform health service improvement. Responses to health complaints could be managed more efficiently as delays were noted in responding to some complainants.

Recommendation 6:

Prisoners should receive timely and focused responses to their health complaints.

Recommendation 7:

Adverse incidents should be investigated and reviewed at an appropriate level and within agreed time scales to ensure that timely learning drives service development.

Concern: There was a national shortage of qualified nurses in Northern Ireland and the service experienced continuing staff shortages. The role of the primary care nurse was principally to administer medication. A training needs analysis had not been completed to identify the skill base of the mental health team. Newly assessed patients were not allocated to the most appropriate practitioner in the mental health multi-disciplinary team, resulting in ineffective decisions in relation to the management of caseloads, prisoner allocations and discharges.

Recommendation 8:

Prisoners should receive access to all health services in a timely fashion.

Recommendation 9:

The skills mix and roles of the primary health and mental health care multi-disciplinary teams should be improved and governance of the mental health function should be more rigorous.

Recommendation 10:

Patients with mental health needs should receive stepped care within agreed pathways, and care plans should be regularly reviewed and overseen at effective multi-disciplinary team meetings.

Concern: The prison had reduced the supply of illegal drugs and prescription medicines, but in our survey 30% of prisoners said they had developed a problem with illicit drugs and 27% with medication not prescribed to them, against respective comparators of 13% and 12%. The practice of supplying in-possession some doses of medicines prescribed for direct administration increased the availability of medicines and created risks of bullying and diversion. Prisoners who were dependent on illicit opiates on arrival could not access opiate substitution treatment which fuelled a demand for illicit medication and missed the opportunity to engage these men in treatment. The range and intensity of psychosocial interventions for substance misuse issues were too limited.

Recommendation 11:

The practice of supplying medicines, which have been prescribed for direct administration, in-possession should be reviewed to reduce the opportunity for bullying and diversion.

Recommendation 12:

Prisoners should have timely access to opioid substitution treatment and a full range of clinical and psychosocial support which meets NICE⁵ guidance and the needs of the population.

Concern: There were still not enough activities for the whole population to be meaningfully occupied. Available places were underused or did not enhance employability skills effectively. The curriculum had not progressed sufficiently, not enough was available at Level Two and above, and the range was narrow. Attendance and punctuality were not good enough.

Recommendation 13:

The quantity, level and range of activities should be developed so that all prisoners can be offered purposeful activity which meets their needs, enhances their prospects and prepares them for work in the community.

Concern: Rehabilitation and release planning support was excellent, but no evaluation was taking place to assess whether this helped men on release and to identify any improvements needed.

Recommendation 14:

The prison and the NIPS should work with partners to evaluate outcomes for prisoners on release, and the effectiveness of the pre-release support provided at Maghaberry.

5 NICE is the National Institute for Health and Care Excellence.



Inspection Report



Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

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

- 1.1 Support for men arriving at Maghaberry was reasonably good. Journeys rarely took more than two hours. Vans were clean but some were marked with graffiti. Person escort records identified risk to self and others but were not dated or detailed enough.
- 1.2 Reception was clean, calm, spacious and well ordered and waiting times were not excessive. Holding rooms were respectfully called waiting rooms but contained little information and nothing to occupy men. In our surveys, prisoners on the main and Mourne sites responded more negatively about being searched in reception than at comparator prisons. All men were strip-searched on arrival with no individual risk assessment. Men could shower in reception.
- 1.3 There were good procedures for managing property and cash. Prisoners' money could be added to their prison account on arrival and all property was recorded electronically so that staff across the prison could access the record.
- 1.4 Interview booths had been built in reception which had improved privacy but not sufficiently. Interviews were comprehensive and respectful. In most cases, reception officers assessed and recorded how the men presented, which was helpful. This information was passed to staff in Bann House (the first night unit). In our survey, about half the men said they felt depressed on arrival at Maghaberry and nearly one in five said they felt suicidal.
- 1.5 All men were offered a committal phone call in reception. If they were unable to contact their family, they could make a call when they reached Bann House.

- 1.6 There were good peer supporters in reception, who provided information and food, but they were underused and did not have full access to new arrivals. At the time of our inspection, there were no *Listeners*⁶ in reception.
- 1.7 Efforts had been made to support men who did not speak English. Interpreting services were used and information was available in other languages.
- 1.8 First night staff were helpful and approachable. Wing orderlies gave informal support and provided bedding and other items, but there was no formal support. Access to essential kit was good. Prisoners were given a small smokers' or sweets pack on arrival and could order from a small list of items, which they received within 24 hours.
- 1.9 Cells were clean and freshly painted but contained a lot of scratched in graffiti. Most prisoners were located in a cramped double cell on their first night. Men who did not smoke did not share with smokers but no cells were smoke free and men could move into a room recently vacated by a smoker.
- 1.10 New arrivals were monitored during the night and staff knew where they were located. In our survey, only about half the men felt safe on their first night, significantly less than at comparator prisons (main site 52% against 64%; Mourne site 48% against 79%).
- 1.11 Induction was engaging and informal and did not provide too much information. Prison officers outlined key areas and family officers attended to advise men how to contact their families and arrange a first visit. Housing orderlies delivered a session but prisoners were not used for the main induction. The induction information was out of date and was being revised at the time of the inspection.
- 1.12 Prisoners usually saw chaplaincy and Prisoner Development Unit (PDU) staff representatives on their second day, but there was no formal welfare interview.
- 1.13 Induction was tracked and men did not move from Bann House until induction was complete. They spent too long locked up on Bann but usually moved to other units quickly.

6 Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

Managing behaviour

Expected outcomes:

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

Encouraging positive behaviour

- 1.14 The Progressive Regimes and Earned Privileges Scheme (PREPS) was used to manage minor incidents of poor behaviour. The scheme offered three levels of incentives, basic, standard and enhanced, and prisoners were allocated to the level which reflected their behaviour and willingness to use their time in custody constructively.
- 1.15 Prisoners were given warnings for minor infringements of the rules and persistent poor behaviour led to a review of their status on the scheme. Many prisoner records that we looked at focused on negative behaviour, although there was more evidence than previously that prisoners on the enhanced level were expected to show commitment and motivation to change.
- 1.16 Reviews were timely and prisoners demoted to basic were encouraged to work and not unnecessarily restricted in their regime.
- 1.17 Levels of violence had reduced considerably since the last full inspection, which was commendable, although 29% of prisoners in our survey still said they felt unsafe.
- 1.18 The prison was more ordered than at the previous inspection and we were encouraged to see better supervision by staff and a predictable regime for prisoners which contributed to a safer environment. The disruption of the supply of drugs into the prison, a reduction in staff sickness and the placing of unit managers on each residential unit had contributed to the calmer atmosphere.
- 1.19 The Prisoner Support and Safety Team (PSST) had focused on a campaign of awareness of violence and antisocial behaviour (see paragraph 1.36). Prisoners were more willing to report bullying to staff and during the previous six months, over half the reports of bullying and violence received had been instigated by prisoners. A total of 99 prisoners had been monitored - 46 perpetrators and 53 victims, which represented an increase compared to previous inspections. A concerted effort had been made to keep prisoners safe by identifying and managing the perpetrators of antisocial and violent behaviour. Investigations were thorough and prisoners were challenged about their behaviour.
- 1.20 Victims were well supported and had access to a range of activities such as the Donard Centre (for vulnerable prisoners) and the Man Shed (see paragraph 2.36). Restorative justice practices had been introduced across the prison to promote better relationships between prisoners in conflict and staff were proactive in identifying men suited to this approach.

Adjudications

- 1.21 The number of adjudications had reduced since the last inspection. The adjudication room in the Care and Supervision Unit was an appropriate environment and all hearings were audio recorded.
- 1.22 Written records showed that adjudications were conducted well. Prisoners who had been charged with drug related offences were routinely offered support from Alcohol and Drugs: Empowering People through Therapy (AD:EPT) (South Eastern Health and Social Care Trust (SEHSCT)) (see paragraph 2.76). Oversight and quality assurance were very good and monthly adjudications meetings considered a range of information on processes and data analysis. Work was in progress to investigate the disproportionate representation of Catholic prisoners in adjudications. The prison had identified some adjudications that could have been better dealt with using PREPS and were working with staff to address this.

Use of force

- 1.23 Use of force was at the same level as our last inspection, although only 57 of the 286 incidents had involved use of full restraint. The remainder involved searching of separated Republican prisoners and incidents where staff used minimal direction to return prisoners to their cells or calm situations. Batons had been drawn but not used in two incidents and these were proportionate to the situations.
- 1.24 Written records described incidents well and de-escalation was evident. Force was used as a last resort and, in the cases we reviewed, was justified.
- 1.25 All incidents were reviewed by a senior manager and use of force was discussed in detail at security committee meetings to ensure that issues were identified and addressed. We also noted similar discussions at the equality and diversity meeting.
- 1.26 Special accommodation (dry cells) had been used 130 times in the previous six months, principally to manage prisoners who were suspected of bringing drugs into the prison packed inside their bodies. There was a significant amount of security information to support this and 37 quantities of drugs had been recovered over the previous six months. The use of special accommodation on this scale was a proportionate response to the problem the prison was facing with illicit drugs, although the approach needed to be kept under review.

Care and Supervision Unit (CSU)

- 1.27 The CSU had been extensively refurbished and provided a much improved clean environment with little graffiti. Ordinary cells were well furnished and provided direct communication with the Samaritans. Dry cells were akin to special accommodation.

- 1.28 In the previous six months, 290 prisoners had been segregated, more than in similar prisons. Only one prisoner had been segregated for his own protection. At the time of our inspection, 21 prisoners were housed in the unit, 19 for reasons of good order or discipline (Rule 32) and two serving periods of cellular confinement. Three of the prisoners held under Rule 32 were suspected of being in possession of illicit/illegal drugs and were in the dry cells (see paragraph 1.34). Two prisoners held in a separate area in the unit were undertaking dirty protests. They were well managed and were offered a clean cell each day.
- 1.29 Few prisoners remained in the unit for prolonged periods and only 16 had been held there for more than 35 days. Multidisciplinary working with AD:EPT and the mental health team and health care was good. The monthly oversight meeting ensured that prisoners with more complex needs held in segregation received the support they needed. This was good practice. One prisoner who had been in the unit for four years was now spending time each day on the Donard and Quoile Units with a view to returning to the general population. While four years seemed excessive, he had been well managed at Maghaberry and there was no other suitable unit within the NIPS.
- 1.30 Reviews were timely and frequent. The emphasis at all reviews was on returning prisoners to normal location. Reviews that we observed were well managed and gave prisoners every opportunity to have their say.
- 1.31 The regime for men staying for longer periods on the unit was good as it reflected plans to reintegrate them to general location. Men staying for short periods could access telephones, showers and outdoor exercise each day. There was a small library on the unit.
- 1.32 Staff managed prisoners confidently and were aware of the individual needs of men in their care. Prisoners we spoke to were complimentary about staff and appreciated the help they received.

Good practice

- 1.33 *The monthly oversight meeting ensured that segregated prisoners were reviewed in-depth by appropriate departments and the right support offered to meet their individual needs.*

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse and effective drug supply reduction measures are in place.

- 1.34 Physical and procedural security was tight but appropriate to the nature of the population. The local security strategy ensured that key threats were identified and assessed. Security was proportionate to risk, and unescorted walking for most prisoners to attend appointments and learning and skills activities was now embedded and supervised appropriately. The search strategy provided an appropriate response to deter and detect drugs and other prohibited items.
- 1.35 The prison regime had improved and the regular patrolling of the exercise yards and communal areas on the wings was well embedded and operating effectively. The tensions that we observed at previous inspections had significantly reduced.
- 1.36 The monthly security committee meetings now involved PSST (see paragraph 1.19), which was positive. The agenda was comprehensive and information sharing was good, although this needed to include health care and drug treatment services. It was not always clear from the minutes how emerging issues drove operational activity.
- 1.37 There had been a notable increase in the number of intelligence reports. These were prioritised appropriately, actions were timely and there was no backlog at the time of the inspection.
- 1.38 Guidance had been issued in late 2017 on the management and reduction of substance misuse in custody. The substance misuse committee had restarted in February 2018 which was positive. In June 2017, an initiative had been introduced to reduce demand by referring to support services, prisoners who tested positive at a Mandatory Drug Test (MDT).
- 1.39 Illicit drug supply remained a key security risk. In our survey, 46% of prisoners said it was easy to get illicit drugs in the prison. The supply reduction strategy was having a positive effect across the prison: MDT was staffed more consistently and many risk and suspicion tests were completed each month. The random MDT positive test result for the previous six months had reduced significantly from 25% at our last inspection to 9.34%, which was below the target of 12%. However, refusals were relatively high, particularly for suspicion tests. Misuse of opiate and mental health medication was the primary issue, and the MDT panel tested for the most prevalent substances. The misuse of synthetic cannabis was not prevalent and was not tested for. The MDT facility was good, but some of the holding rooms shared with visits contained excessive graffiti.

- 1.40 Joint working with other departments was good. All prisoners who tested positive were referred to the substance misuse team and health care was advised to prompt compliance checks when a prisoner who was prescribed medication tested negative.
- 1.41 Staff corruption prevention arrangements appeared appropriate. A local corruption prevention manager had been appointed. There had been a recent notable success in relation to an officer smuggling drugs into the prison.

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

- 1.42 There had been five self-inflicted deaths since the last full inspection in 2016. Recommendations from the Prisoner Ombudsman for Northern Ireland death in custody investigation reports were consolidated into an action plan, which was an improvement, but some of the recommendations had not been completed. Elements of death in custody and the near-miss action plan were discussed at the strategic Safer Custody meeting, although the minutes did not clarify what actions had been taken. Recommendations from deaths in the other Northern Ireland prisons were not considered as part of the Maghaberry action plan (see Executive Summary recommendation 2).
- 1.43 There had been a number of incidents where prompt interventions by staff had saved the lives of prisoners who had attempted suicide or serious self-harm.
- 1.44 Rates of self-harm had reduced and were comparable to similar local prisons in England and Wales. Observation cells were still used too frequently (in 40% of SPARs – Supporting Prisoners at Risk) and the use of anti-ligature clothing had increased to 86% of these cases. This was far too many for an inherently isolating process which risked adding to the prisoner’s vulnerability and distress (see Executive Summary recommendation 1).
- 1.45 Men who came to Maghaberry from Hydebank Wood Secure College comprised a very high proportion of repeat self-harms and SPARs which needed investigation.
- 1.46 The number of SPARs had increased. The PSST had made efforts to improve the quality of completion but it remained variable. Care planning focused on keeping prisoners safe but not on addressing and solving their problems. Families were not involved sufficiently in the care and treatment of vulnerable men (see Executive Summary recommendation 1).

- 1.47 There were too few Listeners to provide cover across the prison for men in crisis. A number of Listeners were in training to provide additional cover.
- 1.48 Prison officers received emergency first aid and defibrillator training during their initial training. A total of 10% of officers held an up-to-date first aid at work qualification. Officers had easy access to defibrillators and monitoring processes had improved. Officers knew how to summon help in an emergency and ambulances attended promptly when required.

Protection of adults at risk⁷

- 1.49 A new strategy and guidance on safeguarding adults had been produced by the NIPS but had yet to be implemented. Training needed to be introduced for key staff to identify and address safeguarding concerns. Multi-agency PSST weekly meetings continued to support the most vulnerable prisoners. The Donard Centre and gardens had been restructured to offer improved support for prisoners with complex needs.

7 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);
- 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).



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 Staff-prisoner relationships had improved since our last full inspection. Senior managers had made strong efforts to create a respectful environment and there had been an influx of new staff. We observed friendly, respectful interactions and very good care for men who needed more support on Moyola and the Donard landing (see paragraph 2.35).
- 2.2 Passes had been introduced so that risk assessed prisoners could move around the site unescorted from their unit to activities. Peer support was developing, although prisoners could have been used more to support the work of the prison. Routine use of first names between staff and prisoners encouraged positive engagement.
- 2.3 We had found previously that staff would not enter recreation rooms or exercise yards during association. Five daily patrols of staff had been introduced through these areas, which was encouraging. However, some wing staff still spent too much time in wing offices which did not encourage more supportive interactions.
- 2.4 Despite improvements, in our survey, prisoners' perceptions of staff on the main site had not improved and respondents were more negative than in comparator prisons about turning to staff with a problem. The reasons for this needed investigation. More men on the Mourne site (42%) than the comparator (19%) said that somebody had checked on them in the last week.
- 2.5 There was no personal officer scheme but many staff knew the circumstances of the men in their care. Records on the prisoner records and information system (PRISM) varied, but most entries by wing staff related to PREPS. Wing staff had access to information such as items of property in storage (see paragraph 1.3) and PDU notes on the prisoner record and could deal with queries quickly.

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 Living conditions were good and every effort was made to keep accommodation decent. Cells were equipped with basic items. Some showers in the residential houses were undergoing repairs and modernisation. Communal areas were clean and tidy.
- 2.7 Most cells were clean and tidy and adequately furnished. Graffiti was present but not widespread, although it was ground into some furniture. There was no clear policy on displays of offensive material.
- 2.8 Laundry facilities were satisfactory. Prisoners wore their own clothes but there was no clear policy on obtaining and exchanging clothing and some staff were unclear about prisoner entitlements.
- 2.9 Eating together was facilitated across most of the prison and basic self-catering facilities were available in the houses. Serving times had improved but a few houses continued to serve meals as early as 11.30am and 4.30pm.
- 2.10 Cells in the square houses (referring to the shape of the building) remained claustrophobic, unhygienic and extremely uncomfortable. Many were still overcrowded with two prisoners sharing. Showers were clean and tidy but needed modernisation. Prisoner numbers on these houses had been further reduced since 2015 but remained too high. Prisoners were locked in their cells in Lagan House to eat meals while other square houses used rotational arrangements to facilitate eating together.
- 2.11 A new residential unit was under construction with plans for 360 cells and improved accommodation and facilities. It was on target to become fully operational in spring 2019 when the square houses would be closed.
- 2.12 PRISM records indicated good response times to cell call bells but there was no appropriate mechanism to inform senior management. In our main site survey, 31% of prisoners said that their cell call bell was normally answered within five minutes against the comparator of 21%.
- 2.13 Living conditions for separated prisoners were good and their day-to-day management and the delivery of a regime on the separated units no longer adversely affected outcomes across the rest of the prison.

Residential services

- 2.14 A small team of staff and prisoners sourced provisions for the shop. The range of items met the needs of a diverse prison population and was reasonably priced. In our survey of the main prison, 62% said the shop sold the things that they needed against 46% in 2015.
- 2.15 The team reviewed stock choice and considered appropriate requests and feedback from residential forums. The manager responded to complaints from prisoners which contributed to a constructive review of practice.
- 2.16 The shop provided committal packs to new arrivals from a tuck shop in Bann House. In the main site survey, 62% of prisoners said they had access to the prison shop in the first few days. However, the provision was not accessible enough to prisoners arriving with little or no money.
- 2.17 A recent inspection of kitchen facilities by the Food Standards Agency (FSA) had certified health and hygiene as very good. The catering team included 26 prisoners. Interactions were friendly and respectful and prisoners were encouraged and motivated. During 2017, 15 prisoners had achieved an NVQ at Level One or Two and 44 prisoners had completed food and hygiene courses.
- 2.18 The team produced and delivered almost 3,000 meals each day across the prison, including 40 special menus to meet dietary and cultural requirements. The Riverside Café for prison staff offered a good range of hot and cold food on weekdays and was staffed by supervised prisoners.
- 2.19 Food was delivered punctually and served hot. In our survey, only 34% of prisoners on the main site were positive about the quality and quantity of food. Our observations did not corroborate these survey results and there was good engagement by the catering manager at forum and individual level to address concerns. A hot meal option was now included on the lunch menu.

Prisoner consultation, applications and redress

- 2.20 Consultation was developing but not yet embedded in all units. A prison-wide forum focused on residential issues and minutes indicated that queries were followed up. The effectiveness of unit forums varied. Men on some units were given notice of the forum and minutes were distributed, while on other units, the meetings were spontaneous and no records were kept.
- 2.21 Prisoners could submit applications in any format and they were well managed. Wing staff entered them on the computer each morning and they were tracked. At the time of the inspection about 5% were outstanding, which senior staff followed up. The most prevalent applications related to accessing emergency phone credit, clothing and PDU queries.
- 2.22 A lot of work had contributed to making the complaints system accessible and reducing the backlog. In our surveys of both sites, 68% on the main site and 84% on Mourne said it was easy to make a complaint against respective comparators of 49% and 59%. Complaint forms were readily available. The form was straightforward and printed in six languages.

- 2.23 With the exception of separated prisoners in Roe House, the number of complaints had reduced by half since our previous inspections, which was positive. However, the highest number of complaints related to staff, which needed more careful analysis and monitoring, followed by accommodation, property and cash. Nearly 40% of complaints were from separated prisoners in Roe House.
- 2.24 The complaints policy required a senior officer to speak to the complainant within 24 hours and most responses showed that action was taken to resolve the complaint. Most responses were timely and respectful but a few were unsupportive.
- 2.25 Serious complaints, including those relating to staff, were investigated by senior managers and quality assured by the Governor or Deputy Governor. Serious allegations were routinely referred to the police. The investigations and responses were reasonable. Despite significant improvements, many prisoners' confidence in the complaints system remained low, which needed investigation.
- 2.26 Access to legal rights and advice was good. Video links were well used (over 3,000 court hearings and more than 1,500 professional visits in the previous six months) and provision for legal visits was good. The library provided good, personal support to litigants.
- 2.27 A notice to prisoners had been issued for a recent by-election and one man had voted in the last general election. Prisoners complained about legal mail being opened which, although rare, was not monitored effectively.

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 characteristics⁸ 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 The equality policy was comprehensive and up to date. It was supplemented by more detailed subsidiary policies, covering areas such as disability and age. The monthly Diversity and Equality Committee was chaired by the Deputy Governor and attended by Heads of Department, an official from NIPS HQ and prisoner equality representatives. We observed one of these meetings which was conducted professionally. Monthly reports were submitted by the Equality and Diversity Coordinator and the data were carefully scrutinised to identify anomalies. The prisoner representatives participated in the discussion and raised pertinent issues such as the limited range of food choices from the canteen for diabetic prisoners. Prisoners who attended the meeting told us they felt they were listened to and believed their views were taken seriously. They particularly appreciated the individual support provided by the Equality and Diversity Coordinator.

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

- 2.29 Given the unique context of Northern Ireland, there was an understandable focus on religious discrimination within the committee. It was encouraging to find that, after a long period of no progress, independent expert advice had been obtained from Queen's University, Belfast to help understand the more negative outcomes in some key areas for Catholic prisoners (see Executive Summary recommendation 3). A useful interim report had been produced which indicated no direct correlation between religious background and adverse outcomes in relation to adjudications. More work was planned to broaden the investigation and provide a constructive starting point on which to base future discussions with prisoners.
- 2.30 A broader range of focus groups than at the previous inspection supported prisoners from minority groups. There were forums for four Eastern European nationalities, a multinational forum, new groups for older prisoners and prisoners with disabilities. These forums took place quarterly and were well organised. Interpreters attended each meeting where non-English speakers were present. A list of prisoners who attended and those who were invited but did not attend was maintained, which was useful. Detailed records were kept and a standard agenda was used to ensure that attendees were always reminded of their basic entitlements, while allowing scope for open discussion. If a prisoner required an individual response, it was common practice for the Diversity Coordinator to meet him individually following the forum.
- 2.31 The number of formal complaints made about discrimination was low at one or two a month. The matters raised were not serious and each one was considered at the monthly committee meeting. It was apparent that many of the prisoners' concerns were addressed at the forums, or resolved through informal discussion.

Protected characteristics

- 2.32 The prisoner profile at Maghaberry was racially homogeneous, with over 90% of the population white. Almost a quarter were foreign nationals, principally from Eastern Europe and China. Foreign national prisoners were supported well through the regular forums, although external support from the Home Office was erratic. Local officials no longer visited the establishment and staff based in Leeds now carried out this work. Liaison with these staff was described as poor, the visits were badly coordinated and prisoners who wanted to speak to Home Office staff were not always able to do so. There had been two cases in the last year of men who had completed their sentences being held on IS91⁹ warrants. Their discharge and removal had been further delayed because the escort carrier had declined to transport them.
- 2.33 A total of 5% of prisoners in our survey identified themselves as from a Gypsy, Roma, Traveller Community background. The *All Lives Are Precious* initiative led by service users was working in the prison at the time of the inspection to develop a Traveller Community advocacy service to meet the distinctive needs of this group of prisoners.

9 An IS91 is a form to authorise detention in prison.

- 2.34 On the main site, 66% of prisoners in our survey said they had mental health problems and 58% said they considered themselves to be disabled, both of which were very high. Both these groups reported significantly poorer experiences in our surveys than mainstream prisoners across a range of areas, particularly safety and respect. These negative perceptions required further investigation to identify how to address shortcomings (see Executive Summary recommendation 5).
- 2.35 Men with more serious mental health problems and physical disabilities were located on specialist units, and we found their care to be very good. The Donard landing on Quoile Unit afforded a therapeutic environment for men with mental health difficulties. Men spoke to us positively about their experience and said they found staff supportive. Men with complex physical needs were held on Moyola, which had previously been the health care facility and offered impressive facilities for disabled prisoners. An efficient prisoner carer scheme was in operation and the standard of personal emergency evacuation plans was good.
- 2.36 Some progressive initiatives had been introduced for older and disabled prisoners since the previous inspection, which was encouraging. These included a 'Walking Club', which enabled trusted prisoners to go for healthy, supervised walks in the countryside, and 'Man Shed' which provided a safe, supportive place for men to do light work or pursue a hobby and socialise together.
- 2.37 A total of 22% of the population were under 25 years old. Survey results for these prisoners were generally poorer than for older men, particularly in regard to relationships with staff. Only 39% of prisoners under 25 said that most staff treated them with respect against 70% of prisoners over 25. Similarly, only 37% compared with 62% said there were staff they could turn to if they had a problem (see Executive Summary recommendation 4). Staff told us that a high proportion of the under-25 population had 'come all the way through the criminal justice system as youngsters'. The distinctive needs of this group of prisoners had not been identified and they were treated in the same way as older prisoners.
- 2.38 In our survey, 4% of prisoners identified themselves as gay or bisexual. No formal support was available for these prisoners, although it was encouraging to find that the NIPS was producing a transgender prisoner policy.

Faith and religion

- 2.39 Religious needs were well met and, in our survey, 73% of men on the main site and 85% on the Mourne complex said they could speak to a chaplain of their faith if they wanted to and 79% and 96% of men respectively said they could attend religious services.
- 2.40 The chaplaincy comprised all the major faiths reflected in the population. The team worked well together and, through a duty rota, interviewed all newly admitted prisoners shortly after their arrival. They gave prisoners information about the religious services and how they could contact a chaplain. There was no information leaflet about the support available.

- 2.41 At least 11 religious services were held each week at various locations across the establishment. The larger services were held in the well-equipped chapel. There was also a multi-faith room, which afforded a suitable private space for the small number of prisoners from minority faiths.
- 2.42 The chaplains made regular visits to prisoners who were on open SPARs, but did not attend reviews. However, a well briefed representative from the team attended the weekly PSST meeting, to contribute to discussions on prisoners of concern.
- 2.43 The chaplains were visible throughout the prison each day and provided pastoral support by responding to formal and informal requests from prisoners. This included making telephone calls on behalf of prisoners or picking up packages of clothes from the community.

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.

Strategy, clinical governance and partnerships

- 2.44 Health care services had improved since the previous inspection and were reasonably good. However, we still had concerns about some aspects of governance, mental health services, substance misuse services and medication management.
- 2.45 The SEHSCT provided health services and subcontracted AD:EPT to provide psychosocial substance misuse services.
- 2.46 Partnership working between the SEHSCT and the prison had improved and included some joint training. A current health needs assessment and a recent mental health and substance misuse assessment were informing service development. There was a good range of quality improvement initiatives, including ECHO (a video-linked discussion forum) which delivers training based on a hub and spoke model where knowledge and expertise can be shared across teams.
- 2.47 Learning from adverse incidents was shared with the wider health team. A number of serious incidents were investigated at too high a level which contributed to a significant backlog of investigations (see Executive Summary recommendation 6). Action was being taken to address clinical recommendations from deaths in custody. Effective patient engagement, including a regular health forum, was driving service improvement.

- 2.48 An experienced manager and clinical leads provided effective clinical leadership. Staff told us they felt valued and supported with meaningful engagement from senior managers. We observed positive relationships in the health care team. Consistent staff shortages, an over-reliance on agency nurses and protracted periods spent administering medication affected aspects of service delivery, including complaint responses and the development of nurse-led clinics (see Executive Summary recommendation 7). The adverse impact was mitigated by the use of consistent bank and agency staff.
- 2.49 Health staff had appropriate access to appraisals and supervision, but some policies were out of date and deficits in mandatory training were evident. Active recruitment was in progress but there was a significant national shortage of nurses. Record-keeping on the electronic clinical record system (EMIS) was generally good but care planning, including for mental health patients, was underdeveloped.
- 2.50 The clinical environment was appropriately cleaned and maintained and senior nurses completed regular audits. Patients were generally seen in private. We observed good interactions between health care staff and patients.
- 2.51 Health staff had easy access to appropriate well checked emergency equipment throughout the prison.
- 2.52 Prisoners knew how to complain through the confidential medical system. Most of the 221 complaints received in the year to March 2018 related to prescribing decisions and medication. Responses to complaints that we sampled were courteous but did not consistently address all the issues raised. Responses to Stage 1 complaints were often delayed (see Executive Summary recommendation 6). Learning from complaints and patient engagement had led to a review of the complaint forms and patient information about prescribing.

Promoting health and well-being

- 2.53 Health promotion initiatives were good. A health development worker was supporting the development of health promotion campaigns. Access to community screening programmes, immunisation, sexual health services and blood-borne virus testing and treatment was appropriate.

Primary care and inpatient services

- 2.54 A nurse assessed all new arrivals and made appropriate referrals. Health staff could access community health records which supported continuity of care, including prescribing. There was no GP on site after 6pm, but telephone support was available and prescriptions were faxed to the health department. Information about health services was provided in several languages. New arrivals could see a GP the next day if required, and saw health staff within a few days for a secondary health screen.

- 2.55 In our survey, prisoners on the main site were more negative than those in Mourne about the access to, and quality of, health services and overall only 25% of prisoners said the quality of health services was good. In contrast, feedback from prisoners we spoke to was mostly positive.
- 2.56 Patients accessed an appropriate range of primary care services through a paper-based application system. Access to routine GP appointments had improved since some wing-based clinics had been moved to the health care centre. Waiting times for routine GP appointments in the community were about three weeks, but in Maghaberry a few prisoners waited up to four weeks, which was too long. Urgent presentations were seen promptly. Waiting times for allied health professionals, including physiotherapy and podiatry, were similar to the community, except for the dietitian where 20 patients had been waiting for more than 13 weeks. Nurses were on site 24 hours a day.
- 2.57 Chronic disease management had improved. Work was under way to improve data capture to support chronic disease management. A diabetic clinic pilot project was providing successful outcomes for patients.
- 2.58 Prisoners said that there were no difficulties accessing secondary care. There were good network links with a range of SEHSCT and other Trusts' specialist teams who provided care to patients and advice and training to staff, for example in palliative care, diabetes, dermatology, genito-urinary medicine, hepatology, podiatry, ophthalmology and infection prevention control.

Social care

- 2.59 A nurse asked new arrivals about social care needs and systems were in place to identify needs later in the sentence. A health support worker provided personal care. An occupational therapist completed functional assessments as required. Access to mobility and health aids was satisfactory. Allocated prisoner buddies provided general support, such as collecting meals and dealing with laundry.

Mental health care

- 2.60 The Mental Health Team (MHT) delivered regular mental health awareness sessions for prison staff. Joint working between the MHT and the prison was good, including attending SPAR reviews of prisoners known to the team.
- 2.61 In our survey, 66% of prisoners said they had a mental health problem, but only 24% said they had been helped.

- 2.62 The MHT was on site Monday to Friday between 8am and 5pm. The multidisciplinary team complement did not reflect the Standards for Prison Mental Health Services – Third Edition, RCPsych, Oct 2017, CCQI 1274. There was no evidence of a training needs analysis to determine the skill mix or to identify gaps in the mental health team and develop a balanced work force (see Executive Summary recommendation 8). Access to a psychiatrist was very good. The MHT included nursing and occupational therapy staff. A psychologist was available one day a week. There were no systems to ensure that patients were matched to the worker with the most appropriate skill set or to support timely withdrawal of services and discharge.
- 2.63 Patients could receive psychological therapies. The newly appointed clinical psychologist supported the team one day a week with complex case management. This was not enough to meet the needs of the service but a full-time vacancy was being advertised. There was no evidence of psychological formulations to underpin care planning and inform relevant models of intervention. This led to misunderstandings between key staff on the origins and development of a prisoner’s presenting mental health issues.
- 2.64 Care plans were not consistently in place or updated. Care plans that we reviewed did not always address the assessed needs of the patient or clarify which therapeutic activities prisoners were attending. Prisoners said they were not clear about their care and treatment plans because they had not seen them (see Executive Summary recommendation 9).
- 2.65 There was no pathway for individuals with personality disorders, although mental health staff had received relevant training.
- 2.66 The effectiveness of the weekly multidisciplinary team meeting was reduced by the lack of a formal structure.
- 2.67 The MHT completed a desktop screen of all new arrivals to identify mental health needs and liaised with community and prison departments as required. At the time of the inspection, 55 patients were awaiting assessment. Those with urgent needs were seen promptly. Waiting times for routine assessment were up to nine weeks which was equivalent to the community, but too long in the context of the challenging environment in prison and short sentences/remands. At the time of the inspection, the team was providing individual support to about 90 patients with moderate to severe mental health needs (11% of the population).
- 2.68 The Donard Centre delivered a good range of low-level group psychological interventions including art and drama therapy, relaxation sessions and mindfulness. There were waiting lists for all interventions. The Centre had a positive therapeutic atmosphere and was well used. Regular officers were allocated to the Centre and led social activities for prisoners with identified vulnerabilities, including a weekly evening cooking session.
- 2.69 Mental health patients told us that mental health staff treated them with dignity and respect.

2.70 A total of 18 patients had transferred to mental health facilities under the Mental Health Order in the 15 months to March 2018; 16 of these had waited more than the recommended two weeks and eight had waited one to five months, which was excessive. Delays were primarily caused by external factors, including bed availability.

Substance misuse treatment¹⁰

- 2.71 The strategic approach to substance misuse was reasonably good and improving. A new strategy, action plan and bi-monthly committee meetings had been introduced in December 2017 and were developing.
- 2.72 In our survey, 31% of prisoners said they had an alcohol problem and 56% a drug problem on arrival against respective comparators of 22% and 35%. Fewer prisoners than the comparator and the previous inspection said they had been helped with these problems.
- 2.73 Prescribing for alcohol withdrawals started promptly after arrival, but the lack of dedicated stabilisation facilities and overnight monitoring meant that severe alcohol withdrawals or over-sedation overnight could be missed. We remained concerned that some prisoners were given alcohol withdrawal medication daily in-possession, which heightened the risk of diversion and incorrect dosing.
- 2.74 Prisoners arriving with confirmed Opiate Substitute Treatment (OST) prescriptions continued with their treatment. Those who were dependent on illicit opiates only received symptomatic prescribing and prisoners could no longer start OST during their sentence because there were no specialist prescribers and long national waiting lists for community treatment. Opportunities to engage these patients in treatment were therefore lost (see Executive Summary recommendation 11).
- 2.75 At the time of the inspection, 17 of the 18 patients prescribed OST were maintained and received prescribing reviews. OST was administered in private in a clinical room, but the risks related to the lack of officer supervision remained. Integration between clinical and psychosocial services remained poor.
- 2.76 The range and intensity of psychosocial provision remained too limited. AD:EPT provided harm reduction sessions for all new arrivals, which was good. At the time of the inspection, AD:EPT were supporting 127 men, with another 28 awaiting assessment or treatment. The team offered one-to-one support for up to six sessions, acupuncture, professional counselling and pre-release support. One Building Skills for Recovery programme ran at Maghaberry each year for up to 12 prisoners. The addition of SMART (self-management and recovery training) groups since October 2017 offered valuable weekly support for up to 24 prisoners. Since mid-2017, 141 prisoners who had failed a MDT had engaged with AD:EPT as an alternative to an adjudication award (see paragraph 1.22). Waiting times for assessment and interventions had reduced but remained too long.

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

- 2.77 There were still no prisoner recovery champions. Access to Alcoholics Anonymous support was good.
- 2.78 Pre-release support and links with community services were appropriate, including training and medication to manage opiate overdose after release (Naloxone). Prisoners with alcohol problems could access pre-release support for six weeks and ongoing support in the community, which was positive.

Medicines optimisation and pharmacy services

- 2.79 The in-house pharmacy service remained effective and responsive. Medicines were supplied promptly. They were transported safely within the prison and stored securely.
- 2.80 Running stock balances were maintained for highly tradeable medicines in the out-of-hours cupboard. However, records for the disposal of these medicines in the prison were not maintained which presented a risk of diversion. Prescribed medicines which had not reached the prisoners were returned to stock which reduced waste. Warfarin dosage instructions were not always confirmed in writing by the prescriber and verbal instructions were not always received and recorded by two nurses.
- 2.81 The out-of-date in-possession medication policy was under review. Risk assessments were completed promptly and reviewed regularly. Secure in-cell storage had been installed. Supervised medication was administered up to four times a day, but a combination of regime restrictions and reduced health care staffing in the evenings meant that evening and night doses were supplied in-possession to many prisoners. This created opportunities for misuse and diversion (see Executive Summary recommendation 10). In our survey, 27% of prisoners against the comparator of 12% said they had developed a problem with medication not prescribed to them. Pharmacy technicians supplied in-possession medicines, which was an effective use of their skills.
- 2.82 The medicine administration process had improved and generally reflected professional standards. However, prisoners were not always asked to confirm their identity before administration. Non-adherence with medicines was monitored and addressed.
- 2.83 Prisoners were given a supply of medicines on release.

Dental services and oral health

- 2.84 The full range of dental treatments were offered. At the time of the inspection, 14 of the 94 patients awaiting assessment had waited more than eight weeks, which was excessive. Urgent referrals were seen promptly. In our survey, only 9% of prisoners said it was easy to see a dentist, but prisoners we spoke to were happy with the care provided. Oral health promotion was provided during treatments.
- 2.85 The environment met current infection control standards and governance was appropriate. Dental instruments were decontaminated externally.



Purposeful activity

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

Time out of cell

Expected outcomes:

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

- 3.1 The time that prisoners were unlocked continued to increase and the regime was becoming more stable and predictable.
- 3.2 A sustained effort had been made to ensure that curtailments and slippage were kept to a minimum and, where necessary, staff from non-operational areas were deployed to ensure that the core day was delivered.
- 3.3 In our roll checks, about 15% of men were locked up mid-morning and mid-afternoon, which had reduced by half since 2015. We estimated that about half the population were out of their cell for nine hours or more each day and most others achieved around six hours. In our survey, 89% of men on the main site said they knew the unlock and lock-up times. This information was displayed on the wings. We received very few complaints from prisoners about the time they spent locked up.
- 3.4 Responses in our survey to questions on exercise and association were positive. More than half the respondents on the main site said they had association more than five times in a typical week, and two-thirds said they could go outside for exercise more than five days a week. The responses on the more open Mourne complex were even better, with about 80% of men responding positively to these questions.
- 3.5 Library facilities were good. The library provided an adequate range of recreational reading stock, purposeful texts in specialised areas and a broad range of non-fiction, including biographies. The stock was broadly appropriate for the population, with a good supply of

books for foreign nationals and for an extremely wide range of reading abilities. Access to more academic texts and digital resources for prisoners involved in higher level educational studies was too limited.

- 3.6 The librarians held comprehensive data on who used the library, but this was not used effectively enough to evaluate the efficiency of the resource and to encourage wider use of the facility. Access to the library was satisfactory and prisoners who used it spoke positively about the provision.
- 3.7 There were very good indoor and outdoor physical education (PE) facilities with an appropriate range of recreational programmes. The gym was open all week and prisoners engaged in full-time work or education activities could attend evening and weekend sessions. Important links were made with a range of family support, mental health and governing bodies of sports organisations to encourage higher levels of self-esteem, health and well-being among the prisoners. Activities were organised flexibly to meet the needs and interests of particular groups of prisoners, including foreign nationals and older prisoners.
- 3.8 The PE staff interacted well with prisoners who attended the gym and offered them support and expert advice on using the equipment safely and to best effect. Health appraisals were offered to each prisoner to allow the opportunity for self-assessment, and guidance on improving their fitness and maintaining a healthy lifestyle.

Education, skills and work activities (ETI)¹¹

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹²

ETI has made the following assessments about the learning, skills and work provision:

• Overall effectiveness of learning and skills and work:	Important areas for improvement.
• Outcomes and achievements of prisoners engaged in learning and skills and work:	Important areas for improvement.
• Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:	Important areas for improvement.
• Leadership and management of learning and skills and work:	Good.
• Impact of care and welfare on learning, teaching and outcomes:	Positive.

11 Learning and skills were inspected by Inspectors from the Education and Training Inspectorate (ETI).

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

Management of education, skills and work

- 3.9 Purposeful activity had improved steadily since the previous inspection in 2015. An environment conducive to effective training and learning had been established, underpinned by a more stable, consistent regime and the operation of an appropriate core day (see paragraph 3.2). The transition to education and training provision delivered largely by Belfast Metropolitan College (BMC) had been challenging, but had been achieved. As a result, staffing and oversight arrangements had stabilised. A Service Level Agreement (SLA) was in place to cover provision until August 2020, but the curriculum component of the agreement needed improvement.
- 3.10 A cohesive, effective management team for education, learning and skills had been established recently, combining to good effect senior managers from the NIPS, the College and senior officers. There was good partnership working and a clear ambition for further improvement of the provision. The most senior prison managers shared the desire to enhance the quality, relevance and availability of constructive activity. More extensive oversight and quality monitoring of the whole provision was needed by the management team.
- 3.11 There were still not enough substantive constructive activity places to meet the needs of the diverse population, with work, skills or education places for just over half the prisoners. There were significant waiting lists, particularly in popular areas such as recycling, barbering, catering, horticulture and art, compounded by underuse of existing resources and capacity. Too many education places were of short duration, attendance varied and the workshops were largely used for significant periods by the same small groups of prisoners. The lack of timely cover for staff absence also affected capacity adversely (see Executive Summary recommendation 12).
- 3.12 Positive steps had been taken to improve work allocation for prisoners and to encourage participation in education and training, including the recently established work allocation board which included staff from key functions, including the PDU. The board took account of prisoners' interests and capabilities and provided incentives for those allocated to orderly and other lower-level work to attend education as part of their core day. This approach focused appropriately on addressing deficits in essential skills.
- 3.13 Coordinated prisoner-centred work was evident between the PDU and education and skills. There was an appropriate and coherent focus on identifying the needs, interests and aspirations of prisoners to plan for and support them more fully. This needed to be extended further to resettlement planning.
- 3.14 The self-evaluation process identified reasonably well the strengths and areas for improvement across most but not all of the education, training and skills provision. It was not well enough informed by a robust analysis of data and associated trends, nor was the impact of improvement actions on prisoners' learning and outcomes evaluated sufficiently. The collection, collation and evaluation of data to monitor the impact of the provision was underdeveloped, which affected decision making and planning.

- 3.15 The quality of the accommodation and equipment varied considerably. The learning and skills centre was welcoming and most classroom facilities were fit for purpose, although the ventilation required attention. The workshop facilities and practical classrooms were suitable for the development of basic skills, but not to support more advanced work at industry standard or to facilitate project-based learning. The resources for ICT were underused and required more contemporary software.

Quality of provision

- 3.16 The quality of teaching, training and learning varied, but it had improved since the previous inspection and was good or better in three-quarters of the sessions that we observed. About one-third were very good or better. Most of the prisoners engaged well and benefited from effective support from tutors and peer mentors. Attention was needed to develop consistently effective teaching and training across the provision, particularly in essential skills and a few of the workshops.
- 3.17 The quality of teaching and learning varied too much in literacy, numeracy and ICT. Effective practice was observed, particularly in literacy, but most sessions that we witnessed required improvement. The expectations of prisoners were too low and they were not challenged sufficiently.
- 3.18 The curriculum was narrow, had remained static for some years and did not meet the varying needs of prisoners adequately. The curriculum had improved recently in a few instances, but it did not reflect sufficiently realistic opportunities in the labour market or the requirements of employers. Plans were well advanced to develop further the peer mentoring programme, involving more prisoners and with the opportunity to attain accredited qualifications.
- 3.19 There was too little provision above Level One to establish progression pathways or to meet the needs of the more able prisoners. The pathways, application process and consistency of support for prisoners taking higher education courses required significant improvement. Too many prisoners spoke of many impediments in access to and progress in these higher-level courses. Learning and skills provision for prisoners who did not attend the learning and skills centre was too limited. Prisoners on short sentences could attain accreditation in essential skills and other short courses, which was commendable.
- 3.20 The quality and impact of individual learning plans varied. They lacked consistency of approach, targets were often vague and not all staff reviewed or recorded progress sufficiently. Prisoners often had several plans which were of limited value to tutors in informing their planning.
- 3.21 The range of work activities had increased. A few activities, such as recycling, industrial cleaning and the kitchens, provided opportunities to achieve substantive accredited qualifications. The available capacity was used to good effect and more prisoners were participating. However, a significant number of prisoners were unemployed.

- 3.22 The quality of work activities varied. In most activities, prisoners were motivated and productive and operated at an appropriate industry pace and standard. In contrast, a few activities were not planned well enough to exploit opportunities for social enterprise and a regular throughput of realistic work.
- 3.23 Most employability provision was sound. Prisoners attending employability sessions received useful careers advice and guidance, enabling them to make informed decisions on training and potential employment opportunities. Most prisoners enhanced their readiness for work in training and work activities. Planning was underdeveloped to align prisoners' career planning and occupational skills development needs with labour market requirements and opportunities.
- 3.24 The provision for English for Speakers of Other Languages (ESOL) was good. The ESOL co-ordinator provided good leadership and ensured that enough prisoners attained an appropriate qualification. The learning and teaching in the ESOL sessions that we observed were good.

Outcomes and achievements

- 3.25 Almost all prisoners started from a low base in terms of prior attainment. Nevertheless, most made good progress in education and skills and those who completed courses achieved part or full qualifications, largely at entry level or Level One. Far too few prisoners progressed to, or attained, qualifications above Level One.
- 3.26 Most prisoners produced a good standard of work in workshops and practical classes, often above the targeted level of their assessment. However, the pace of work and progress was too slow, prisoners remained in the workshops for extended periods and almost all the achievement and associated knowledge were at a level below that required by employers.
- 3.27 Attendance at education classes varied but was poor on too many occasions, especially in essential skills classes. Attendance at work and in the workshops was better.
- 3.28 Outcomes for prisoners who had completed essential skills courses during the past year were good with an achievement rate of 71%, most at entry level or Level One. The rate of retention was less than one-third at the time of the inspection and was a concern. Too few prisoners completed an ICT qualification. Better uptake, retention and progression to higher levels in essential skills were needed. The standards of literacy and numeracy skills for prisoners who persevered were mostly good.

Impact of care and welfare

- 3.29 An ethos of care and welfare permeated education, learning and skills activities which had a positive impact on learning, teaching and outcomes. Staff modelled positive interactions and behaviour and relationships between prisoners and staff were supportive and respectful.
- 3.30 The induction and initial assessment process was carried out in a timely manner on arrival, although it was not sufficiently thorough to screen for, and identify barriers to, learning such as dyslexia. Individual tutors did not have access to all the information from the initial assessments or prisoner development plans to enable them to support individual prisoners.



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 There was an impressive range of family support. A strategic focus was developing through a new policy and the recently formed monthly family strategy meeting. All new prison officers across the NIPS received 'Think Family' training to help them understand the impact of a sentence on the family and to support contact, which was very positive.
- 4.2 Access to telephones was good across the prison. Families could send emails but letters and emails sometimes took too long to reach men after they were checked by censors. 'Book and Tape', a scheme for prisoners to record stories for their children, was available through the library.
- 4.3 Two motivated family officers supported family contact and acted as a link between families and the prison by answering queries, taking messages from families and visiting the men. They worked with an average of more than 300 families a month. At the time of our inspection, 93% of men had received a visit at some point during their sentence, much higher than we usually see. Men with no social visitors could be referred to the Quakers' befriending service or Prison Fellowship.

- 4.4 A wide range of organisations supported family work. NIACRO (Northern Ireland Association for the Care and Resettlement of Offenders) ran the CHIP (Children with Imprisoned Parents) scheme which supported children in the community and provided a wide range of welfare support for families.
- 4.5 NIACRO ran a bus for visitors from Coleraine and points en-route and the prison provided a free taxi to the local train station. People Plus ran the welcoming visitors' centre and activities for children during visits.
- 4.6 Visits were complicated by the layout of the site. The visitors' centre, gate and visits hall were not close together. Visits could not be booked electronically and the processes for booking and making visits were complex and needed streamlining. It was beneficial that men could hand out property and families could hand in property and money for prisoners before visits.
- 4.7 The visits halls were attractive and families and prisoners had participated in painting murals in the corridors. Refreshments were available and there was a professionally staffed well-resourced play area. However, in our survey, only 57% of men said that staff treated their visitors with respect against the comparator of 72%.
- 4.8 Child-centred visits, with appropriate activities, took place every week. Risk approved men on any level of the PREPS could apply for these longer visits after completing a short parenting course. This gave men the opportunity to bond with their children, while the children's carers had lunch nearby.
- 4.9 Barnardo's delivered a wide range of parenting courses, which they offered to any father, stepfather or expectant father during induction. These were tailored to need and included Parenting Teenagers and Parenting Children with Additional Needs.
- 4.10 Families Matter was a specialised family unit on Braid House run jointly by the prison and Barnardo's. A six-month course for up to 30 men involved weekly sessions on relationships and communication skills and provided extended family visits and individual support to prisoners and families. Men on this unit were security cleared to use skype.

Good practice

- 4.11 *The Families Matter unit provided an opportunity for men to identify and practise parenting skills and experience in-depth engagement with their families.*
- 4.12 *Risk assessed men on the Braid House Unit could use skype which enhanced regular contact with their children.*

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.

- 4.13 There was a good focus on rehabilitation and release planning. Managers had a clear understanding of the strategy and monthly meetings of managers from all Northern Ireland prisons ensured consistency and continuity. A good range of policy documents outlined the approach of the PDU to working with prisoners. Practice guides were available to support the work of coordinators in the PDU. Staff we spoke to throughout the inspection were clear about their role and the structures of the department.
- 4.14 All prisoners now had some form of custody plan, including men on remand (349 at the time of the inspection). In our survey, 66% of men on the Mourne site said they had a plan against 37% of men on the main site, of whom 42% were on remand. Remand plans were of a reasonable standard but less comprehensive than those of sentenced men.
- 4.15 The Positive Outcomes for Short-term Prisoners initiative (POST) had recently been developed for men sentenced to less than a year who were not subject to supervision or licence on release. The initiative was a partnership between NIACRO and the PDU with two staff from each service. The programme offered an impressive array of services including work to support families, debt advice, CV writing, employability, a motivational programme through the Irish Football Association (IFA) and a project working with men under threat from terrorist organisations. Referrals to specialist teams in the prison, such as housing advice and drugs and alcohol advice, were included in the project. About 70 prisoners were engaged in the POST programme at any time. We reviewed the cases of several men due to be released within the next month. They had each been assessed and reviewed appropriately and had undertaken several initiatives.
- 4.16 The wider work of the PDU was good. In our survey, 80% of prisoners on the main site and 91% on the Mourne site who said they had a custody plan said they knew what their targets were. Our review of cases broadly reflected this. On the main site, 54% and on the Mourne site 66% of prisoners said that staff were helping them meet their targets. Prisoners we spoke to reflected these results. Case coordinators had a good understanding of the prisoners they were responsible for and prisoners were seen regularly and often frequently. Records on the PRISM system reflected this. All the cases we reviewed indicated an appropriate personal development plan which was reviewed regularly. However, targets did not always meet the needs of prisoners and some targets did not focus enough on offending behaviour and risk management.

- 4.17 Prisoners subject to extended or indeterminate sentences were reviewed regularly by the Parole Commissioners for Northern Ireland (PCNI). An initial review appropriate to the length and nature of the sentence was followed by regular case conference reviews between parole hearings, usually every three months. We observed several meetings, most of which helped very positively to structure the management and expectations of long-term prisoners.
- 4.18 A dedicated public protection team consisting of four prisoner coordinators was working in the PDU. All prisoners were screened on arrival and checks were undertaken to identify concerns about contact with children, restraining orders or other restrictions on access. Information was appropriately logged. The public protection team could listen to up to 10% of telephone calls of prisoners subject to such restrictions during their first month at Maghaberry. If attempts were made to breach restrictions, further monitoring could be undertaken with the agreement of the Governor. Overall the system was managed reasonably well.
- 4.19 Any prisoner convicted of a sexual or serious violent domestic offence or an offence of racial hatred was managed through Public Protection Arrangements Northern Ireland (PPANI). A decision on their management level was made during their last three months in custody, but sometimes sooner. At the time of the inspection, 52 men were assessed as being managed at Level One (single agency); 21 at Level Two (multi-agency); and 13 at Level Three (highest level of multi-agency concern). A further 104 men were awaiting agreement of their level. Men subject to PPANI were reviewed by the PPANI panel during their last three months in custody. Panels consisted of agency representatives from the prison and the community. We reviewed a number of recent meetings and found the quality of assessment and the detailed planning for release to be impressive and well managed.
- 4.20 Of the 477 convicted men at Maghaberry, 51 were Category 'A' and the remainder ranged from Category 'B' to 'D'. Security categories were reviewed at least once a year. Review arrangements were generally appropriate: reports were compiled by prisoner coordinators and the security department took the reviews. However, in a number of cases probation and the PDU had recommended a downgrade but this had been rejected by security. In some cases, this prevented progression and the opportunity for prisoners to be tested in less secure conditions before release, particularly Wilson House in the Mourne complex or the Burren House working-out unit.
- 4.21 During the past four years, 36 lifers had been released from Burren House, two of whom had been recalled. In the same period, 20 lifers had been released from closed conditions and 12 had been recalled.
- 4.22 The incidence of home leave and working outside the prison had risen significantly since the previous inspection in 2015. During the previous six months, there had been 641 events for 172 men. Weekly home leave boards considered men who had met the qualifying criteria. Cases were reviewed rigorously and there was little hesitation to include extra restrictions where appropriate. An appeal system was in place. Under certain circumstances, men in Wilson House could have home leave in lieu of visits which was extremely positive.

- 4.23 There were limited options for prisoner progression in Northern Ireland but in the broad structure of Maghaberry, men could progress from the main site to the Mourne site, Quoile House and from there to Wilson House. At each stage the level of restriction was reduced. Many men were also moved from Maghaberry to Magilligan which offered lower security conditions and additional rehabilitation opportunities. Prisoners serving long sentences, usually indeterminate or extended, also had the opportunity to be located at Burren House, the working-out unit in Belfast for up to 12 men. Burren House offered a positive option for men to reacclimatise gradually to living and working independently. Men progressed through three stages in the house, the third of which involving living in the community and reporting regularly to probation or Burren House staff. Men we spoke to were extremely positive about their experience there.

Interventions

Expected outcomes:

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

- 4.24 A good range of accredited Offending Behaviour Programmes (OBPs) were being delivered. Resolve, designed to address violent offending, was scheduled to be delivered twice and Extended Thinking Skills (ETS), a generic cognitive behavioural programme, three times in the next 12 months. Building Better Relationships for men who had been violent in their relationships was delivered twice a year and the alcohol related violence programme once a year. At the time of the inspection, 115 men at Maghaberry had been convicted of a sexual offence. The Horizon programme was delivered at Maghaberry and Magilligan prisons and men were often transferred to Magilligan to attend the programme. The psychology department continued to deliver a good range of individual work to address offending behaviour, often directed by the PCNI.
- 4.25 A number of other non-accredited but supportive programmes were delivered. A motivational programme called GOALS had been delivered to 181 men in the previous year and the Sycamore Tree victim awareness programme, run by the Prison Fellowship, had been attended by 45 men. About 650 places had been taken on programmes in the previous 12 months, including those relating to families, employability, drugs and alcohol and general support.
- 4.26 The range of programmes was appropriate for the population. In our survey, 53% of prisoners on the main site said they had attended OBPs and 54% other programmes. Respective figures on the Mourne site were 60% and 72%. Over 70% of prisoners in our survey who had attended courses said they had helped them to meet their sentence objectives or targets.

- 4.27 A good range of support was provided by the housing rights team. The service included six peer advisers who had initial contact with prisoners who needed help and support. At the time of the inspection, 88 men were in contact with the housing rights team. Support ranged from general advice to advocacy for men leaving custody who needed emergency support. It was rare for men to leave Maghaberry with no address or appointment for emergency support.
- 4.28 NIACRO offered good financial advice. Specialist advisers attended the prison two days a week to run courses in financial capability. Individual advice and work on debt was also provided which could be continued in the community on release where appropriate.

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.

- 4.29 An average of 90 men a month were released at the end of their custodial sentence. Release planning was extensive and all men were reviewed by their coordinator before discharge. Release plans that we looked at were comprehensive.
- 4.30 In many cases, men were subject to case conference reviews before release at which expectations and conditions were discussed. The range of conditions applied was extensive but appropriate.
- 4.31 In our survey, 48% of men on the main site and 64% on the Mourne site said they had done something at Maghaberry to reduce the likelihood of re-offending. There was no post-release follow-up to establish the effectiveness of the support received by prisoners (see Executive Summary recommendation 13).



Summary of recommendations and good practice

The following is a listing of repeated and new recommendations and examples of good practice included in this report.

Main recommendation

To the NIPS and the Governor

- 5.1 The prison and the NIPS should work with partners to evaluate outcomes for prisoners on release, and the effectiveness of the pre-release support provided at Maghaberry.

Main recommendations

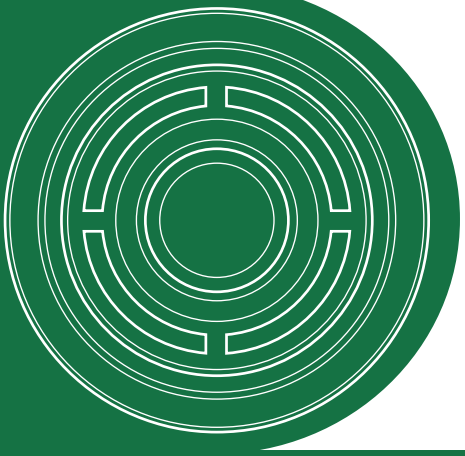
To the Governor

- 5.2 Men who are vulnerable to self-harm should be kept safe but should also receive individual recorded care which involves peer and family support as appropriate and seeks to address the underlying causes of the vulnerability.
- 5.3 The monitoring of the death in custody action plan should be more robust to ensure that recommendations are embedded in operational practice.
- 5.4 The poorer outcomes experienced by Catholic prisoners in key areas should be investigated thoroughly, prisoner groups should be consulted about the findings and, where necessary, appropriate remedial actions should be taken.
- 5.5 The poor perceptions of men with disabilities, mental health conditions and those aged under 25 should be investigated and, where necessary, remedial action taken.
- 5.6 The prison should explore the continuing negative perceptions of Maghaberry held by many prisoners and groups there, and in particular, work to increase prisoner confidence in staff and important processes like the complaints system.

- 5.7 Prisoners should receive timely and focused responses to their health complaints.
- 5.8 Adverse incidents should be investigated and reviewed at an appropriate level and within agreed time scales to ensure that timely learning drives service development.
- 5.9 Prisoners should receive access to all health services in a timely fashion.
- 5.10 The skills mix and roles of the primary health and mental health care multi-disciplinary teams should be improved and governance of the mental health function should be more rigorous.
- 5.11 Patients with mental health needs should receive stepped care within agreed pathways, and care plans should be regularly reviewed and overseen at effective multi-disciplinary team meetings.
- 5.12 The practice of supplying medicines which have been prescribed for direct administration in-possession should be reviewed to reduce the opportunity for bullying and diversion.
- 5.13 Prisoners should have timely access to opioid substitution treatment and a full range of clinical and psychosocial support which meets NICE guidance and the needs of the population.
- 5.14 The quantity, level and range of activities should be developed so that all prisoners can be offered purposeful activity which meets their needs, enhances their prospects and prepares them for work in the community.

Examples of good practice

- 5.15 The monthly oversight meeting ensured that segregated prisoners were reviewed in-depth by appropriate departments and the right support offered to meet their individual needs.
- 5.16 The Families Matter unit provided an opportunity for men to identify and practise parenting skills and experience in-depth engagement with their families.
- 5.17 Risk assessed men on the Braid House Unit could use skype which enhanced regular contact with their children.



Appendices

Appendix 1: Inspection team

Brendan McGuigan	Chief Inspector, CJ
Martin Lomas	Deputy Chief Inspector, HMIP
Sean Sullivan	Team leader, HMIP
Dr Ian Cameron	Inspector, CJ
Stevie Wilson	Inspector, CJ
Francesca Cooney	Inspector, HMIP
Keith McInnis	Inspector, HMIP
Karen Dillon	Inspector, HMIP
Ian Macfadyen	Inspector, HMIP
Majella Pearce	Inspector, HMIP
Laura Green	Researcher, HMIP
Catherine Shaw	Researcher, HMIP
Helen Ranns	Researcher, HMIP
Fran Russell	Researcher, HMIP
Tamara Al Janabi	Researcher, HMIP
Theresa Nixon	Inspector, RQIA
Wendy McGregor	Inspector, RQIA

Health care was inspected by colleagues from the Regulation and Quality Improvement Authority (RQIA) and learning and skills were inspected by Inspectors from the Education and Training Inspectorate (ETI).



Appendix 2: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced		392	47%
Recall		82	9.83%
Convicted unsentenced			
Remand		349	41.85%
Civil prisoners		9	1.08%
Detainees		2	0.24%
Total		834	

Sentence	18–20 yr olds	21 and over	%
Unsentenced		354	42.44
Less than six months		53	6.35
six months to less than 12 months		56	6.71
12 months to less than 2 years		51	
2 years to less than 4 years		77	9.23
4 years to less than 10 years		75	8.99
10 years and over (not life)		49	5.87
ISPP (indeterminate sentence for public protection)			
Life		117	14.02
Total		832	

Age	Number of prisoners	%
Please state minimum age here:	21	
Under 21 years		
21 years to 29 years	311	37.29
30 years to 39 years	291	34.89
40 years to 49 years	138	16.55
50 years to 59 years	68	8.15
60 years to 69 years	23	2.76
70 plus years	3	0.36
Please state maximum age here:	90	
Total	834	

Nationality	18–20 yr olds	21 and over	%
British		103	12.35
British – England		13	1.56
British – Scotland		9	1.08
British – Wales		3	0.36
Irish		85	10.19
Northern Irish		519	62.23
Foreign nationals		102	12.23
Total		834	

Security category	18–20 yr olds	21 and over	%
Uncategorised		357	42.81
Medium Supervision		1	0.12
Category A		51	6.12
Category B		73	8.75
Category C		315	37.77
Category D		34	4.08
Other		3	0.36
Total		834	



Ethnicity	18–20 yr olds	21 and over	%
White		777	93.17
British			
Irish			
Gypsy/Irish Traveller		15	1.80
Other white			
Mixed			
White and black Caribbean			
White and black African			
White and Asian			
Other mixed		14	1.68
Asian or Asian British			
Indian		2	0.24
Pakistani			
Bangladeshi		1	0.12
Chinese		5	0.60
Other Asian			
Black or black British			
Caribbean		1	0.12
African		3	0.36
Other black		6	0.72
Other ethnic group			
Arab			
Other ethnic group		10	1.20
Not stated			
Total		834	

Religion	18–20 yr olds	21 and over	%
Baptist		7	0.83
Church of England		1	0.11
Roman Catholic		437	52.4
Other Christian denominations		290	37.44
Muslim		8	0.95
Sikh			
Hindu		1	0.11
Buddhist		5	0.59
Jewish		3	0.35
Other		8	0.95
No religion		74	8.87
Total		834	

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			60	12.5
1 month to 3 months			70	14.58
3 months to six months			60	12.5
six months to 1 year			53	11.04
1 year to 2 years			56	11.67
2 years to 4 years			56	11.67
4 years or more			125	26.04
Total			480	



Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry			
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/ restrictions).		204	
Total			

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			120	33.9
1 month to 3 months			91	25.71
3 months to six months			68	19.21
six months to 1 year			47	13.28
1 year to 2 years			23	6.5
2 years to 4 years			4	1.13
4 years or more			1	0.28
Total			354	

Appendix 3: Prisoner survey methodology and results questionnaires and interviews

Prisoner survey methodology

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

HMIP researchers have developed a self-completion questionnaire to support HMIP *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison.¹³

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMIP researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a power calculation, HMIP researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.¹⁴ At Maghaberry Prison, the main site was sampled using this method. In all other residential units at Maghaberry Prison, researchers invited all prisoners to participate.

Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent¹⁵ to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; 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.

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

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

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



Survey response

At the time of the survey on 9 April 2018 the prisoner population at Maghaberry Prison was 830. Using the sampling method described above, questionnaires were distributed to 375 prisoners comprising:

- 204 prisoners in the main site;
- 131 in the Mourne complex;
- 12 in Bush House (Units 1 & 2);
- 16 in Roe House (Units 3 & 4); and
- 12 in Burren House.

We received a total of 319 completed questionnaires comprising:

- 172 from the main site;
- 111 from the Mourne complex;
- 10 from Bush House (Units 1 & 2);
- 16 from Roe House (Units 3 & 4); and
- 10 from Burren House.

We got an overall response rate of 85%. This included five questionnaires completed via face-to-face interview. A total of 22 prisoners declined to participate in the survey and 34 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 Maghaberry Prison. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.¹⁶ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

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

- The main site at Maghaberry Prison;
- The Mourne complex at Maghaberry Prison;
- Bush House (Units 1 & 2) at Maghaberry Prison;
- Roe House (Units 3 & 4) at Maghaberry Prison; and
- Burren House at Maghaberry Prison.

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

Responses from Maghaberry Prison 2018 compared with responses from the prison in 2016¹⁷

- Survey responses from the main site at Maghaberry Prison in 2018 compared with survey responses from the main site in 2016.
- Survey responses from Maghaberry Prison in 2018 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from Maghaberry Prison in 2018 compared with survey responses from the most recent inspection at all other local prisons.
- Survey responses from the Mourne complex at Maghaberry Prison in 2018 compared with survey responses from the Mourne complex in 2016.
- Survey responses from the Mourne complex at Maghaberry Prison in 2018 compared with survey responses from other Category 'C' training prisons inspected since September 2017.
- Survey responses from the Mourne complex at Maghaberry Prison in 2018 compared with survey responses from the most recent inspection at all other Category 'C' training prisons.

Comparisons between different residential locations within Maghaberry Prison 2018

- Responses of prisoners on the main prison site compared with those in the Mourne complex (excluding those in Burren, Bush 1 & 2 and Roe 3 & 4 Houses).

Comparisons between sub-populations of prisoners within Maghaberry Prison 2018¹⁸¹⁹

- Catholic prisoners' responses compared with those of Protestant prisoners;
- responses of prisoners aged 25 and under compared with those over 25;
- responses of prisoners aged 50 and over compared with those under 50;
- disabled prisoners' responses compared with those who do not have a disability;
- responses of prisoners with mental health problems compared with those who do not have mental health problems; and
- British nationals' responses compared with those of foreign nationals.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁰

17 These analyses are carried out on summary data from all survey questions. We have been using a new version of the questionnaire since September 2017 and we do not have comparable data for all questions.

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

19 This analysis includes responses from prisoners on the main site and Mourne complex, the responses of prisoners from Burren House, Bush House 1 & 2 and Roe House 3 & 4 are excluded from this analysis.

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



In the comparator analyses, statistically significant²¹ differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are no valid comparative data for that question.

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

In the comparisons between sub-populations of prisoners, data from the main site and the Mourne complex are combined. We have adjusted the weight of responses from the Mourne complex in these analyses to reflect our sampling method at Maghaberry Prison and the proportion of the population in the main site sampled.

21 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 – Maghaberry Prison

Background information

I.1	What wing or houseblock are you currently living on?	
	Bann House	23 (13%)
	Bush House (3&4)	21 (12%)
	Erne House.....	26 (15%)
	Lagan House.....	31 (18%)
	Quoile House.....	34 (20%)
	Roe House (1&2).....	18 (10%)
	Shimna House	12 (7%)
	Care and Separation unit	5 (3%)
	Moyola unit (Health care).....	2 (1%)
I.2	How old are you?	
	Under 21	2 (1%)
	21 - 25	35 (21%)
	26 - 29	36 (22%)
	30 - 39	56 (34%)
	40 - 49	25 (15%)
	50 - 59	8 (5%)
	60 - 69	2 (1%)
	70 or over.....	3 (2%)
I.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	82 (49%)
	White - Irish.....	61 (37%)
	White - Gypsy or Irish Traveller	3 (2%)
	White - any other White background.....	9 (5%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian	2 (1%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese	1 (1%)
	Asian - any other Asian Background	3 (2%)
	Black/ Black British - Caribbean.....	0 (0%)
	Black/ Black British - African	0 (0%)
	Black - any other Black/African/Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group.....	5 (3%)
I.4	How long have you been in this prison?	
	Less than 6 months	83 (53%)
	6 months or more.....	73 (47%)
I.5	Are you currently serving a sentence?	
	Yes	78 (48%)
	Yes - on recall	11 (7%)
	No - on remand or awaiting sentence.....	73 (45%)
	No - immigration detainee.....	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months	18 (11%)
	6 months to less than 1 year	12 (7%)
	1 year to less than 4 years	24 (15%)
	4 years to less than 10 years	21 (13%)
	10 years or more.....	7 (4%)
	IPP (indeterminate sentence for public protection)	1 (1%)
	Life.....	7 (4%)
	Not currently serving a sentence	73 (45%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	26 (15%)
	No	130 (77%)
	Don't remember.....	12 (7%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	55 (33%)
	2 hours or more.....	103 (61%)
	Don't remember.....	10 (6%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	98 (59%)
	No.....	55 (33%)
	Don't remember.....	13 (8%)
2.4	Overall, how were you treated in reception?	
	Very well.....	28 (17%)
	Quite well.....	76 (46%)
	Quite badly.....	28 (17%)
	Very badly.....	26 (16%)
	Don't remember.....	9 (5%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	65 (39%)
	Contacting family.....	58 (35%)
	Arranging care for children or other dependants	9 (5%)
	Contacting employers.....	11 (7%)
	Money worries.....	58 (35%)
	Housing worries	42 (25%)
	Feeling depressed	86 (51%)
	Feeling suicidal.....	32 (19%)
	Other mental health problems	65 (39%)
	Physical health problems	43 (26%)
	Drug or alcohol problems (e.g. withdrawal).....	66 (40%)
	Problems getting medication	76 (46%)
	Needing protection from other prisoners.....	13 (8%)
	Lost or delayed property	43 (26%)
	Other problems.....	32 (19%)
	Did not have any problems.....	28 (17%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	33 (20%)
	No	101 (62%)
	Did not have any problems when I first arrived	28 (17%)

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	105 (63%)
	Toiletries/other basic items.....	77 (46%)
	A shower	89 (54%)
	A free phone call	98 (59%)
	Something to eat	113 (68%)
	The chance to see someone from health care.....	74 (45%)
	The chance to talk to a Listener or Samaritans	22 (13%)
	Support from another prisoner (e.g. Insider or buddy)	25 (15%)
	Wasn't offered any of these things.....	11 (7%)

3.2	On your first night in this prison, how clean or dirty was your cell?	
	Very clean	3 (2%)
	Quite clean	25 (15%)
	Quite dirty	52 (31%)
	Very dirty	85 (51%)
	Don't remember.....	3 (2%)

3.3	Did you feel safe on your first night here?	
	Yes	88 (52%)
	No	70 (42%)
	Don't remember.....	10 (6%)

3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop/canteen?	100 (62%)	50 (31%)	12 (7%)
	Free PIN phone credit?	107 (66%)	40 (25%)	14 (9%)
	Numbers put on your PIN phone?	93 (59%)	50 (32%)	14 (9%)

3.5	Did your induction cover everything you needed to know about this prison?	
	Yes	57 (35%)
	No	82 (51%)
	Have not had an induction.....	22 (14%)

On the wing

4.1	Are you in a cell on your own?	
	Yes	73 (44%)
	No, I'm in a shared cell or dormitory.....	93 (56%)

4.2	Is your cell call bell normally answered within 5 minutes?	
	Yes	52 (31%)
	No	69 (41%)
	Don't know.....	43 (25%)
	Don't have a cell call bell.....	6 (4%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	123 (73%)	41 (24%)	4 (2%)
Can you shower every day?	89 (52%)	79 (46%)	2 (1%)
Do you have clean sheets every week?	128 (78%)	34 (21%)	2 (1%)
Do you get cell cleaning materials every week?	82 (49%)	81 (49%)	3 (2%)
Is it normally quiet enough for you to relax or sleep at night?	83 (50%)	80 (48%)	4 (2%)
Can you get your stored property if you need it?	43 (27%)	73 (46%)	42 (27%)

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

Very clean	28 (17%)
Quite clean	74 (44%)
Quite dirty	39 (23%)
Very dirty	27 (16%)

Food and canteen

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

Very good	6 (4%)
Quite good	51 (30%)
Quite bad	61 (36%)
Very bad	50 (30%)

5.2 Do you get enough to eat at mealtimes?

Always	15 (9%)
Most of the time	42 (25%)
Some of the time	65 (39%)
Never	46 (27%)

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

Yes	104 (62%)
No	60 (36%)
Don't know	4 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	96 (61%)
No	61 (39%)

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

Yes	89 (55%)
No	74 (45%)

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

Yes	37 (23%)
No	126 (77%)

6.4 How helpful is your personal or named officer?

Very helpful	17 (11%)
Quite helpful	27 (17%)
Not very helpful	18 (11%)
Not at all helpful	20 (13%)
Don't know	16 (10%)
Don't have a personal/named officer	62 (39%)

6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	10 (6%)
	Sometimes	36 (22%)
	Hardly ever.....	102 (63%)
	Don't know.....	15 (9%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	48 (32%)
	No.....	103 (68%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	22 (14%)
	Yes, but things don't change.....	45 (28%)
	No.....	68 (42%)
	Don't know.....	26 (16%)

Faith

7.1	What is your religion?	
	No religion.....	23 (14%)
	Catholic.....	82 (50%)
	Protestant.....	50 (30%)
	Other Christian denomination.....	5 (3%)
	Buddhist	3 (2%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim	0 (0%)
	Sikh.....	0 (0%)
	Other.....	1 (1%)
7.2	Are your religious beliefs respected here?	
	Yes	71 (43%)
	No.....	43 (26%)
	Don't know.....	28 (17%)
	Not applicable (no religion).....	23 (14%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	106 (63%)
	No.....	20 (12%)
	Don't know.....	20 (12%)
	Not applicable (no religion).....	23 (14%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	115 (68%)
	No.....	17 (10%)
	Don't know.....	13 (8%)
	Not applicable (no religion).....	23 (14%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	44 (26%)
	No	124 (74%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	94 (58%)
	No	69 (42%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	122 (73%)
	No	45 (27%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	11 (7%)
	Quite easy.....	61 (37%)
	Quite difficult	34 (20%)
	Very difficult	50 (30%)
	Don't know.....	10 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week	10 (6%)
	About once a week.....	69 (42%)
	Less than once a week.....	56 (34%)
	Not applicable (don't get visits)	31 (19%)
8.6	Do visits usually start and finish on time?	
	Yes	45 (33%)
	No	91 (67%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	74 (57%)
	No	55 (43%)

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.....	72 (43%)
	Yes, but these times are not usually kept to	76 (46%)
	No	19 (11%)
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	71 (43%)
	2 to 6 hours.....	41 (25%)
	6 to 10 hours	34 (20%)
	10 hours or more.....	11 (7%)
	Don't know.....	9 (5%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	98 (59%)
	2 to 6 hours.....	47 (28%)
	6 to 10 hours	15 (9%)
	10 hours or more.....	2 (1%)
	Don't know.....	5 (3%)

9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?		
	None.....	7 (4%)	
	1 or 2.....	41 (24%)	
	3 to 5.....	46 (27%)	
	More than 5.....	66 (39%)	
	Don't know.....	8 (5%)	
9.5	How many days in a typical week do you get association, if you want it?		
	None.....	14 (9%)	
	1 or 2.....	17 (10%)	
	3 to 5.....	25 (15%)	
	More than 5.....	90 (55%)	
	Don't know.....	18 (11%)	
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None.....	9 (6%)	
	1 or 2.....	17 (11%)	
	3 to 5.....	27 (17%)	
	More than 5.....	104 (65%)	
	Don't know.....	4 (2%)	
9.7	Typically, how often do you go to the gym?		
	Twice a week or more.....	80 (50%)	
	About once a week.....	14 (9%)	
	Less than once a week.....	4 (2%)	
	Never.....	63 (39%)	
9.8	Typically, how often do you go to the library?		
	Twice a week or more.....	11 (7%)	
	About once a week.....	31 (20%)	
	Less than once a week.....	47 (30%)	
	Never.....	68 (43%)	
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes.....	51 (33%)	
	No.....	36 (23%)	
	Don't use the library.....	68 (44%)	

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?		
	Yes.....	73 (45%)	
	No.....	56 (35%)	
	Don't know.....	33 (20%)	
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%)	72 (51%)
	Are applications usually dealt with within 7 days?	39 (29%)	73 (54%)
			24 (17%)
			24 (18%)

10.3	Is it easy for you to make a complaint?			
	Yes			114 (68%)
	No			37 (22%)
	Don't know.....			16 (10%)

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?	19 (13%)	95 (63%)	38 (25%)	
	Are complaints usually dealt with within 7 days?	49 (33%)	62 (42%)	38 (26%)	

10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			62 (38%)
	No			75 (46%)
	Not wanted to make a complaint.....			27 (16%)

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?	90 (56%)	50 (31%)	13 (8%)	9 (6%)	
	Attend legal visits?	98 (62%)	41 (26%)	14 (9%)	6 (4%)	
	Get bail information?	38 (25%)	59 (38%)	30 (19%)	28 (18%)	

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			88 (55%)
	No			44 (28%)
	Not had any legal letters			27 (17%)

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	6 (4%)	13 (8%)	54 (33%)	80 (49%)	10 (6%)
	Nurse	15 (10%)	70 (45%)	33 (21%)	32 (21%)	6 (4%)
	Dentist	2 (1%)	12 (8%)	37 (24%)	83 (53%)	23 (15%)
	Mental health workers	6 (4%)	11 (7%)	33 (21%)	69 (44%)	38 (24%)

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	7 (4%)	18 (12%)	44 (28%)	69 (44%)	18 (12%)
	Nurse	18 (12%)	56 (37%)	29 (19%)	39 (25%)	11 (7%)
	Dentist	10 (7%)	33 (22%)	20 (14%)	44 (30%)	41 (28%)
	Mental health workers	9 (6%)	22 (15%)	20 (14%)	49 (33%)	48 (32%)

11.3	Do you have any mental health problems?		
	Yes		108 (66%)
	No		55 (34%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	26 (16%)
	No	81 (50%)
	Don't have any mental health problems	55 (34%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	10 (6%)
	Quite good	30 (19%)
	Quite bad	38 (23%)
	Very bad	71 (44%)
	Don't know	13 (8%)

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	92 (58%)
	No	66 (42%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	14 (9%)
	No	71 (47%)
	Don't have a disability	66 (44%)
12.3	Have you been on a SPAR in this prison?	
	Yes	64 (39%)
	No	100 (61%)
12.4	If you have been on a SPAR in this prison, did you feel cared for by staff?	
	Yes	18 (11%)
	No	44 (27%)
	Have not been on a SPAR in this prison	100 (62%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	19 (12%)
	Quite easy	28 (17%)
	Quite difficult	20 (12%)
	Very difficult	19 (12%)
	Don't know	70 (43%)
	No Listeners at this prison	7 (4%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	52 (31%)
	No	115 (69%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	13 (8%)
	No	38 (23%)
	Did not / do not have an alcohol problem	115 (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	94 (56%)
	No	73 (44%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	49 (30%)
	No	117 (70%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	45 (27%)
	No	119 (73%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	22 (14%)
	No	70 (45%)
	Did not/do not have a drug problem	62 (40%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	39 (24%)
	Quite easy	34 (21%)
	Quite difficult	16 (10%)
	Very difficult	13 (8%)
	Don't know	58 (36%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	9 (6%)
	Quite easy	12 (8%)
	Quite difficult	22 (14%)
	Very difficult	39 (24%)
	Don't know	78 (49%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	102 (63%)
	No	60 (37%)
14.2	Do you feel unsafe now?	
	Yes	47 (29%)
	No	113 (71%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	63 (40%)
	Threats or intimidation	49 (31%)
	Physical assault	37 (24%)
	Sexual assault	7 (4%)
	Theft of canteen or property	39 (25%)
	Other bullying / victimisation	28 (18%)
	Not experienced any of these from prisoners here	75 (48%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	48 (30%)
	No	112 (70%)

14.5	Have you experienced any of the following types of bullying/victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	76 (48%)
	Threats or intimidation	55 (35%)
	Physical assault.....	47 (30%)
	Sexual assault	11 (7%)
	Theft of canteen or property	26 (16%)
	Other bullying/victimisation.....	40 (25%)
	Not experienced any of these from staff here	67 (42%)

14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	64 (41%)
	No	94 (59%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	71 (44%)
	No	60 (38%)
	Don't know what the incentives/rewards are	29 (18%)

15.2	Do you feel you have been treated fairly in the progressive regime and earned privileges system (PREPS) in this prison?	
	Yes	56 (35%)
	No	59 (37%)
	Don't know.....	20 (12%)
	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	39 (24%)
	No	123 (76%)

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	33 (20%)
	Don't remember.....	2 (1%)
	Not been restrained here in last 6 months	123 (75%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	42 (27%)
	No	116 (73%)

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?	8 (21%)	31 (79%)
	Could you shower every day?	15 (38%)	24 (62%)
	Could you go outside for exercise every day?	28 (70%)	12 (30%)
	Could you use the phone every day (if you had credit)?	22 (55%)	18 (45%)

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	68 (43%)	71 (45%)	19 (12%)	1 (1%)
Vocational or skills training	40 (27%)	71 (47%)	35 (23%)	4 (3%)
Prison job	45 (29%)	87 (57%)	19 (12%)	2 (1%)
Voluntary work outside of the prison	2 (1%)	60 (41%)	57 (39%)	26 (18%)
Paid work outside of the prison	2 (1%)	57 (39%)	58 (40%)	29 (20%)

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	68 (44%)	46 (30%)	39 (25%)
Vocational or skills training	53 (37%)	30 (21%)	59 (42%)
Prison job	44 (30%)	55 (37%)	49 (33%)
Voluntary work outside of the prison	24 (17%)	22 (16%)	92 (67%)
Paid work outside of the prison	26 (19%)	18 (13%)	94 (68%)

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

Yes	60 (37%)
No	90 (56%)
Not applicable (e.g. if you are retired, sick or on remand).....	11 (7%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a prisoner development plan or PDP)

Yes	59 (37%)
No	102 (63%)

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

Yes	47 (80%)
No	8 (14%)
Don't know what my objectives or targets are	4 (7%)

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

Yes	31 (54%)
No	22 (39%)
Don't know what my objectives or targets are	4 (7%)

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	18 (38%)	7 (15%)	22 (47%)
Other programmes	19 (40%)	7 (15%)	22 (46%)
One to one work	18 (39%)	6 (13%)	22 (48%)
Being on a specialist unit	4 (9%)	6 (14%)	33 (77%)
Home leave - day or overnight release	15 (31%)	5 (10%)	28 (58%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		53 (33%)
	No		69 (43%)
	Don't know.....		38 (24%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		7 (14%)
	Quite near		16 (32%)
	Quite far.....		17 (34%)
	Very far		10 (20%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, PDP coordinator)?		
	Yes		21 (41%)
	No		30 (59%)
18.4	Are you getting help to sort out the following things for when you are released?		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	10 (19%)	29 (55%) 14 (26%)
	Getting employment	3 (6%)	25 (50%) 22 (44%)
	Setting up education or training	5 (10%)	23 (46%) 22 (44%)
	Arranging benefits	8 (16%)	27 (54%) 15 (30%)
	Sorting out finances	5 (11%)	25 (53%) 17 (36%)
	Support for drug or alcohol problems	5 (10%)	23 (47%) 21 (43%)
	Health/mental health support	6 (12%)	26 (51%) 19 (37%)
	Social care support	3 (6%)	19 (39%) 27 (55%)
	Getting back in touch with family or friends	5 (10%)	14 (29%) 30 (61%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		98 (60%)
	No		64 (40%)
19.2	Are you a UK/British citizen?		
	Yes		126 (77%)
	No		37 (23%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		8 (5%)
	No		154 (95%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		6 (4%)
	No		158 (96%)
19.5	What is your gender?		
	Male		162 (99%)
	Female		1 (1%)
	Non-binary		0 (0%)
	Other.....		0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight/heterosexual.....	151 (96%)
	Gay/lesbian/homosexual.....	3 (2%)
	Bisexual	3 (2%)
	Other.....	1 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	6 (4%)
	No.....	149 (96%)

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	26 (17%)
	Less likely to offend	72 (48%)
	Made no difference.....	52 (35%)

Survey for Mourne House

Background information

I.1	What wing or houseblock are you currently living on?	
	Braid unit	83 (75%)
	Wilson unit.....	28 (25%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	8 (7%)
	26 - 29	21 (19%)
	30 - 39	43 (39%)
	40 - 49	18 (16%)
	50 - 59	18 (16%)
	60 - 69	3 (3%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	68 (62%)
	White - Irish.....	31 (28%)
	White - Gypsy or Irish Traveller	1 (1%)
	White - any other White background.....	3 (3%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese	1 (1%)
	Asian - any other Asian Background.....	1 (1%)
	Black/ Black British - Caribbean.....	0 (0%)
	Black/ Black British - African	1 (1%)
	Black - any other Black/African/Caribbean background	1 (1%)
	Arab.....	0 (0%)
	Any other ethnic group.....	2 (2%)
I.4	How long have you been in this prison?	
	Less than 6 months	19 (18%)
	6 months or more.....	87 (82%)
I.5	Are you currently serving a sentence?	
	Yes	87 (81%)
	Yes - on recall	7 (6%)
	No - on remand or awaiting sentence.....	14 (13%)
	No - immigration detainee.....	0 (0%)
I.6	How long is your sentence?	
	Less than 6 months	2 (2%)
	6 months to less than 1 year	6 (6%)
	1 year to less than 4 years	16 (15%)
	4 years to less than 10 years	16 (15%)
	10 years or more.....	12 (11%)
	IPP (indeterminate sentence for public protection)	2 (2%)

Life.....	38 (36%)
Not currently serving a sentence	14 (13%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	15 (14%)
	No.....	79 (72%)
	Don't remember.....	16 (15%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	35 (32%)
	2 hours or more.....	49 (45%)
	Don't remember.....	26 (24%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	50 (47%)
	No.....	48 (45%)
	Don't remember.....	9 (8%)
2.4	Overall, how were you treated in reception?	
	Very well.....	15 (14%)
	Quite well.....	62 (57%)
	Quite badly.....	23 (21%)
	Very badly.....	2 (2%)
	Don't remember.....	6 (6%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	35 (32%)
	Contacting family.....	42 (39%)
	Arranging care for children or other dependants	4 (4%)
	Contacting employers.....	3 (3%)
	Money worries.....	39 (36%)
	Housing worries	23 (21%)
	Feeling depressed	53 (49%)
	Feeling suicidal.....	20 (18%)
	Other mental health problems	34 (31%)
	Physical health problems	19 (17%)
	Drug or alcohol problems (e.g. withdrawal).....	25 (23%)
	Problems getting medication	34 (31%)
	Needing protection from other prisoners.....	8 (7%)
	Lost or delayed property.....	21 (19%)
	Other problems.....	15 (14%)
	Did not have any problems.....	23 (21%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	22 (21%)
	No.....	59 (57%)
	Did not have any problems when I first arrived	23 (22%)

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			57 (53%)
	Toiletries/other basic items.....			52 (48%)
	A shower			44 (41%)
	A free phone call			60 (56%)
	Something to eat			76 (70%)
	The chance to see someone from health care.....			47 (44%)
	The chance to talk to a Listener or Samaritans			14 (13%)
	Support from another prisoner (e.g. Insider or buddy)			15 (14%)
	Wasn't offered any of these things.....			10 (9%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean			3 (3%)
	Quite clean			23 (21%)
	Quite dirty.....			21 (19%)
	Very dirty.....			59 (55%)
	Don't remember.....			2 (2%)
3.3	Did you feel safe on your first night here?			
	Yes			51 (48%)
	No.....			50 (47%)
	Don't remember.....			6 (6%)
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop/canteen?	57 (54%)	38 (36%)	11 (10%)
	Free PIN phone credit?	53 (50%)	37 (35%)	16 (15%)
	Numbers put on your PIN phone?	52 (50%)	38 (37%)	13 (13%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			37 (35%)
	No.....			59 (56%)
	Have not had an induction.....			10 (9%)

On the wing

4.1	Are you in a cell on your own?		
	Yes		103 (94%)
	No, I'm in a shared cell or dormitory.....		6 (6%)
4.2	Is your cell call bell normally answered within 5 minutes?		
	Yes		41 (38%)
	No.....		31 (29%)
	Don't know.....		34 (32%)
	Don't have a cell call bell.....		1 (1%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	100 (93%)	6 (6%)	1 (1%)
Can you shower every day?	104 (95%)	5 (5%)	0 (0%)
Do you have clean sheets every week?	102 (94%)	6 (6%)	1 (1%)
Do you get cell cleaning materials every week?	88 (82%)	16 (15%)	3 (3%)
Is it normally quiet enough for you to relax or sleep at night?	93 (87%)	12 (11%)	2 (2%)
Can you get your stored property if you need it?	49 (48%)	30 (29%)	23 (23%)

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

Very clean	27 (25%)
Quite clean	63 (59%)
Quite dirty	14 (13%)
Very dirty	3 (3%)

Food and canteen

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

Very good	14 (13%)
Quite good	25 (24%)
Quite bad	29 (27%)
Very bad	38 (36%)

5.2 Do you get enough to eat at mealtimes?

Always	23 (22%)
Most of the time	27 (26%)
Some of the time	40 (38%)
Never	15 (14%)

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

Yes	64 (59%)
No	45 (41%)
Don't know	0 (0%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	80 (76%)
No	25 (24%)

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

Yes	72 (69%)
No	33 (31%)

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

Yes	45 (42%)
No	62 (58%)

6.4 How helpful is your personal or named officer?

Very helpful	24 (23%)
Quite helpful	27 (25%)
Not very helpful	8 (8%)
Not at all helpful	11 (10%)
Don't know	4 (4%)
Don't have a personal/named officer	32 (30%)

6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	11 (10%)
	Sometimes	22 (20%)
	Hardly ever.....	71 (65%)
	Don't know.....	5 (5%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	47 (44%)
	No.....	59 (56%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	20 (19%)
	Yes, but things don't change.....	39 (36%)
	No.....	35 (32%)
	Don't know.....	14 (13%)

Faith

7.1	What is your religion?	
	No religion.....	14 (13%)
	Catholic.....	39 (37%)
	Protestant.....	45 (42%)
	Other Christian denomination.....	7 (7%)
	Buddhist	0 (0%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim	1 (1%)
	Sikh.....	0 (0%)
	Other.....	0 (0%)
7.2	Are your religious beliefs respected here?	
	Yes	62 (62%)
	No.....	15 (15%)
	Don't know.....	9 (9%)
	Not applicable (no religion).....	14 (14%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	76 (74%)
	No.....	1 (1%)
	Don't know.....	12 (12%)
	Not applicable (no religion).....	14 (14%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	85 (83%)
	No.....	1 (1%)
	Don't know.....	3 (3%)
	Not applicable (no religion).....	14 (14%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	53 (50%)
	No.....	52 (50%)

8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	66 (61%)
	No	43 (39%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	106 (96%)
	No	4 (4%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	9 (8%)
	Quite easy.....	41 (38%)
	Quite difficult	39 (36%)
	Very difficult	15 (14%)
	Don't know.....	3 (3%)
8.5	How often do you have visits from family or friends?	
	More than once a week	10 (9%)
	About once a week.....	51 (48%)
	Less than once a week.....	30 (28%)
	Not applicable (don't get visits)	16 (15%)
8.6	Do visits usually start and finish on time?	
	Yes	27 (30%)
	No	62 (70%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	56 (64%)
	No	32 (36%)

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	63 (59%)
	Yes, but these times are not usually kept to	41 (38%)
	No	3 (3%)
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	4 (4%)
	2 to 6 hours.....	39 (37%)
	6 to 10 hours	37 (35%)
	10 hours or more.....	22 (21%)
	Don't know.....	4 (4%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	8 (7%)
	2 to 6 hours.....	63 (59%)
	6 to 10 hours	17 (16%)
	10 hours or more.....	16 (15%)
	Don't know.....	3 (3%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None.....	0 (0%)
	1 or 2.....	4 (4%)

3 to 5.....	13 (12%)
More than 5.....	90 (83%)
Don't know.....	1 (1%)

9.5 How many days in a typical week do you get association, if you want it?

None.....	1 (1%)
1 or 2.....	0 (0%)
3 to 5.....	13 (12%)
More than 5.....	87 (82%)
Don't know.....	5 (5%)

9.6 How many days in a typical week could you go outside for exercise, if you wanted to?

None.....	0 (0%)
1 or 2.....	5 (5%)
3 to 5.....	18 (17%)
More than 5.....	82 (77%)
Don't know.....	2 (2%)

9.7 Typically, how often do you go to the gym?

Twice a week or more.....	61 (56%)
About once a week.....	11 (10%)
Less than once a week.....	10 (9%)
Never.....	27 (25%)

9.8 Typically, how often do you go to the library?

Twice a week or more.....	5 (5%)
About once a week.....	48 (45%)
Less than once a week.....	25 (24%)
Never.....	28 (26%)

9.9 Does the library have a wide enough range of materials to meet your needs?

Yes.....	40 (39%)
No.....	34 (33%)
Don't use the library.....	28 (27%)

Applications, complaints and legal rights

10.1 Is it easy for you to make an application?

Yes.....	71 (66%)
No.....	21 (20%)
Don't know.....	15 (14%)

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?	36 (40%)	42 (47%)	12 (13%)
Are applications usually dealt with within 7 days?	45 (51%)	32 (36%)	12 (13%)

10.3 Is it easy for you to make a complaint?

Yes.....	90 (84%)
No.....	8 (7%)
Don't know.....	9 (8%)

10.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	26 (26%)	47 (47%)	28 (28%)
	Are complaints usually dealt with within 7 days?	32 (33%)	36 (38%)	28 (29%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	22 (21%)
	No	66 (62%)
	Not wanted to make a complaint.....	19 (18%)

10.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	75 (73%)	19 (18%)	3 (3%)	6 (6%)
	Attend legal visits?	81 (79%)	13 (13%)	2 (2%)	6 (6%)
	Get bail information?	31 (33%)	12 (13%)	17 (18%)	34 (36%)

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	
	Yes	58 (55%)
	No	30 (29%)
	Not had any legal letters	17 (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	6 (6%)	16 (15%)	40 (37%)	42 (39%)	3 (3%)
	Nurse	20 (19%)	56 (53%)	19 (18%)	8 (8%)	2 (2%)
	Dentist	5 (5%)	22 (21%)	32 (30%)	37 (35%)	9 (9%)
	Mental health workers	2 (2%)	15 (15%)	20 (19%)	36 (35%)	30 (29%)

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	10 (10%)	25 (24%)	29 (28%)	31 (30%)	9 (9%)
	Nurse	18 (17%)	39 (38%)	28 (27%)	12 (12%)	6 (6%)
	Dentist	21 (20%)	33 (32%)	17 (16%)	16 (15%)	17 (16%)
	Mental health workers	9 (9%)	15 (15%)	17 (17%)	20 (20%)	41 (40%)

11.3	Do you have any mental health problems?	
	Yes	63 (58%)
	No	46 (42%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	22 (21%)
	No	39 (36%)
	Don't have any mental health problems.....	46 (43%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	8 (7%)
	Quite good	33 (31%)
	Quite bad.....	22 (21%)
	Very bad.....	38 (36%)
	Don't know.....	6 (6%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	52 (49%)
	No	55 (51%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	9 (9%)
	No	39 (38%)
	Don't have a disability	55 (53%)
12.3	Have you been on a SPAR in this prison?	
	Yes	30 (28%)
	No	77 (72%)
12.4	If you have been on a SPAR in this prison, did you feel cared for by staff?	
	Yes	12 (11%)
	No	18 (17%)
	Have not been on a SPAR in this prison	77 (72%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	14 (13%)
	Quite easy	21 (20%)
	Quite difficult	9 (9%)
	Very difficult	4 (4%)
	Don't know	52 (50%)
	No Listeners at this prison	4 (4%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	30 (28%)
	No	79 (72%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	16 (15%)
	No	14 (13%)
	Did not/do not have an alcohol problem	79 (72%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	37 (35%)
	No	70 (65%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	23 (22%)
	No	83 (78%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	18 (17%)
	No	90 (83%)

13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	19 (18%)
	No	28 (27%)
	Did not/do not have a drug problem.....	56 (54%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	37 (35%)
	Quite easy.....	25 (23%)
	Quite difficult	7 (7%)
	Very difficult	3 (3%)
	Don't know.....	35 (33%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	8 (8%)
	Quite easy.....	17 (16%)
	Quite difficult	12 (11%)
	Very difficult	16 (15%)
	Don't know.....	53 (50%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	67 (61%)
	No.....	42 (39%)
14.2	Do you feel unsafe now?	
	Yes	17 (16%)
	No.....	91 (84%)
14.3	Have you experienced any of the following types of bullying/victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	43 (43%)
	Threats or intimidation	36 (36%)
	Physical assault.....	18 (18%)
	Sexual assault	5 (5%)
	Theft of canteen or property	22 (22%)
	Other bullying/victimisation.....	21 (21%)
	Not experienced any of these from prisoners here	46 (46%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	29 (29%)
	No.....	71 (71%)
14.5	Have you experienced any of the following types of bullying/victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	47 (46%)
	Threats or intimidation	33 (32%)
	Physical assault.....	23 (22%)
	Sexual assault	4 (4%)
	Theft of canteen or property	12 (12%)
	Other bullying/victimisation.....	26 (25%)
	Not experienced any of these from staff here	42 (41%)

14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	38 (38%)
	No	63 (62%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	55 (53%)
	No	34 (33%)
	Don't know what the incentives/rewards are	14 (14%)

15.2	Do you feel you have been treated fairly in the progressive regime and earned privileges system (PREPS) in this prison?	
	Yes	54 (51%)
	No	31 (30%)
	Don't know.....	10 (10%)
	Don't know what this is	10 (10%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	9 (8%)
	No	97 (92%)

15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?	
	Yes	2 (2%)
	No	6 (6%)
	Don't remember.....	0 (0%)
	Not been restrained here in last 6 months	97 (92%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	16 (15%)
	No	90 (85%)

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?	8 (50%)	8 (50%)
	Could you shower every day?	5 (31%)	11 (69%)
	Could you go outside for exercise every day?	7 (44%)	9 (56%)
	Could you use the phone every day (if you had credit)?	7 (44%)	9 (56%)

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	63 (61%)	33 (32%)	7 (7%)	1 (1%)
	Vocational or skills training	50 (50%)	35 (35%)	15 (15%)	0 (0%)
	Prison job	63 (63%)	31 (31%)	6 (6%)	0 (0%)
	Voluntary work outside of the prison	9 (9%)	30 (30%)	32 (32%)	28 (28%)
	Paid work outside of the prison	4 (4%)	29 (29%)	35 (35%)	32 (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	64 (66%)	25 (26%)	8 (8%)
	Vocational or skills training	52 (58%)	18 (20%)	20 (22%)
	Prison job	51 (54%)	34 (36%)	9 (10%)
	Voluntary work outside of the prison	22 (26%)	11 (13%)	51 (61%)
	Paid work outside of the prison	15 (18%)	11 (13%)	56 (68%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	69 (68%)
	No	28 (28%)
	Not applicable (e.g. if you are retired, sick or on remand).....	4 (4%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a prisoner development plan or PDP)	
	Yes	67 (66%)
	No	34 (34%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your prisoner development plan?	
	Yes	60 (91%)
	No	5 (8%)
	Don't know what my objectives or targets are	1 (2%)

17.3	Are staff here supporting you to achieve your objectives or targets?	
	Yes	42 (66%)
	No	21 (33%)
	Don't know what my objectives or targets are	1 (2%)

17.4	If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?			
		Yes, this helped	No, this didn't help	Not done / don't know
	Offending behaviour programmes	27 (45%)	9 (15%)	24 (40%)
	Other programmes	32 (56%)	9 (16%)	16 (28%)
	One to one work	33 (55%)	6 (10%)	21 (35%)
	Being on a specialist unit	7 (13%)	4 (8%)	41 (79%)
	Home leave - day or overnight release	29 (47%)	5 (8%)	28 (45%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?	
	Yes	17 (16%)
	No	75 (71%)
	Don't know.....	13 (12%)

18.2	How close is this prison to your home area or intended release address?	
	Very near	1 (6%)
	Quite near	5 (29%)
	Quite far.....	9 (53%)
	Very far	2 (12%)

18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, PDP coordinator)?			
	Yes			9 (53%)
	No			8 (47%)
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	2 (13%)	8 (50%)	6 (38%)
	Getting employment	1 (6%)	9 (53%)	7 (41%)
	Setting up education or training	2 (13%)	8 (50%)	6 (38%)
	Arranging benefits	2 (12%)	10 (59%)	5 (29%)
	Sorting out finances	2 (12%)	7 (41%)	8 (47%)
	Support for drug or alcohol problems	2 (12%)	8 (47%)	7 (41%)
	Health/mental health support	1 (6%)	11 (65%)	5 (29%)
	Social care support	1 (6%)	7 (41%)	9 (53%)
	Getting back in touch with family or friends	1 (6%)	5 (29%)	11 (65%)

More about you

19.1	Do you have children under the age of 18?		
	Yes		67 (63%)
	No		39 (37%)
19.2	Are you a UK/British citizen?		
	Yes		80 (78%)
	No		22 (22%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?		
	Yes		1 (1%)
	No		101 (99%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?		
	Yes		8 (8%)
	No		97 (92%)
19.5	What is your gender?		
	Male		105 (100%)
	Female		0 (0%)
	Non-binary		0 (0%)
	Other		0 (0%)
19.6	How would you describe your sexual orientation?		
	Straight/heterosexual		103 (99%)
	Gay/lesbian/homosexual		0 (0%)
	Bisexual		1 (1%)
	Other		0 (0%)
19.7	Do you identify as transgender or transsexual?		
	Yes		1 (1%)
	No		96 (99%)

Final questions about this prison

20.1 Do you think your experiences in this prison have made you more or less likely to offend in the future?

More likely to offend	9 (9%)
Less likely to offend	64 (64%)
Made no difference.....	27 (27%)

Survey for Burren House

Background information

I.1	What wing or houseblock are you currently living on?	
	Burren House.....	10 (100%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	0 (0%)
	26 - 29	1 (10%)
	30 - 39	0 (0%)
	40 - 49	4 (40%)
	50 - 59	3 (30%)
	60 - 69	2 (20%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	8 (80%)
	White - Irish.....	2 (20%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background.....	0 (0%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese.....	0 (0%)
	Asian - any other Asian Background.....	0 (0%)
	Black/ Black British - Caribbean.....	0 (0%)
	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	0 (0%)
	6 months or more.....	9 (100%)
I.5	Are you currently serving a sentence?	
	Yes	9 (90%)
	Yes - on recall.....	1 (10%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)
I.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.....	0 (0%)
	4 years to less than 10 years	3 (30%)
	10 years or more.....	1 (10%)
	IPP (indeterminate sentence for public protection).....	0 (0%)

Life.....	6 (60%)
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	6 (60%)
	No.....	4 (40%)
	Don't remember.....	0 (0%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	4 (50%)
	2 hours or more.....	3 (38%)
	Don't remember.....	1 (13%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	5 (71%)
	No.....	1 (14%)
	Don't remember.....	1 (14%)
2.4	Overall, how were you treated in reception?	
	Very well.....	2 (29%)
	Quite well.....	4 (57%)
	Quite badly.....	1 (14%)
	Very badly.....	0 (0%)
	Don't remember.....	0 (0%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers.....	1 (13%)
	Contacting family.....	2 (25%)
	Arranging care for children or other dependents	0 (0%)
	Contacting employers.....	0 (0%)
	Money worries.....	2 (25%)
	Housing worries	0 (0%)
	Feeling depressed	3 (38%)
	Feeling suicidal.....	2 (25%)
	Other mental health problems	0 (0%)
	Physical health problems	2 (25%)
	Drug or alcohol problems (e.g. withdrawal).....	1 (13%)
	Problems getting medication	2 (25%)
	Needing protection from other prisoners.....	2 (25%)
	Lost or delayed property.....	1 (13%)
	Other problems.....	1 (13%)
	Did not have any problems.....	3 (38%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	0 (0%)
	No.....	4 (57%)
	Did not have any problems when I first arrived	3 (43%)

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	1 (17%)
Toiletries/other basic items.....	3 (50%)
A shower	5 (83%)
A free phone call	3 (50%)
Something to eat	5 (83%)
The chance to see someone from health care.....	1 (17%)
The chance to talk to a Listener or Samaritans	1 (17%)
Support from another prisoner (e.g. Insider or buddy)	1 (17%)
Wasn't offered any of these things.....	1 (17%)

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

Very clean	2 (25%)
Quite clean	2 (25%)
Quite dirty.....	1 (13%)
Very dirty.....	2 (25%)
Don't remember.....	1 (13%)

3.3 Did you feel safe on your first night here?

Yes	5 (63%)
No.....	3 (38%)
Don't remember.....	0 (0%)

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

	Yes	No	Don't remember
Access to the prison shop/canteen?	6 (86%)	0 (0%)	1 (14%)
Free PIN phone credit?	3 (60%)	2 (40%)	0 (0%)
Numbers put on your PIN phone?	3 (60%)	2 (40%)	0 (0%)

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

Yes	4 (57%)
No.....	3 (43%)
Have not had an induction.....	0 (0%)

On the wing

4.1 Are you in a cell on your own?

Yes	7 (78%)
No, I'm in a shared cell or dormitory.....	2 (22%)

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

Yes	1 (13%)
No.....	2 (25%)
Don't know.....	3 (38%)
Don't have a cell call bell.....	2 (25%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	10 (100%)	0 (0%)	0 (0%)
Can you shower every day?	9 (100%)	0 (0%)	0 (0%)

Do you have clean sheets every week?	9 (100%)	0 (0%)	0 (0%)
Do you get cell cleaning materials every week?	8 (100%)	0 (0%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	9 (100%)	0 (0%)	0 (0%)
Can you get your stored property if you need it?	8 (100%)	0 (0%)	0 (0%)

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

Very clean	3 (30%)
Quite clean	6 (60%)
Quite dirty	1 (10%)
Very dirty	0 (0%)

Food and canteen

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

Very good	5 (63%)
Quite good	3 (38%)
Quite bad	0 (0%)
Very bad	0 (0%)

5.2 Do you get enough to eat at mealtimes?

Always	10 (100%)
Most of the time	0 (0%)
Some of the time	0 (0%)
Never	0 (0%)

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

Yes	3 (60%)
No	2 (40%)
Don't know	0 (0%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	8 (100%)
No	0 (0%)

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

Yes	7 (78%)
No	2 (22%)

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

Yes	7 (78%)
No	2 (22%)

6.4 How helpful is your personal or named officer?

Very helpful	4 (44%)
Quite helpful	4 (44%)
Not very helpful	1 (11%)
Not at all helpful	0 (0%)
Don't know	0 (0%)
Don't have a personal / named officer	0 (0%)

6.5 How often do you see prison governors, directors or senior managers talking to prisoners?

Regularly	3 (33%)
Sometimes	1 (11%)
Hardly ever	5 (56%)

	Don't know.....	0 (0%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	5 (56%)
	No	4 (44%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	8 (100%)
	Yes, but things don't change.....	0 (0%)
	No.....	0 (0%)
	Don't know.....	0 (0%)

Faith

7.1	What is your religion?	
	No religion.....	2 (22%)
	Catholic.....	2 (22%)
	Protestant	5 (56%)
	Other Christian denomination.....	0 (0%)
	Buddhist	0 (0%)
	Hindu	0 (0%)
	Jewish.....	0 (0%)
	Muslim	0 (0%)
	Sikh.....	0 (0%)
	Other.....	0 (0%)
7.2	Are your religious beliefs respected here?	
	Yes	7 (78%)
	No	0 (0%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	2 (22%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	6 (75%)
	No	0 (0%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	2 (25%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	7 (78%)
	No.....	0 (0%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	2 (22%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	6 (75%)
	No	2 (25%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	3 (38%)
	No.....	5 (63%)

8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	9 (100%)
	No	0 (0%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	2 (33%)
	Quite easy.....	1 (17%)
	Quite difficult	1 (17%)
	Very difficult	2 (33%)
	Don't know.....	0 (0%)
8.5	How often do you have visits from family or friends?	
	More than once a week	2 (22%)
	About once a week.....	2 (22%)
	Less than once a week.....	2 (22%)
	Not applicable (don't get visits)	3 (33%)
8.6	Do visits usually start and finish on time?	
	Yes	3 (75%)
	No	1 (25%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	5 (100%)
	No.....	0 (0%)

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.....	5 (63%)
	Yes, but these times are not usually kept to	2 (25%)
	No	1 (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	0 (0%)
	2 to 6 hours.....	0 (0%)
	6 to 10 hours	1 (13%)
	10 hours or more.....	7 (88%)
	Don't know.....	0 (0%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	0 (0%)
	2 to 6 hours.....	1 (17%)
	6 to 10 hours	0 (0%)
	10 hours or more.....	5 (83%)
	Don't know.....	0 (0%)
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.....	0 (0%)
	1 or 2.....	1 (11%)
	3 to 5	1 (11%)
	More than 5.....	7 (78%)
	Don't know.....	0 (0%)

9.5	How many days in a typical week do you get association, if you want it?		
	None.....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	1	(13%)
	More than 5.....	7	(88%)
	Don't know.....	0	(0%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None.....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	0	(0%)
	More than 5.....	8	(100%)
	Don't know.....	0	(0%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more.....	5	(50%)
	About once a week.....	0	(0%)
	Less than once a week.....	1	(10%)
	Never.....	4	(40%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more.....	2	(22%)
	About once a week.....	1	(11%)
	Less than once a week.....	0	(0%)
	Never.....	6	(67%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes.....	2	(22%)
	No.....	1	(11%)
	Don't use the library.....	6	(67%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes.....	6	(60%)	
	No.....	2	(20%)	
	Don't know.....	2	(20%)	
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?	3 (38%)	2 (25%)	3 (38%)
	Are applications usually dealt with within 7 days?	4 (50%)	1 (13%)	3 (38%)
10.3	Is it easy for you to make a complaint?			
	Yes.....	6	(67%)	
	No.....	1	(11%)	
	Don't know.....	2	(22%)	

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?	1 (11%)	1 (11%)	7 (78%)	
	Are complaints usually dealt with within 7 days?	2 (22%)	0 (0%)	7 (78%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes				1 (11%)
	No				3 (33%)
	Not wanted to make a complaint.....				5 (56%)
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?	8 (89%)	0 (0%)	0 (0%)	1 (11%)
	Attend legal visits?	7 (78%)	1 (11%)	0 (0%)	1 (11%)
	Get bail information?	1 (13%)	1 (13%)	1 (13%)	5 (63%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes				7 (70%)
	No				1 (10%)
	Not had any legal letters				2 (20%)

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	4 (44%)	3 (33%)	1 (11%)	1 (11%)	0 (0%)
	Nurse	4 (44%)	3 (33%)	2 (22%)	0 (0%)	0 (0%)
	Dentist	4 (44%)	1 (11%)	1 (11%)	1 (11%)	2 (22%)
	Mental health workers	2 (25%)	1 (13%)	0 (0%)	2 (25%)	3 (38%)
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	4 (44%)	2 (22%)	1 (11%)	2 (22%)	0 (0%)
	Nurse	3 (33%)	3 (33%)	0 (0%)	1 (11%)	2 (22%)
	Dentist	4 (44%)	1 (11%)	0 (0%)	1 (11%)	3 (33%)
	Mental health workers	1 (14%)	0 (0%)	0 (0%)	2 (29%)	4 (57%)
11.3	Do you have any mental health problems?					
	Yes					6 (60%)
	No					4 (40%)
11.4	Have you been helped with your mental health problems in this prison?					
	Yes					3 (30%)
	No					3 (30%)
	Don't have any mental health problems.....					4 (40%)
11.5	What do you think of the overall quality of the health services here?					
	Very good					5 (50%)
	Quite good					0 (0%)
	Quite bad					2 (20%)
	Very bad					3 (30%)
	Don't know.....					0 (0%)

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	6 (60%)
	No	4 (40%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	1 (13%)
	No	3 (38%)
	Don't have a disability	4 (50%)
12.3	Have you been on a SPAR in this prison?	
	Yes	0 (0%)
	No	10 (100%)
12.4	If you have been on a SPAR in this prison, did you feel cared for by staff?	
	Yes	0 (0%)
	No	0 (0%)
	Have not been on a SPAR in this prison	10 (100%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	1 (11%)
	Quite easy	0 (0%)
	Quite difficult	1 (11%)
	Very difficult	0 (0%)
	Don't know	3 (33%)
	No Listeners at this prison	4 (44%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	4 (40%)
	No	6 (60%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	2 (20%)
	No	2 (20%)
	Did not / do not have an alcohol problem	6 (60%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	2 (20%)
	No	8 (80%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	0 (0%)
	No	10 (100%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No	10 (100%)

13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	2 (20%)
	No	0 (0%)
	Did not/do not have a drug problem	8 (80%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	2 (20%)
	Quite easy.....	1 (10%)
	Quite difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know.....	7 (70%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	1 (10%)
	Quite easy.....	0 (0%)
	Quite difficult	0 (0%)
	Very difficult	2 (20%)
	Don't know.....	7 (70%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	4 (40%)
	No	6 (60%)
14.2	Do you feel unsafe now?	
	Yes	2 (20%)
	No	8 (80%)
14.3	Have you experienced any of the following types of bullying/victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	4 (40%)
	Threats or intimidation	4 (40%)
	Physical assault.....	2 (20%)
	Sexual assault	0 (0%)
	Theft of canteen or property	3 (30%)
	Other bullying/victimisation.....	3 (30%)
	Not experienced any of these from prisoners here	6 (60%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	3 (30%)
	No	7 (70%)
14.5	Have you experienced any of the following types of bullying/victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	3 (30%)
	Threats or intimidation	3 (30%)
	Physical assault.....	2 (20%)
	Sexual assault	0 (0%)
	Theft of canteen or property	0 (0%)
	Other bullying/victimisation.....	2 (20%)
	Not experienced any of these from staff here	7 (70%)

14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	4 (40%)
	No	6 (60%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	6 (60%)
	No	3 (30%)
	Don't know what the incentives/rewards are	1 (10%)

15.2	Do you feel you have been treated fairly in the progressive regime and earned privileges system (PREPS) in this prison?	
	Yes	5 (50%)
	No	4 (40%)
	Don't know.....	0 (0%)
	Don't know what this is	1 (10%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	0 (0%)
	No	10 (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	10 (100%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	1 (10%)
	No	9 (90%)

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%)	1 (100%)
	Could you shower every day?	0 (0%)	1 (100%)
	Could you go outside for exercise every day?	0 (0%)	1 (100%)
	Could you use the phone every day (if you had credit)?	0 (0%)	1 (100%)

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	5 (56%)	0 (0%)	1 (11%)	3 (33%)
	Vocational or skills training	5 (56%)	1 (11%)	1 (11%)	2 (22%)
	Prison job	5 (56%)	0 (0%)	1 (11%)	3 (33%)
	Voluntary work outside of the prison	3 (30%)	4 (40%)	2 (20%)	1 (10%)
	Paid work outside of the prison	2 (20%)	4 (40%)	2 (20%)	2 (20%)

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	2 (29%)	3 (43%)	2 (29%)
	Vocational or skills training	4 (44%)	4 (44%)	1 (11%)
	Prison job	2 (29%)	4 (57%)	1 (14%)
	Voluntary work outside of the prison	3 (38%)	4 (50%)	1 (13%)
	Paid work outside of the prison	2 (25%)	3 (38%)	3 (38%)

16.3	Do staff encourage you to attend education, training or work?	
	Yes	7 (78%)
	No	1 (11%)
	Not applicable (e.g. if you are retired, sick or on remand).....	1 (11%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a prisoner development plan or PDP)	
	Yes	6 (75%)
	No	2 (25%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your prisoner development plan?	
	Yes	6 (100%)
	No	0 (0%)
	Don't know what my objectives or targets are	0 (0%)

17.3	Are staff here supporting you to achieve your objectives or targets?	
	Yes	4 (80%)
	No	1 (20%)
	Don't know what my objectives or targets are	0 (0%)

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	3 (60%)	1 (20%)	1 (20%)
	Other programmes	2 (50%)	1 (25%)	1 (25%)
	One to one work	4 (80%)	1 (20%)	0 (0%)
	Being on a specialist unit	1 (25%)	1 (25%)	2 (50%)
	Home leave - day or overnight release	4 (67%)	1 (17%)	1 (17%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?	
	Yes	0 (0%)
	No	9 (90%)
	Don't know.....	1 (10%)

18.2	How close is this prison to your home area or intended release address?	
	Very near	0 (0%)
	Quite near	0 (0%)
	Quite far.....	0 (0%)
	Very far	0 (0%)

18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, PDP coordinator)?			
	Yes			0 (0%)
	No			0 (0%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	0 (0%)	0 (0%)	0 (0%)
	Getting employment	0 (0%)	0 (0%)	0 (0%)
	Setting up education or training	0 (0%)	0 (0%)	0 (0%)
	Arranging benefits	0 (0%)	0 (0%)	0 (0%)
	Sorting out finances	0 (0%)	0 (0%)	0 (0%)
	Support for drug or alcohol problems	0 (0%)	0 (0%)	0 (0%)
	Health/mental health support	0 (0%)	0 (0%)	0 (0%)
	Social care support	0 (0%)	0 (0%)	0 (0%)
	Getting back in touch with family or friends	0 (0%)	0 (0%)	0 (0%)

More about you

19.1	Do you have children under the age of 18?			
	Yes			2 (22%)
	No			7 (78%)
19.2	Are you a UK/British citizen?			
	Yes			9 (100%)
	No			0 (0%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?			
	Yes			0 (0%)
	No			9 (100%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?			
	Yes			2 (22%)
	No			7 (78%)
19.5	What is your gender?			
	Male			9 (100%)
	Female			0 (0%)
	Non-binary			0 (0%)
	Other			0 (0%)
19.6	How would you describe your sexual orientation?			
	Straight/heterosexual			9 (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			8 (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	0 (0%)
Less likely to offend	7 (78%)
Made no difference.....	2 (22%)

Survey for Bush House 1 and 2

Background information

I.1	What wing or houseblock are you currently living on?	
	Bush 1 & 2	10 (100%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	1 (10%)
	26 - 29	1 (10%)
	30 - 39	6 (60%)
	40 - 49	1 (10%)
	50 - 59	0 (0%)
	60 - 69	1 (10%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/Welsh/Scottish/Northern Irish/British	10 (100%)
	White - Irish.....	0 (0%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background.....	0 (0%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean.....	0 (0%)
	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	2 (20%)
	6 months or more.....	8 (80%)
I.5	Are you currently serving a sentence?	
	Yes	6 (60%)
	Yes - on recall	1 (10%)
	No - on remand or awaiting sentence.....	3 (30%)
	No - immigration detainee.....	0 (0%)
I.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	1 (10%)
	4 years to less than 10 years	2 (20%)
	10 years or more.....	0 (0%)
	IPP (indeterminate sentence for public protection).....	0 (0%)
	Life.....	4 (40%)
	Not currently serving a sentence	3 (30%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	1 (10%)
	No	7 (70%)
	Don't remember	2 (20%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	2 (20%)
	2 hours or more	8 (80%)
	Don't remember	0 (0%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	8 (80%)
	No	1 (10%)
	Don't remember	1 (10%)
2.4	Overall, how were you treated in reception?	
	Very well	0 (0%)
	Quite well	9 (90%)
	Quite badly	1 (10%)
	Very badly	0 (0%)
	Don't remember	0 (0%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	6 (60%)
	Contacting family	3 (30%)
	Arranging care for children or other dependants	0 (0%)
	Contacting employers	0 (0%)
	Money worries	2 (20%)
	Housing worries	2 (20%)
	Feeling depressed	3 (30%)
	Feeling suicidal	0 (0%)
	Other mental health problems	2 (20%)
	Physical health problems	3 (30%)
	Drug or alcohol problems (e.g. withdrawal)	1 (10%)
	Problems getting medication	4 (40%)
	Needing protection from other prisoners	1 (10%)
	Lost or delayed property	0 (0%)
	Other problems	0 (0%)
	Did not have any problems	1 (10%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	5 (50%)
	No	4 (40%)
	Did not have any problems when I first arrived	1 (10%)

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	5 (50%)
Toiletries/other basic items.....	1 (10%)
A shower	2 (20%)
A free phone call	5 (50%)
Something to eat	8 (80%)
The chance to see someone from health care.....	4 (40%)
The chance to talk to a Listener or Samaritans	1 (10%)
Support from another prisoner (e.g. Insider or buddy)	1 (10%)
Wasn't offered any of these things.....	1 (10%)

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

Very clean	0 (0%)
Quite clean	1 (10%)
Quite dirty.....	4 (40%)
Very dirty.....	5 (50%)
Don't remember.....	0 (0%)

3.3 Did you feel safe on your first night here?

Yes	7 (70%)
No.....	2 (20%)
Don't remember.....	1 (10%)

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

	Yes	No	Don't remember
Access to the prison shop/canteen?	4 (40%)	5 (50%)	1 (10%)
Free PIN phone credit?	8 (80%)	2 (20%)	0 (0%)
Numbers put on your PIN phone?	7 (70%)	3 (30%)	0 (0%)

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

Yes	2 (20%)
No.....	5 (50%)
Have not had an induction.....	3 (30%)

On the wing

4.1 Are you in a cell on your own?

Yes	10 (100%)
No, I'm in a shared cell or dormitory.....	0 (0%)

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

Yes	6 (60%)
No.....	3 (30%)
Don't know.....	1 (10%)
Don't have a cell call bell.....	0 (0%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	10 (100%)	0 (0%)	0 (0%)
Can you shower every day?	10 (100%)	0 (0%)	0 (0%)
Do you have clean sheets every week?	10 (100%)	0 (0%)	0 (0%)
Do you get cell cleaning materials every week?	10 (100%)	0 (0%)	0 (0%)
Is it normally quiet enough for you to relax or sleep at night?	9 (90%)	1 (10%)	0 (0%)
Can you get your stored property if you need it?	6 (67%)	1 (11%)	2 (22%)

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

Very clean	2 (20%)
Quite clean	8 (80%)
Quite dirty	0 (0%)
Very dirty	0 (0%)

Food and canteen

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

Very good	0 (0%)
Quite good	4 (40%)
Quite bad	5 (50%)
Very bad	1 (10%)

5.2 Do you get enough to eat at mealtimes?

Always	1 (10%)
Most of the time	2 (20%)
Some of the time	5 (50%)
Never	2 (20%)

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

Yes	6 (60%)
No	4 (40%)
Don't know	0 (0%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	9 (90%)
No	1 (10%)

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

Yes	6 (60%)
No	4 (40%)

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

Yes	3 (30%)
No	7 (70%)

6.4 How helpful is your personal or named officer?

Very helpful	0 (0%)
Quite helpful	6 (60%)
Not very helpful	0 (0%)
Not at all helpful	0 (0%)

Don't know.....	1 (10%)
Don't have a personal/named officer	3 (30%)

6.5 How often do you see prison governors, directors or senior managers talking to prisoners?

Regularly.....	2 (20%)
Sometimes	5 (50%)
Hardly ever.....	3 (30%)
Don't know.....	0 (0%)

6.6 Do you feel that you are treated as an individual in this prison?

Yes	6 (67%)
No	3 (33%)

6.7 Are prisoners here consulted about things like food, canteen, health care or wing issues?

Yes, and things sometimes change	3 (30%)
Yes, but things don't change	4 (40%)
No	3 (30%)
Don't know.....	0 (0%)

Faith

7.1 What is your religion?

No religion.....	0 (0%)
Catholic.....	0 (0%)
Protestant	10 (100%)
Other Christian denomination.....	0 (0%)
Buddhist	0 (0%)
Hindu	0 (0%)
Jewish.....	0 (0%)
Muslim	0 (0%)
Sikh.....	0 (0%)
Other.....	0 (0%)

7.2 Are your religious beliefs respected here?

Yes	9 (90%)
No	1 (10%)
Don't know.....	0 (0%)
Not applicable (no religion).....	0 (0%)

7.3 Are you able to speak to a Chaplain of your faith in private, if you want to?

Yes	8 (80%)
No	0 (0%)
Don't know.....	2 (20%)
Not applicable (no religion).....	0 (0%)

7.4 Are you able to attend religious services, if you want to?

Yes	10 (100%)
No	0 (0%)
Don't know.....	0 (0%)
Not applicable (no religion).....	0 (0%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	4 (40%)
	No	6 (60%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	7 (70%)
	No	3 (30%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	10 (100%)
	No	0 (0%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	1 (10%)
	Quite easy.....	6 (60%)
	Quite difficult	3 (30%)
	Very difficult	0 (0%)
	Don't know.....	0 (0%)
8.5	How often do you have visits from family or friends?	
	More than once a week	2 (20%)
	About once a week.....	7 (70%)
	Less than once a week.....	1 (10%)
	Not applicable (don't get visits)	0 (0%)
8.6	Do visits usually start and finish on time?	
	Yes	8 (80%)
	No	2 (20%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	7 (78%)
	No	2 (22%)

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.....	8 (80%)
	Yes, but these times are not usually kept to	1 (10%)
	No	1 (10%)
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	3 (30%)
	2 to 6 hours.....	2 (20%)
	6 to 10 hours	5 (50%)
	10 hours or more.....	0 (0%)
	Don't know.....	0 (0%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	3 (30%)
	2 to 6 hours.....	6 (60%)
	6 to 10 hours	1 (10%)
	10 hours or more.....	0 (0%)
	Don't know.....	0 (0%)

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.....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	1	(10%)
	More than 5.....	9	(90%)
	Don't know.....	0	(0%)
9.5	How many days in a typical week do you get association, if you want it?		
	None.....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	0	(0%)
	More than 5.....	10	(100%)
	Don't know.....	0	(0%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?		
	None.....	0	(0%)
	1 or 2.....	1	(10%)
	3 to 5.....	0	(0%)
	More than 5.....	9	(90%)
	Don't know.....	0	(0%)
9.7	Typically, how often do you go to the gym?		
	Twice a week or more.....	6	(60%)
	About once a week.....	0	(0%)
	Less than once a week.....	0	(0%)
	Never.....	4	(40%)
9.8	Typically, how often do you go to the library?		
	Twice a week or more.....	0	(0%)
	About once a week.....	1	(10%)
	Less than once a week.....	2	(20%)
	Never.....	7	(70%)
9.9	Does the library have a wide enough range of materials to meet your needs?		
	Yes.....	2	(20%)
	No.....	1	(10%)
	Don't use the library.....	7	(70%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?			
	Yes.....	5	(50%)	
	No.....	1	(10%)	
	Don't know.....	4	(40%)	
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?	2 (22%)	4 (44%)	3 (33%)
	Are applications usually dealt with within 7 days?	3 (30%)	4 (40%)	3 (30%)

10.3	Is it easy for you to make a complaint?			
	Yes			8 (80%)
	No			0 (0%)
	Don't know.....			2 (20%)
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?	2 (22%)	4 (44%)	3 (33%)
	Are complaints usually dealt with within 7 days?	4 (40%)	3 (30%)	3 (30%)
10.5	Have you ever been prevented from making a complaint here when you wanted to?			
	Yes			1 (10%)
	No			6 (60%)
	Not wanted to make a complaint.....			3 (30%)
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?	7 (70%)	2 (20%)	1 (10%) 0 (0%)
	Attend legal visits?	7 (70%)	1 (10%)	1 (10%) 1 (10%)
	Get bail information?	3 (33%)	1 (11%)	3 (33%) 2 (22%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?			
	Yes			6 (60%)
	No			2 (20%)
	Not had any legal letters			2 (20%)

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	0 (0%)	3 (30%)	3 (30%)	3 (30%) 1 (10%)
	Nurse	6 (60%)	2 (20%)	1 (10%)	0 (0%) 1 (10%)
	Dentist	1 (10%)	4 (40%)	3 (30%)	1 (10%) 1 (10%)
	Mental health workers	0 (0%)	1 (10%)	1 (10%)	2 (20%) 6 (60%)
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	1 (11%)	2 (22%)	1 (11%)	3 (33%) 2 (22%)
	Nurse	7 (70%)	0 (0%)	1 (10%)	0 (0%) 2 (20%)
	Dentist	2 (20%)	6 (60%)	0 (0%)	0 (0%) 2 (20%)
	Mental health workers	1 (10%)	0 (0%)	1 (10%)	0 (0%) 8 (80%)
11.3	Do you have any mental health problems?				
	Yes				5 (50%)
	No				5 (50%)
11.4	Have you been helped with your mental health problems in this prison?				
	Yes				1 (10%)
	No				4 (40%)
	Don't have any mental health problems				5 (50%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	0 (0%)
	Quite good	3 (30%)
	Quite bad.....	3 (30%)
	Very bad.....	3 (30%)
	Don't know.....	1 (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	5 (50%)
	No.....	5 (50%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	1 (11%)
	No.....	3 (33%)
	Don't have a disability.....	5 (56%)
12.3	Have you been on a SPAR in this prison?	
	Yes	0 (0%)
	No.....	10 (100%)
12.4	If you have been on a SPAR in this prison, did you feel cared for by staff?	
	Yes	0 (0%)
	No.....	0 (0%)
	Have not been on a SPAR in this prison	10 (100%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy.....	0 (0%)
	Quite easy.....	2 (20%)
	Quite difficult	0 (0%)
	Very difficult	1 (10%)
	Don't know.....	7 (70%)
	No Listeners at this prison.....	0 (0%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	1 (10%)
	No.....	9 (90%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	0 (0%)
	No.....	1 (10%)
	Did not/do not have an alcohol problem.....	9 (90%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	1 (10%)
	No.....	9 (90%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	0 (0%)
	No	10 (100%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No	10 (100%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	1 (10%)
	No	0 (0%)
	Did not/do not have a drug problem.....	9 (90%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	2 (20%)
	Quite easy.....	0 (0%)
	Quite difficult	0 (0%)
	Very difficult	1 (10%)
	Don't know.....	7 (70%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	0 (0%)
	Quite easy.....	1 (10%)
	Quite difficult	1 (10%)
	Very difficult	2 (20%)
	Don't know.....	6 (60%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	4 (40%)
	No	6 (60%)
14.2	Do you feel unsafe now?	
	Yes	1 (10%)
	No	9 (90%)
14.3	Have you experienced any of the following types of bullying/victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	2 (20%)
	Threats or intimidation	2 (20%)
	Physical assault.....	0 (0%)
	Sexual assault	0 (0%)
	Theft of canteen or property.....	0 (0%)
	Other bullying/victimisation.....	0 (0%)
	Not experienced any of these from prisoners here	8 (80%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	1 (10%)
	No	9 (90%)

14.5	Have you experienced any of the following types of bullying/victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	2 (20%)
	Threats or intimidation	0 (0%)
	Physical assault.....	0 (0%)
	Sexual assault	0 (0%)
	Theft of canteen or property.....	0 (0%)
	Other bullying/victimisation.....	2 (20%)
	Not experienced any of these from staff here.....	7 (70%)

14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	3 (33%)
	No.....	6 (67%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	2 (20%)
	No.....	3 (30%)
	Don't know what the incentives/rewards are	5 (50%)

15.2	Do you feel you have been treated fairly in the progressive regime and earned privileges system (PREPS) in this prison?	
	Yes	3 (30%)
	No.....	1 (10%)
	Don't know.....	0 (0%)
	Don't know what this is	6 (60%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	0 (0%)
	No.....	10 (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	10 (100%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	4 (40%)
	No.....	6 (60%)

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?	3 (75%)	1 (25%)
	Could you shower every day?	3 (75%)	1 (25%)
	Could you go outside for exercise every day?	3 (75%)	1 (25%)
	Could you use the phone every day (if you had credit)?	3 (75%)	1 (25%)

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	3 (30%)	5 (50%)	1 (10%)	1 (10%)
	Vocational or skills training	1 (11%)	3 (33%)	1 (11%)	4 (44%)
	Prison job	7 (78%)	0 (0%)	2 (22%)	0 (0%)
	Voluntary work outside of the prison	0 (0%)	0 (0%)	1 (11%)	8 (89%)
	Paid work outside of the prison	0 (0%)	0 (0%)	1 (11%)	8 (89%)
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	2 (20%)	3 (30%)	5 (50%)	
	Vocational or skills training	1 (11%)	2 (22%)	6 (67%)	
	Prison job	0 (0%)	6 (67%)	3 (33%)	
	Voluntary work outside of the prison	0 (0%)	1 (11%)	8 (89%)	
	Paid work outside of the prison	0 (0%)	0 (0%)	8 (100%)	
16.3	Do staff encourage you to attend education, training or work?				
	Yes				2 (22%)
	No				7 (78%)
	Not applicable (e.g. if you are retired, sick or on remand).....				0 (0%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a prisoner development plan or PDP)			
	Yes			3 (33%)
	No			6 (67%)
17.2	Do you understand what you need to do to achieve the objectives or targets in your prisoner development plan?			
	Yes			3 (100%)
	No			0 (0%)
	Don't know what my objectives or targets are			0 (0%)
17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes			2 (67%)
	No			1 (33%)
	Don't know what my objectives or targets are			0 (0%)
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	1 (33%)	0 (0%)	2 (67%)
	Other programmes	0 (0%)	0 (0%)	3 (100%)
	One to one work	0 (0%)	0 (0%)	3 (100%)
	Being on a specialist unit	0 (0%)	0 (0%)	3 (100%)
	Home leave - day or overnight release	0 (0%)	0 (0%)	3 (100%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			1 (10%)
	No			7 (70%)
	Don't know.....			2 (20%)
18.2	How close is this prison to your home area or intended release address?			
	Very near			0 (0%)
	Quite near			1 (100%)
	Quite far.....			0 (0%)
	Very far			0 (0%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, PDP coordinator)?			
	Yes			0 (0%)
	No			1 (100%)
18.4	Are you getting help to sort out the following things for when you are released?			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	0 (0%)	0 (0%)	1 (100%)
	Getting employment	0 (0%)	0 (0%)	1 (100%)
	Setting up education or training	0 (0%)	0 (0%)	1 (100%)
	Arranging benefits	0 (0%)	0 (0%)	1 (100%)
	Sorting out finances	0 (0%)	0 (0%)	1 (100%)
	Support for drug or alcohol problems	0 (0%)	0 (0%)	1 (100%)
	Health/mental health support	0 (0%)	0 (0%)	1 (100%)
	Social care support	0 (0%)	0 (0%)	1 (100%)
	Getting back in touch with family or friends	0 (0%)	0 (0%)	1 (100%)

More about you

19.1	Do you have children under the age of 18?			
	Yes			7 (70%)
	No			3 (30%)
19.2	Are you a UK/British citizen?			
	Yes			10 (100%)
	No			0 (0%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?			
	Yes			0 (0%)
	No			9 (100%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?			
	Yes			1 (11%)
	No			8 (89%)
19.5	What is your gender?			
	Male			10 (100%)
	Female			0 (0%)
	Non-binary			0 (0%)
	Other.....			0 (0%)

19.6	How would you describe your sexual orientation?	
	Straight /heterosexual.....	10 (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.....	6 (100%)

Final question about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	0 (0%)
	Less likely to offend	7 (70%)
	Made no difference.....	3 (30%)

Survey for Roe House 3 and 4

Background information

I.1	What wing or houseblock are you currently living on?	
	Roe 3 & 4	16 (100%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25	1 (6%)
	26 - 29	2 (13%)
	30 - 39	3 (19%)
	40 - 49	7 (44%)
	50 - 59	2 (13%)
	60 - 69	1 (6%)
	70 or over.....	0 (0%)
I.3	What is your ethnic group?	
	White - English/ Welsh/Scottish/Northern Irish/British	0 (0%)
	White - Irish.....	16 (100%)
	White - Gypsy or Irish Traveller	0 (0%)
	White - any other White background.....	0 (0%)
	Mixed - White and Black Caribbean	0 (0%)
	Mixed - White and Black African.....	0 (0%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background.....	0 (0%)
	Asian/ Asian British - Indian.....	0 (0%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean.....	0 (0%)
	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	2 (13%)
	6 months or more.....	13 (87%)
I.5	Are you currently serving a sentence?	
	Yes	9 (56%)
	Yes - on recall	3 (19%)
	No - on remand or awaiting sentence.....	4 (25%)
	No - immigration detainee.....	0 (0%)
I.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	1 (6%)
	4 years to less than 10 years	2 (13%)
	10 years or more.....	6 (38%)
	IPP (indeterminate sentence for public protection)	1 (6%)
	Life.....	2 (13%)
	Not currently serving a sentence	4 (25%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	1 (6%)
	No	15 (94%)
	Don't remember	0 (0%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	1 (6%)
	2 hours or more	11 (69%)
	Don't remember	4 (25%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	0 (0%)
	No	16 (100%)
	Don't remember	0 (0%)
2.4	Overall, how were you treated in reception?	
	Very well	0 (0%)
	Quite well	1 (6%)
	Quite badly	1 (6%)
	Very badly	14 (88%)
	Don't remember	0 (0%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	12 (80%)
	Contacting family	11 (73%)
	Arranging care for children or other dependents	3 (20%)
	Contacting employers	0 (0%)
	Money worries	3 (20%)
	Housing worries	5 (33%)
	Feeling depressed	0 (0%)
	Feeling suicidal	0 (0%)
	Other mental health problems	1 (7%)
	Physical health problems	2 (13%)
	Drug or alcohol problems (e.g. withdrawal)	0 (0%)
	Problems getting medication	4 (27%)
	Needing protection from other prisoners	4 (27%)
	Lost or delayed property	6 (40%)
	Other problems	4 (27%)
	Did not have any problems	1 (7%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	0 (0%)
	No	15 (94%)
	Did not have any problems when I first arrived	1 (6%)

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	4 (25%)
Toiletries/other basic items.....	4 (25%)
A shower	3 (19%)
A free phone call	7 (44%)
Something to eat	3 (19%)
The chance to see someone from health care.....	1 (6%)
The chance to talk to a Listener or Samaritans	0 (0%)
Support from another prisoner (e.g. Insider or buddy)	0 (0%)
Wasn't offered any of these things.....	5 (31%)

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

Very clean	0 (0%)
Quite clean	1 (6%)
Quite dirty.....	1 (6%)
Very dirty.....	14 (88%)
Don't remember.....	0 (0%)

3.3 Did you feel safe on your first night here?

Yes	2 (13%)
No.....	13 (81%)
Don't remember.....	1 (6%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	3 (19%)	12 (75%)	1 (6%)
Free PIN phone credit?	2 (13%)	11 (73%)	2 (13%)
Numbers put on your PIN phone?	3 (20%)	11 (73%)	1 (7%)

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

Yes	0 (0%)
No.....	4 (25%)
Have not had an induction.....	12 (75%)

On the wing

4.1 Are you in a cell on your own?

Yes	16 (100%)
No, I'm in a shared cell or dormitory.....	0 (0%)

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

Yes	4 (25%)
No.....	12 (75%)
Don't know.....	0 (0%)
Don't have a cell call bell.....	0 (0%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	14 (88%)	2 (13%)	0 (0%)
Can you shower every day?	14 (88%)	2 (13%)	0 (0%)

Do you have clean sheets every week?	9 (64%)	5 (36%)	0 (0%)
Do you get cell cleaning materials every week?	9 (64%)	4 (29%)	1 (7%)
Is it normally quiet enough for you to relax or sleep at night?	2 (13%)	13 (87%)	0 (0%)
Can you get your stored property if you need it?	2 (14%)	11 (79%)	1 (7%)

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

Very clean	12 (80%)
Quite clean	1 (7%)
Quite dirty	0 (0%)
Very dirty	2 (13%)

Food and canteen

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

Very good	0 (0%)
Quite good	0 (0%)
Quite bad	5 (31%)
Very bad	11 (69%)

5.2 Do you get enough to eat at mealtimes?

Always	1 (6%)
Most of the time	0 (0%)
Some of the time	4 (25%)
Never	11 (69%)

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

Yes	1 (7%)
No	13 (87%)
Don't know	1 (7%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	0 (0%)
No	15 (100%)

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

Yes	0 (0%)
No	16 (100%)

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

Yes	0 (0%)
No	16 (100%)

6.4 How helpful is your personal or named officer?

Very helpful	0 (0%)
Quite helpful	0 (0%)
Not very helpful	0 (0%)
Not at all helpful	2 (13%)
Don't know	1 (7%)
Don't have a personal/named officer	12 (80%)

6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	0 (0%)
	Sometimes	1 (7%)
	Hardly ever.....	11 (79%)
	Don't know.....	2 (14%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	3 (23%)
	No.....	10 (77%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	1 (6%)
	Yes, but things don't change.....	2 (13%)
	No.....	13 (81%)
	Don't know.....	0 (0%)

Faith

7.1	What is your religion?	
	No religion.....	2 (13%)
	Catholic.....	14 (88%)
	Protestant.....	0 (0%)
	Other Christian denomination.....	0 (0%)
	Buddhist	0 (0%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim	0 (0%)
	Sikh.....	0 (0%)
	Other.....	0 (0%)
7.2	Are your religious beliefs respected here?	
	Yes	1 (6%)
	No.....	12 (75%)
	Don't know.....	1 (6%)
	Not applicable (no religion).....	2 (13%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	10 (63%)
	No.....	4 (25%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	2 (13%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	11 (69%)
	No.....	3 (19%)
	Don't know.....	0 (0%)
	Not applicable (no religion).....	2 (13%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family/friends?	
	Yes	0 (0%)
	No.....	16 (100%)

8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	15 (94%)
	No	1 (6%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	15 (94%)
	No	1 (6%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	0 (0%)
	Quite easy.....	3 (19%)
	Quite difficult	5 (31%)
	Very difficult	8 (50%)
	Don't know.....	0 (0%)
8.5	How often do you have visits from family or friends?	
	More than once a week	2 (13%)
	About once a week.....	5 (31%)
	Less than once a week.....	9 (56%)
	Not applicable (don't get visits)	0 (0%)
8.6	Do visits usually start and finish on time?	
	Yes	5 (36%)
	No	9 (64%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	0 (0%)
	No	16 (100%)

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	5 (33%)
	Yes, but these times are not usually kept to	10 (67%)
	No	0 (0%)
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	0 (0%)
	2 to 6 hours.....	3 (19%)
	6 to 10 hours	7 (44%)
	10 hours or more.....	2 (13%)
	Don't know.....	4 (25%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	1 (6%)
	2 to 6 hours.....	6 (38%)
	6 to 10 hours	5 (31%)
	10 hours or more.....	0 (0%)
	Don't know.....	4 (25%)
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.....	0 (0%)
	1 or 2.....	2 (13%)

3 to 5.....	1 (6%)
More than 5.....	12 (75%)
Don't know.....	1 (6%)

9.5 How many days in a typical week do you get association, if you want it?

None.....	0 (0%)
1 or 2.....	1 (6%)
3 to 5.....	0 (0%)
More than 5.....	14 (88%)
Don't know.....	1 (6%)

9.6 How many days in a typical week could you go outside for exercise, if you wanted to?

None.....	1 (6%)
1 or 2.....	0 (0%)
3 to 5.....	1 (6%)
More than 5.....	13 (81%)
Don't know.....	1 (6%)

9.7 Typically, how often do you go to the gym?

Twice a week or more.....	11 (69%)
About once a week.....	1 (6%)
Less than once a week.....	1 (6%)
Never.....	3 (19%)

9.8 Typically, how often do you go to the library?

Twice a week or more.....	0 (0%)
About once a week.....	0 (0%)
Less than once a week.....	0 (0%)
Never.....	16 (100%)

9.9 Does the library have a wide enough range of materials to meet your needs?

Yes.....	0 (0%)
No.....	0 (0%)
Don't use the library.....	16 (100%)

Applications, complaints and legal rights

10.1 Is it easy for you to make an application?

Yes.....	9 (56%)
No.....	7 (44%)
Don't know.....	0 (0%)

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?	0 (0%)	14 (100%)	0 (0%)
Are applications usually dealt with within 7 days?	2 (13%)	13 (87%)	0 (0%)

10.3 Is it easy for you to make a complaint?

Yes.....	12 (75%)
No.....	4 (25%)
Don't know.....	0 (0%)

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?	0 (0%)	15 (100%)	0 (0%)
	Are complaints usually dealt with within 7 days?	0 (0%)	16 (100%)	0 (0%)

10.5	Have you ever been prevented from making a complaint here when you wanted to?	
	Yes	8 (57%)
	No	6 (43%)
	Not wanted to make a complaint.....	0 (0%)

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?	1 (7%)	14 (93%)	0 (0%)	0 (0%)
	Attend legal visits?	1 (7%)	14 (93%)	0 (0%)	0 (0%)
	Get bail information?	0 (0%)	12 (80%)	1 (7%)	2 (13%)

10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	
	Yes	14 (88%)
	No	1 (6%)
	Not had any legal letters	1 (6%)

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	0 (0%)	0 (0%)	2 (13%)	14 (88%)	0 (0%)
	Nurse	0 (0%)	6 (38%)	5 (31%)	5 (31%)	0 (0%)
	Dentist	0 (0%)	0 (0%)	6 (38%)	10 (63%)	0 (0%)
	Mental health workers	0 (0%)	0 (0%)	2 (13%)	7 (44%)	7 (44%)

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	0 (0%)	3 (19%)	3 (19%)	9 (56%)	1 (6%)
	Nurse	1 (6%)	2 (13%)	3 (19%)	9 (56%)	1 (6%)
	Dentist	2 (13%)	4 (25%)	3 (19%)	4 (25%)	3 (19%)
	Mental health workers	0 (0%)	0 (0%)	0 (0%)	4 (29%)	10 (71%)

11.3	Do you have any mental health problems?	
	Yes	4 (25%)
	No	12 (75%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	1 (6%)
	No	3 (19%)
	Don't have any mental health problems.....	12 (75%)

11.5	What do you think of the overall quality of the health services here?	
	Very good	0 (0%)
	Quite good	1 (6%)
	Quite bad.....	1 (6%)

Very bad.....	13 (81%)
Don't know.....	1 (6%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	5 (31%)
	No	11 (69%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	0 (0%)
	No	5 (31%)
	Don't have a disability.....	11 (69%)
12.3	Have you been on a SPAR in this prison?	
	Yes	0 (0%)
	No	16 (100%)
12.4	If you have been on a SPAR in this prison, did you feel cared for by staff?	
	Yes	0 (0%)
	No	0 (0%)
	Have not been on a SPAR in this prison	16 (100%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy.....	0 (0%)
	Quite easy.....	0 (0%)
	Quite difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know.....	10 (77%)
	No Listeners at this prison	3 (23%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	0 (0%)
	No	15 (100%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	0 (0%)
	No	0 (0%)
	Did not/do not have an alcohol problem.....	15 (100%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	0 (0%)
	No	15 (100%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	0 (0%)
	No	15 (100%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	0 (0%)
	No	15 (100%)

13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	0 (0%)
	No	0 (0%)
	Did not/do not have a drug problem.....	15 (100%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	3 (20%)
	Quite easy.....	0 (0%)
	Quite difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know.....	12 (80%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	0 (0%)
	Quite easy.....	1 (7%)
	Quite difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know.....	14 (93%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	15 (94%)
	No.....	1 (6%)
14.2	Do you feel unsafe now?	
	Yes	4 (29%)
	No.....	10 (71%)
14.3	Have you experienced any of the following types of bullying/victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse.....	5 (38%)
	Threats or intimidation	5 (38%)
	Physical assault.....	2 (15%)
	Sexual assault	1 (8%)
	Theft of canteen or property	1 (8%)
	Other bullying/victimisation.....	2 (15%)
	Not experienced any of these from prisoners here	8 (62%)
14.4	If you were being bullied/victimised by other prisoners here, would you report it?	
	Yes	3 (27%)
	No.....	8 (73%)
14.5	Have you experienced any of the following types of bullying/victimisation from staff here? (Please tick all that apply to you.)	
	Verbal abuse.....	14 (88%)
	Threats or intimidation	12 (75%)
	Physical assault.....	10 (63%)
	Sexual assault	4 (25%)
	Theft of canteen or property	7 (44%)
	Other bullying/victimisation.....	6 (38%)
	Not experienced any of these from staff here	1 (6%)

14.6	If you were being bullied/victimised by staff here, would you report it?	
	Yes	12 (75%)
	No	4 (25%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	0 (0%)
	No	4 (29%)
	Don't know what the incentives / rewards are.....	10 (71%)

15.2	Do you feel you have been treated fairly in the progressive regime and earned privileges system (PREPS) in this prison?	
	Yes	0 (0%)
	No	11 (69%)
	Don't know.....	1 (6%)
	Don't know what this is	4 (25%)

15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	6 (38%)
	No	10 (63%)

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	6 (38%)
	Don't remember.....	0 (0%)
	Not been restrained here in last 6 months	10 (63%)

15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	
	Yes	4 (27%)
	No	11 (73%)

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%)	4 (100%)
	Could you shower every day?	1 (33%)	2 (67%)
	Could you go outside for exercise every day?	2 (67%)	1 (33%)
	Could you use the phone every day (if you had credit)?	1 (33%)	2 (67%)

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	0 (0%)	14 (93%)	0 (0%)
	Vocational or skills training	0 (0%)	10 (67%)	0 (0%)
	Prison job	0 (0%)	3 (20%)	1 (7%)
	Voluntary work outside of the prison	0 (0%)	4 (27%)	1 (7%)
	Paid work outside of the prison	0 (0%)	4 (27%)	1 (7%)
				10 (67%)

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	8 (53%)	2 (13%)	5 (33%)
	Vocational or skills training	2 (14%)	1 (7%)	11 (79%)
	Prison job	0 (0%)	0 (0%)	12 (100%)
	Voluntary work outside of the prison	0 (0%)	0 (0%)	12 (100%)
	Paid work outside of the prison	0 (0%)	0 (0%)	12 (100%)

16.3	Do staff encourage you to attend education, training or work?			
	Yes			0 (0%)
	No			13 (93%)
	Not applicable (e.g. if you are retired, sick or on remand).....			1 (7%)

Planning and progression

17.1	Do you have a custody plan? (This may be called a prisoner development plan or PDP)			
	Yes			1 (7%)
	No			14 (93%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your prisoner development plan?			
	Yes			1 (100%)
	No			0 (0%)
	Don't know what my objectives or targets are			0 (0%)

17.3	Are staff here supporting you to achieve your objectives or targets?			
	Yes			0 (0%)
	No			1 (100%)
	Don't know what my objectives or targets are			0 (0%)

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	0 (0%)	0 (0%)	1 (100%)
	Other programmes	0 (0%)	0 (0%)	1 (100%)
	One to one work	0 (0%)	0 (0%)	1 (100%)
	Being on a specialist unit	0 (0%)	0 (0%)	1 (100%)
	Home leave - day or overnight release	0 (0%)	0 (0%)	1 (100%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?			
	Yes			2 (13%)
	No			10 (63%)
	Don't know.....			4 (25%)

18.2	How close is this prison to your home area or intended release address?			
	Very near			1 (50%)
	Quite near			1 (50%)
	Quite far.....			0 (0%)
	Very far			0 (0%)

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

Yes	0 (0%)
No	2 (100%)

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

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	0 (0%)	0 (0%)	2 (100%)
Getting employment	0 (0%)	0 (0%)	2 (100%)
Setting up education or training	0 (0%)	1 (50%)	1 (50%)
Arranging benefits	0 (0%)	0 (0%)	2 (100%)
Sorting out finances	0 (0%)	0 (0%)	2 (100%)
Support for drug or alcohol problems	0 (0%)	0 (0%)	2 (100%)
Health/mental health support	0 (0%)	0 (0%)	2 (100%)
Social care support	0 (0%)	0 (0%)	2 (100%)
Getting back in touch with family or friends	0 (0%)	0 (0%)	2 (100%)

More about you

19.1 Do you have children under the age of 18?

Yes	13 (81%)
No	3 (19%)

19.2 Are you a UK/British citizen?

Yes	1 (7%)
No	14 (93%)

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

Yes	0 (0%)
No	16 (100%)

19.4 Have you ever been in the armed services (e.g. army, navy, air force)?

Yes	1 (6%)
No	15 (94%)

19.5 What is your gender?

Male	16 (100%)
Female	0 (0%)
Non-binary	0 (0%)
Other	0 (0%)

19.6 How would you describe your sexual orientation?

Straight/heterosexual	16 (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	16 (100%)

Final question about this prison

20.1 Do you think your experiences in this prison have made you more or less likely to offend in the future?

More likely to offend	0 (0%)
Less likely to offend	1 (10%)
Made no difference.....	9 (90%)



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